



Utility Billing Citizen Self Service How to Create Your New Account

Below are detailed instructions to help you setup your online self-service account. You'll need a valid email address and a current copy of your Niles Utility Bill. Following these steps from a desktop or laptop computer is best as currently mobile devices do not properly display the full website.

Navigate to the Village of Niles website at www.vniles.com and click on the "Online Bill Pay" button, then select the "Utility Billing (Water/Sewer)" option followed by selecting "New Users: click here" option.

Step 1: Register

Toward the bottom of the screen click on, "Sign up"

Remember me

[Sign in](#)


[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

Step 2: Enter your information:

Enter your email address, password, and your first and last name. The password must contain at least 8 characters, including: 1 number(s), 1 lowercase letter(s), and 1 uppercase letter(s). Additionally, the password cannot contain any part of your username.

Once you've completed the required information, click "Sign up". You will see a conformation screen indicating to check your email to finish the sign-up process.



Create an account

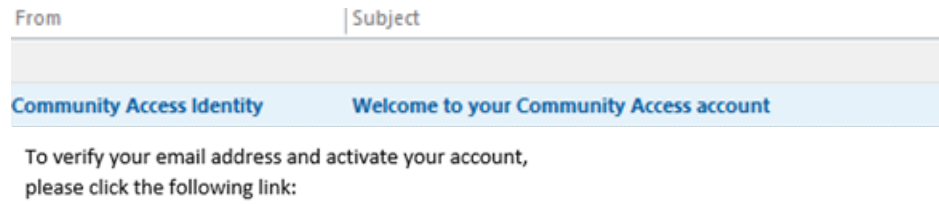
* indicates required field

[Sign up](#)

[Back to sign in](#)

Step 3: Confirm your email address

You will receive an email from Community Access Identity. To confirm your email and online utility account, open the email and click on the “Activate account” button toward the bottom of the email.

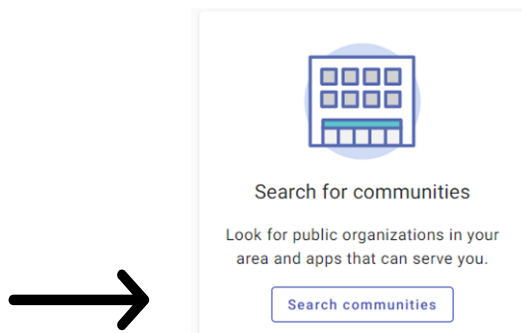


Step 4: Log in

You will be directed to the login screen and prompted to sign in with your email address and the password you just created. Once you’ve logged in, you’ve successfully activated your utility account.

Step 5: Initial log in

On the initial login you will need to click on search communities and then type in “Village of Niles”.



Select “Village of Niles, IL Citizen Self-service”, this link will direct you to the billing portal. Within the billing portal you can view your current and previous utility bills, sign up for autopay, or make a direct one-time payment.

Step 7: Linking your utility account

As a part of the initial login, you will also need to link your utility billing account(s) to your profile. Along the left tool bar, click on utility billing.

- Home
- Self Service
- Utility Billing

Enter your Account Number and Customer ID, then click the box “Remember these values” and then click the search button. This information can be found on a copy of your billing statement.

Utility Billing

Account Number *

Customer ID *

➔

Remember these values

Once you have your utility account linked, this information will be saved to your profile. You can now view your utility bill and make payment. For detailed instruction on how to make payment or sign up for autopay deduction, see the appropriate sections below.

To make your life simpler and avoid any potential late fees, set-it-and-forget-it by setting up Auto Pay.

How to sign up for Auto Pay (EFT – Electronic Funds Transfer)

After following the “How to Create Your New Account” steps 1 through 7 listed above, stay logged into your online utility account. Within the toolbar along the left of the screen, click on “Utility Billing”, then “Accounts”, and then “Automatic EFT Payments”. Complete the required fields and click the “Continue” button. Confirm the information you’ve entered is correct and click the “Submit” button. If you need to make a correction to the information you’ve entered click the “Modify” button. Once you’ve successfully submitted the required information, you will be directed to a confirmation page. The Finance Department will deduct funds from the authorized checking or savings account on the due date of your current billing cycle. Please contact the Finance Department at (847) 588-8030 with any questions or concerns regarding Automatic EFT Payments.

How to pay your utility bill (onetime credit card payment)

After following the “How to Create Your New Account” steps 1 through 7 listed above, stay logged into your online utility account. Within the toolbar along the left of the screen, click on “Utility Billing” and then “Manage Bills”. From this screen, you will add the bill to your cart, by clicking the “Add to Cart” button. Click on the shopping cart icon in the upper right-hand corner, then select the pay by credit card option. Complete the required fields and click continue, verify the payment amount, and then click continue. Enter your credit card information and verify that the address is the same bill to as your credit card billing address, click the “Make Payment” button. A successful transaction will display the following message, “The transaction completed successfully” and additionally an email will be sent confirming the payment as well. Please contact the Finance Department at (847) 588-8030 with any questions or concerns regarding onetime credit card payments.