E-Bill One-Time Payment

Frequently Asked Questions

Note: If your utility service is subject to disconnection or is currently disconnected do not use One Time Payment. Please call customer service at (630) 420-6059.

Q: What is the City of Naperville's One Time Payment service?
A: The City of Naperville's One Time Payment service is a payment option made available to its customers that allows customers to make payments on their utility bills without signing up to receive bills online.

Q: Will I be able to view my bill online by using One Time Payment?
A: One Time Payment is strictly a payment option. You may view your bills online by enrolling in the City of Naperville's e-Bill service.

Q: Will my credit card or bank account information be stored for the next time I use One Time Payment?
A: None of your payment information is stored with One Time Payment. If you prefer to pay your utility bill(s) online regularly, we suggest you try our e-Bill program. E-Bill is a hassle-free means of viewing, paying, and storing your utility bills online.

Q: What forms of payment do you accept?
A: The City of Naperville accepts VISA, MasterCard, Discover, American Express and electronic funds transfer from your bank account.

Q: When will my utility account be credited for my payment?
A: Typically, your payment is processed and your utility account is credited within three business days. If you have not allowed adequate time, you will be responsible for any penalties or late charges.

Q: How do I verify a payment has been credited to my utility account?
A: You may contact a customer service representative at (630) 420-6059. Hours of operation are available on the City Finances page.

Q: When is the money for the payment deducted from my bank account?
A: Depending on the time payment is made the funds for the payment may be debited from your account on the same day. Therefore, you should always have funds available to cover the payment when making a One Time Payment. Any returned payments will result in return fees and any applicable late penalties.

Q: Can I change my payment once it has been submitted?
A: Unfortunately, payments cannot be edited once submitted.

Q: Who do I call if I have a question about my utility bill?
A: Please contact a City of Naperville customer service representative at (630) 420-6059 or contact us via the Help Center. Hours of operation are available on the City Finances page.

Q: Is One Time Payment available for other household bills?
A: No. At this time, Naperville's One Time Payment service is only available to utility customers.

Q: How secure is my bill payment and personal information?
A: Naperville uses several methods to ensure that your information is secure.

- SSL (secure sockets layer): Naperville uses SSL that ensures your connection and information is secure from outside inspection.
- Encryption: Naperville uses 128-bit encryption to make your information unreadable as it passes over the Internet.