

## GENERAL INFORMATION

[What is CWLPOnline?](#)  
[What is QuickPay?](#)  
[Why should I use CWLPOnline or QuickPay?](#)  
[Who can use CWLPOnline?](#)  
[How much does it cost?](#)  
[How do I contact Customer Service?](#)

## PAYMENT OPTIONS

[Pay online](#)  
[Pay by mail](#)  
[Pay by automatic withdrawal](#)  
[Pay in person](#)  
[Online Bank Payments/Bill Payer Payments](#)

## PAYMENT QUESTIONS

[Can I access my utility payment history?](#)  
[I am trying to make a payment online, but am unable to proceed. What's wrong?](#)  
[How do I change my Pop-up blocker settings?](#)  
[What is a security code?](#)  
[What do I do if the payment processing system seems delayed or slow while I'm making a payment?](#)  
[Will I receive confirmation of my payment?](#)  
[When will you know I paid?](#)  
[Do I have to pay the full amount of the utility bill?](#)  
[Can I make payment arrangements?](#)  
[Will paying online prevent service disconnection?](#)  
[If my utilities are already disconnected, will paying online turn it back on?](#)  
[What about utility bills I pay through the mail?](#)  
[Can I schedule automatic payments using my credit card?](#)

## RECEIVE / VIEW BILL

[How do I receive my eBill after I sign up for CWLPOnline?](#)  
[I currently have my bills sent both to me and to a 3rd party. Will that party still get my bills if I sign up for eBills?](#)  
[How do I change from paper bills to eBills \(or vice versa\)?](#)  
[How do I view my current utility bill?](#)  
[How do I view older bills?](#)  
[Can I print a copy of my bill?](#)  
[Why don't I see graphs?](#)

## UPDATING INFORMATION

[How do I change my password?](#)  
[What if I forget my password?](#)  
[I used to get eBills, but they stopped coming. What happened?](#)  
[How do I give you updated contact information for my account?](#)  
[How do I notify you that I'm moving?](#)

## SYSTEM REQUIREMENTS

[What do I need?](#)  
[How can I upgrade my computer browser to 128-bit encryption?](#)  
[How do I know my computer connection is secure?](#)  
[If my computer is left inactive, how long do I have before I am logged off CWLPOnline?](#)  
[Does CWLPOnline work on my Macintosh computer?](#)

## OTHER

[Can I apply for the Senior Discount online?](#)  
[Need more help?](#)

---

## **GENERAL INFORMATION**

### ***What is CWLPOnline?***

CWLPOnline enables City Water, Light and Power customers to manage their account over the Internet. Customers can view billing and consumption histories, submit service requests, receive ebills and pay online

[Back to Top](#)

### ***What is QuickPay?***

QuickPay allows City Water, Light and Power customers to pay bills online without having to register for a CWLPOnline account. All that's needed are the customer and account numbers plus a valid Visa, MasterCard, Discover, American Express or checking account routing and account numbers.

[Back to Top](#)

### ***Why should I use CWLPOnline or Quickpay?***

CWLPOnline and QuickPay are easy, convenient, safe and secure. With these services, your payment will post to your account the next business day.

[Back to Top](#)

### ***Who can use CWLPOnline & QuickPay?***

Any City Water, Light and Power customer is eligible.

[Back to Top](#)

### ***How much does it cost?***

CWLPOnline.com is free - period.

[Back to Top](#)

### ***How do I contact Customer Service?***

You may email us at [CWLPOnline@cwlp.com](mailto:CWLPOnline@cwlp.com) or you may call Customer Service Monday through Friday between 8AM and 4:30PM at (217) 789-2030.

[Back to Top](#)

---

---

## **PAYMENT OPTIONS**

### ***Pay Online***

CWLPOnline - Pay your bill online and view billing and consumption history and rate information. You will need customer and account numbers and a Visa, MasterCard Discover, American Express or checking account number and bank routing number. To save paper, sign up for e-bills.

QuickPay - Pay your bill online without having to register for CWLPOnline. You will need customer and account numbers and a Visa, MasterCard Discover, American Express or checking account number and bank routing number.

[Back to Top](#)

### ***Pay by mail***

Please put your account number on your check and include the payment stub in the return envelope provided or address an envelope to:

Cashier's Office

City Water, Light and Power

Municipal Center West

300 S 7<sup>th</sup> Street Room 101

Springfield, IL 62757-0001

[Back to Top](#)

### ***Pay by automatic withdrawal from your bank.***

You may fill out and submit this form ([Auto Withdrawal Form](#) ) or call (217) 789-2030 for an application

[Back to Top](#)

### ***Pay in person***

#### **City Water, Light and Power**

Cashier's Office

Municipal Center West

300 S 7<sup>th</sup> Street

CWLP now has three convenient payment drop-off boxes that make paying your utility bill easier and more convenient than ever. The boxes are located in the outermost drive-thru lane at each of the following locations:

- Illinois National Bank branch  
2849 South Sixth Street  
(near the County Market Plaza)
- Illinois National Bank branch  
2450 North Dirksen Parkway  
(near the Wal-Mart Supercenter)
- Heartland Credit Union  
2213 West White Oaks Drive.

The drop-off boxes can be used by any CWLP customer any time of the day or night. They are to be used only to pay CWLP bills, not for other bill payments or bank transactions. Be sure to use the bill-return envelope provided with your CWLP statement and include your check and the payment portion of your statement. Write your account number on the check. Do not place cash in the box.

Your payment will be processed no later than one business day following drop-off. If you are making a late payment or are in danger of having your service terminated for nonpayment, you should make your payment in person at CWLP's drive-up or walk-in cashier windows at Municipal Center West, which is located on the corner of 7th and Monroe Streets.

[Back to Top](#)

## Online Bank payments/Bill Payer Payments

If you pay your bill using your financial institutions on-line service or another on-line payment provider, you must select "CWLP" as the payee and enter all 16 digits from your bill into the account field, in format XXXXXXXX-XXXXXXX (customer number – account number). This will ensure quick crediting of your payment. In some instances your financial institution may send us a payment by mail. In these instances a delay of 5-7 days may occur in the processing of your payment.

[Back to Top](#)

---

## PAYMENT QUESTIONS

### ***Can I access my utility payment history?***

Yes. CWLPOnline retains your billing and payment history. Detailed history is available starting May 2003 to present.

[Back to Top](#)

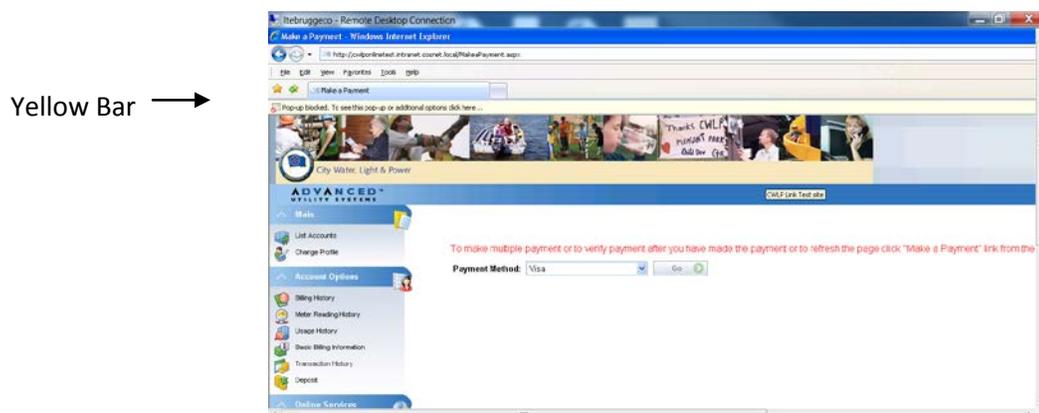
### ***I am trying to make a payment online, but am unable to proceed. What's wrong?***

Once you select your payment method and click the Go button, you will be directed to a 3rd party site in order to complete your payment. Make sure to click OK on the message notifying you that you are being redirected. If you still don't see another window with your payment options, your pop-up blocker may not be allowing the payment site to open. Adjust the settings on your pop-up blocker to allow pop-ups from CWLPOnline.

[Back to Top](#)

### ***How do I change my Pop-up blocker settings?***

If your pop-up blocker is turned on while trying to make a payment, you may see a notice like this. The yellow Information Bar at the top of the screen indicates a pop-up was blocked.

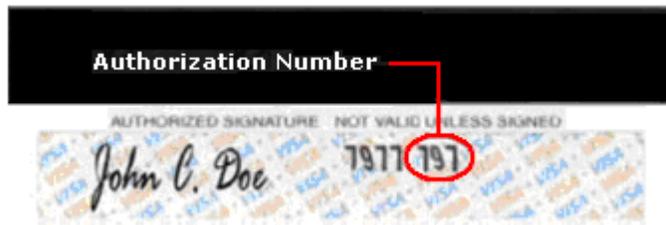


The easiest way to disable a Pop-Up Blocker is to right click on the yellow bar and choose to always allow pop-up blockers from this website.

[Back to Top](#)

### **What is a Security Code?**

For your protection, credit card security codes are required. This is the 3-digit code on the back of the credit card on the signature line.



[Back to Top](#)

### **What if the payment processing system seems delayed or slow while I'm making a payment?**

Payment processing should be a smooth, quick transaction. However, in the event that it seems slow, it's important to click the Submit button only once. Your payment will be processed, and you will receive a confirmation. Clicking the Submit button multiple times may generate multiple payments, in which case your Financial Institution may choose to hold your funds temporarily.

[Back to Top](#)

### **Will I receive confirmation of my payment?**

After you make a payment with a credit card, a screen confirming successful payment will show the payment card, date, time and amount. You may print a copy of this confirmation screen for your records.

[Back to Top](#)

### **When will you know I paid?**

All payments submitted on a regular business day before 4 PM Central Standard Time will be posted the same business day. Payments submitted after 4 PM and payments submitted during a weekend or City Water, Light and Power holiday will be posted the following business day.

[Back to Top](#)

### **Do I have to pay the full amount of the utility bill?**

Partial payments are accepted. However, if the total amount due is not paid by the due date, the bill is considered delinquent and will be subject to late fees and possible disconnection.

[Back to Top](#)

### **Can I make payment arrangements?**

If your account is in good standing, but you are unable to pay the full amount of the bill by the due date, you may make payment arrangements by calling Customer Service at (217) 789-2030.

[Back to Top](#)

### **Will paying online prevent service disconnection?**

If you pay on-line before the date due on your disconnect notice, you may pay online. If paying after this date, call Customer Service to determine your payment options at (217) 789-2030.

[Back to Top](#)

***If my utilities are already disconnected, will paying online turn it back on?***

Call Customer Service for the total amount due to turn the service back on at (217) 789-2055. You must notify a customer service representative so he/she can verify payment has been received in order to schedule a service reconnection.

[Back to Top](#)

***What about utility bills I pay through the mail?***

All payments made on your account will be viewable through CWLPOnline. Please include your customer #, account #, and amount paid with any remittance that is not paid online.

[Back to Top](#)

***Can I schedule automatic payments using my credit card?***

No. However, you can schedule automatic payments directly from your checking account. Please send us a completed [automatic withdrawal form](#).

[Back to Top](#)

---

**RECEIVE / VIEW BILL**

***How do I receive my eBill after I sign up for CWLPOnline?***

During registration for CWLPOnline, you may elect to start receiving eBills. If you choose to receive eBills, you will no longer receive a paper bill. We will notify you by email when your eBill is ready for viewing and payment.

[Back to Top](#)

***I currently have my bills sent both to me and to a 3rd party. Will that party still get my bills if I sign up for eBills?***

Do not sign up for eBills if 3rd party Bill Notification needs to be active on your account. Please be aware that paper bills are no longer sent if you sign up for eBills.

[Back to Top](#)

***How do I change from paper bills to eBills (or vice versa)?***

If you have already registered and would like to change your billing preference, click on Change Profile, then on Manage Profile, and change your selection in the Receive eBills box.

[Back to Top](#)

***How do I view my current utility bill?***

When you log in to CWLPOnline, you will see the Billing History page. You can click on any of the dates under the Bill Date column to see the details of each bill. If you elected to receive eBills, you will also see the word "View" under the Web Bill column. When you click on any of the "View" links, a separate window will pop up with your eBill.

[Back to Top](#)

***Can I print a copy of my bill?***

Yes. If you receive eBills, click View under the Web Bill column for the appropriate bill. A separate window will pop up with your eBill. You may print using the printer icon from that window. If you still receive paper bills in the mail, an exact copy of your bill is not available online. You may view your billing details by clicking on the appropriate date under the Bill Date column. You may print using the printer icon in the Billing Detail window.

[Back to Top](#)

***Why don't I see graphs?***

You need Adobe Flash Player installed on your computer to successfully view the graphs. To get the current version, visit <http://www.adobe.com/> to get the download.

[Back to Top](#)

---

**UPDATING INFORMATION*****How do I change my password?***

You can change your password any time by clicking on Change Profile and then Manage Password.

[Back to Top](#)

***What if I forget my password?***

You may request a password reminder by selecting "Forgot password?" on the login page. Enter your username then click on Send Password. Your password reminder will be sent to the email address saved in CWLPOnline.

[Back to Top](#)

***I used to get eBills, but they stopped coming. What happened?***

We may not have your correct email address. It is very important to update your email address in CWLPOnline, especially if you are receiving eBills. To update your personal information, click on Change Profile, then on Manage User Credentials.

[Back to Top](#)

***How do I give you updated contact information for my account?***

You may use the Ask Us/Tell Us feature to send updated contact information such as a new phone number or mailing address for your account.

[Back to Top](#)

***How do I notify you that I'm moving?***

We need to get very specific information regarding each move in our service area. Please call Utility Billing Customer Service up to 30 days prior to your move at (217) 789-2030, we will collect the information from you at that time, or give us the information via the website *CWLPOnline* and a Customer Service Representative will contact you.

[Back to Top](#)

---

## **SYSTEM REQUIREMENTS**

### ***What do I need?***

You need a browser with 128-bit encryption. How do I check this?

Click "Help" in the Internet Browser menu bar.

Then click "About." A window will appear indicating your computer's browser version and the cipher strength.

Payers accessing the system with a Macintosh computer using Internet Explorer may not have the full functionality of the drop down boxes.

[Back to Top](#)

### ***How can I upgrade my computer browser to 128-bit encryption?***

Visit Microsoft's Internet Explorer site (<http://www.microsoft.com/en/us/default.aspx>) or Mozilla's Firefox site (<http://www.mozilla.com/en-US/firefox>), and download the current version of the browser on your computer. If you use a different browser, go to the home page and update to a version that supports 128-bit encryption. NOTE: After downloading the current browser, you will need to restart your computer to activate the download installation.

[Back to Top](#)

### ***How do I know my computer connection is secure?***

To ensure you are on a secure server, look for the padlock or key icon in the lower right hand corner of your Internet browser. The padlock should appear locked and the key should appear connected to indicate a secure server. The symbol may not be visible on general information screens about the service, but will be reflected on any screens that will transmit your confidential account information. Another indication of a secure Web site is the web address bar. It will change from http://... to https://... The "s" indicates the hypertext transfer protocol (http) is secure.

[Back to Top](#)

### ***If my computer is left inactive, how long do I have before I am logged off CWLPOne?***

If your computer is left inactive for a period of one hour, you will automatically be logged off.

[Back to Top](#)

### ***Does CWLPOne work on my Macintosh computer?***

Yes. It works on your Mac, as long as you have a current Web browser installed. Internet Explorer for Mac is not current and will not work on this site.

[Back to Top](#)

---

## **OTHER**

### ***Can I apply for the Senior Discount online?***

You cannot apply for the Senior Discount online. Please call (217) 789-2030 and request an information packet be sent to you.

[Back to Top](#)

***Need more help?***

If you have a question about the charges on your bill, or if you have any change to your account, you may email us at [CWLPOnline@cwlp.com](mailto:CWLPOnline@cwlp.com) or you may call Customer Service Monday through Friday between 8AM and 4:30PM at (217) 789-2055.

[Back to Top](#)