

Online portal makes paying utilities a breeze

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The Village recently switched to a new cloud-based enterprise resource planning system (ERP) that makes managing utility accounts easier than ever. Residents can access the new system, BS&A Software, via an easy-to-use online portal at TinleyPark.org/BillPay. See below for more information on how to set up and start interacting with the new system. The Village thanks everyone for their patience during the transition!

I had an account set up with the old system. Do I need to re-establish my account?

Yes. You will need to sign up for a new account to enroll in reoccurring payments or manage payments methods.

How do I set up an account?

Access [the online portal](https://TinleyPark.org/BillPay), select "Currently Not Signed In" in the top right corner, and choose "Register." Provide your email address, create a username and password, click the "I agree" and "I'm not a robot" boxes, and then select "Create Account." A confirmation email will be sent to the email address you provided; click the link in the email to finish creating the account.

How do I look up my utility billing account to pay my water bill?

On the portal, you will have the option of paying your bill or searching for your utility billing records. If you wish to simply pay your balance, select "Pay Utility Bill," search the balance by entering your utility billing account number, select "Review and Pay" to enter the payment amount, and then select "Pay Now."

What if I don't know my account number?

Please call the Tinley Park Public Works Department at (708) 444-5500, and a Service Representative will assist you.

What if I don't want to establish an account?

No problem. When you access the portal, you can simply look up your water bill by searching for your utility billing account number without setting up an account. You can view your account information or make a payment without enrolling for an online account.

If I didn't have an account and paid via ACH, do I need to do anything?

If you were previously making payment via automatic ACH withdrawal that was established by providing your banking information to Village, your automatic payment will continue to be withdrawn. If you would like to manage the payment method or view your payment history, you can search your utility billing account number or establish an online account in the online payment portal.

Do I need to reestablish reoccurring payments (EZ Pay) if I used a credit/debit card, or if I previously registered online without providing sign-up information to the Village?

Yes. If you previously signed up for reoccurring payments online or utilized a credit/debit card for automatic payments, you will need to sign up for automatic payments again. This will require signing up for an online account and entering your desired payment method.

What if I need assistance setting up an online account?

Village staff are happy to help! Feel free to come into Village Hall, 16250 S. Oak Park Ave., or call (708) 444-5500, and staff can help walk you through your account set up.

Here are some helpful tips:

- After you sign up, be sure to bookmark the portal link for easy access in the future.
- Be sure to have your current utility billing account number and email address ready.
- Set up your payment preferences (i.e. recurring payments).
- Visit the portal at any time to review your account/payment history.
- Keep track of your water usage by signing up for Sensus Center, a web-based, interactive application that gives customers unprecedented access to their water meter accounts. Learn more at TinleyPark.org/SensusCenterInfo.