Utility Access Overview - Existing Users

0:01
Welcome to the City of Peoria's new Stormwater Utility Billing online portal.

0:06
You'll be able to access this new portal from the city's website at www.peoriagov.org beginning April 16th, 2024.

0:17
If you previously had a City of Peoria login, then your login will remain the same.

0:25
To begin, click Sign in or Register.

0:32
You will begin by entering in your e-mail address and your password.

0:46
Once you're logged in, you'll notice that the icon at the top changes to an initial.

0:52
You'll also see on this page that there are available services.

0:56
To begin, we'll click on Utility Billing.

1:03
Once you click on this, you'll notice that no accounts are currently associated with your login.

1:10
You'll need to associate your stormwater utility account with your login.

1:17
Click Add Account to do so.

1:23
Find your account on your utility billing statement.

1:27
Your account number and customer number are listed on your bill.

1:35
Enter your account number into the first box and your customer number into the second box and click Add Account.

1:56
Once you've added the account, you'll get the message across the top that it was successfully added and you will be taken to your account dashboard.

2:05
From this screen, there are many quick links to pay your bill, enroll in Auto pay, or schedule a payment.

2:13
You can also see your last payment amount, your current bill, any announcements provided by the office, and the any contact information.

2:23
Also at the top is your summary of your current balance and when it's due, an additional link to pay to the right.

2:33
Our is your menu options.

2:36
We'll go through each one.

2:38
First, let's click on Manage Accounts.

2:45
Under the Manage Accounts screen, you'll see what accounts are associated with your login.

2:51
If you have additional accounts that you need to add to your login, here is where you would do it.

2:56
Click the + to add an account.

2:59
Follow the same steps as you just recently followed to add the account.

3:05
There is also a QikLink to pay.

3:11
Click on Account Detail from the menu on the right.

3:17
This provides an account summary of your current one, where your shows you your service address,

your mailing address, if your account is enrolled in Autopay, your prior balance, current bill, and any transaction since your current bill.

3:35
Click on Enroll in Autopay If you were previously enrolled in autopay, you are no longer enrolled in Autopay and must re enroll.

3:46
When you click on the autopay screen, the account number that you are enrolling in autopay will appear at the top.

3:55
You can choose two ways to enroll in autopay.

3:57
The 1st is by credit card.

3:59
You'll enter your credit card information as shown on the screen, or you may choose to enroll with a checking account by clicking the Enter New Check radio button.

4:12
You'll enter the information choosing Checking or Savings, your bank name, account number and routing number, and the name on the account, and then you can enroll transactions.

4:29
Click on Transactions on the right.

4:40
You can search the transactions using the dates at the top of the screen and click Apply.

4:47
This will show you the transactions on your account, all payments that have been made, Contact Preferences Click Contact Preferences on the right hand side.

5:01
Here you can enroll your account in paperless statements.

5:07
You can also set up reminders for yourself for your bill.

5:12
Auto Pay reminders or bill reminders can be sent to your e-mail address that you've provided.

5:18
You can also choose to receive an e-mail and a paper copy or just a paper copy.

5:25
E-mail reminders, when enabled, will allow you to choose if you would like to be notified when a New Balance is available, if your account is past due, any successful payment, drafted payment or payment method options.

5:38
For auto pay again, there is a QikLink for Pay now.

5:47
Clicking home returns you to the main screen.

5:54
You can schedule payments now using the online portal.

6:00
Note that when you schedule a payment, that payment must be made still prior to the due date to avoid any penalty charges.

6:08
You can enter a payment in any amount.

6:21
Once you've entered the amount you wish to pay, you'll be able to pay now or schedule a later one.

6:28
When you choose later, it will ask you to refresh the screen.

6:33
Just click OK Now you'll be able to choose what day you would like to submit your payment.

6:41
The payment will then be drafted on that date using your credit card information, or you can also pay with a checking account.

6:52
For the scheduled date we're going to return to the main screen, Pay Bills.

7:17
Clicking on the Pay Bills option will allow you to remit a payment, just as you could with scheduling.

7:24
It's the same screen.

7:26
Enter in the amount you wish to pay, click Continue and either Pay now or schedule your payment using your credit card or checking information.

7:46
If you have any additional questions, you can contact our office at 309-494-8513.

7:54
You can also e-mail us at utilitybilling@peoriagov.org.

8:01
Thank you.