



Pay By Phone

What you Need before you call:

Your Account Number and Customer Number from your Utility Billing Statement.

1. Call the Stormwater Payment Phone Number: 309-233-0075
2. You will be prompted to enter your Account Number. This is the first number before the dash on your utility bill (Highlighted in Green in the example below).


 419 Fulton St.
 Peoria, IL 61602
 309-494-8807
 www.peoriastormwater.com

UTILITY BILL
CUSTOMER COPY
Keep this copy for your records

Customer Name		Service Address			
CITY OF PEORIA		419 FULTON ST			
Bill Number	Bill Date	Account Number - Customer Number		Current Billing Due Date	
929771	04/01/2022	100387 - 100608		05/02/2022	
Charge Description	Parcel ID Number	Billing Period	Billing Units (1,000 SqFt)	Charge Amount	
SWU - 801 - STORMWATER UTILITY	1809251010	01/01/2022 - 03/31/2022	3.6	54.00	

3. You will be prompted to enter your Customer Number. This is the Number after the dash on your utility bill (Highlighted in Pink in the example below).


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4. The system will confirm your account number and customer number after each entry. It will then search for your account, and provide you with a balance, or let you know that there is no balance due.
 - A. If there is no balance due, the system will still allow you to make an advance payment.
5. The system will ask you to enter the amount you wish to pay.
 - A. Enter the amount to pay using the Asterisk (*) as the decimal point (ie. 20*00 to pay \$20.00)
 - B. Payment amount will be confirmed by the system.
6. Choose to make your payment using an e-check or credit card.



Pay By Phone

- A. You will need to have your checking account and routing number handy to pay by e-check.
- B. You will need to have your credit/debit card number, expiration date and CVV (3 digit security code on the back of your card) handy to pay by credit or debit card.
7. Enter in your payment information when prompted. It will be confirmed by the system.
8. The system will process your payment and, if successful, will provide you with a payment confirmation number.
9. You can choose to pay another account or press 3 to end the call.