

BILLING SCHEDULE

Meters Read:	On or About the 26 th of Each Month
Bills Mailed:	The 5th of Each Month (or the previous business day)
Bills Due:	The 3rd of the Month After the Bill is Transmitted
10% Penalty:	The Day After the Due Date
Shut off Notice Mailed \$25 Fee Applied at 8 am:	The 15th of the Month (or the following business day) After the Bill is Transmitted
Shut Off** \$60 Fee Applied at 8 am:	The 25th of the Month (or the following business day) After the Bill is Transmitted
*may not be shut off on this date, but fee still applies	

CUSTOMER PORTAL:

Our Customer Portal provides you with the opportunity to access your account information and activity. In addition, you will be able to pay your bills using the portal.

- Create your own portal account through self-registration
- Sign up for eBills
- View or print your bills
- View your account history
- Pay your bills via Electronic payment*

Sign up by visiting <https://woodriver.authoritypay.com>

and click on "Set Up Online Access"

*Portal, phone, and card payments are through a third party and they charge a small fee

Other Payment Methods:

- Over the phone at 1-855-966-6582*
- At First Mid Illinois Bank – 1046 E Madison Ave (previously First Clover Leaf)
- In the Night Drop box on the South side of City Hall
- During office hours with cash, check, or card. *

Important Phone Numbers:

Finance/Utility Billing: 618-251-3131
 City Clerk/City Manager: 618-251-3100
 Public Works: 618-251-3133