

***Your water bill account must be registered prior to signing up for AutoPay**

How to sign up for AutoPay

1. From the Village of La Grange Park homepage, click on “Online Payments” and then click on “Pay your water bill” to get to the Customer Portal.
2. From there, click on the arrow to the right of the **AutoPay** or go to the **My Profile** menu at the top of the screen and select **AutoPay**. Now select the **Edit** button.
3. From the AutoPay page select **New AutoPay Setup**.
4. From the setup page, verify that the correct account is selected, the correct invoice type and the desired payment method. After those choices are made, click on **Save this AutoPay Setup**.
5. You will be sent an email to complete the AutoPay registration. The AutoPay registration is not complete until you open the email and select **Complete Registration**. If you do not confirm via email, a red warning flag appears on the AutoPay page to alert you of the incomplete registration. You will have the option to Resend the email notification to complete the AutoPay registration.
6. The email notification contains all of the Terms and Conditions, the Electronic Signature Disclosure and a link you must click on to complete the AutoPay registration.
7. After clicking on the **Complete Registration** link in the email, you will be redirected to a confirmation page where you can login to the Customer Portal.
8. The Customer Portal dashboard appears showing the green check confirming your AutoPay sign up.

Manage or Edit AutoPay Settings

1. From the Customer Portal dashboard, click on the arrow to the right of the **AutoPay** or select **AutoPay** from the **My Profile** menu at the top of the page.
2. From the AutoPay page select **Edit**.
3. Then select another form of payment if one has been saved to your profile. If you wish to cancel Autopay, select **No, I do not want AutoPay**. After the choices are made, click on **Save this to AutoPay Setup**.
4. If you cancel AutoPay, the page will appear confirming the AutoPay signup status, **Not Signed Up**.

*Please keep in mind that you will be charged a 2.25% processing fee if you select a debit or credit card as your payment method. There is no charge if you use a checking account with routing number. Payments will be deducted and credited to your water bill on the due date. However, it may not show up on bank until a day or two later.