

Online: Web Payments / Online Water Bill Payment Option

In October 2009, the City of Crystal Lake launched an online Web Payments system. We bring this product "FREE OF CHARGE" to our citizens and encourage each of you to take advantage of this streamlined payment process. Customers have the ability to access the site immediately by clicking "[Online Water Bill Payments](#)" or by directly visiting <https://crystallake.merchanttransact.com>

Customers can expect the following:

- The initial login will require users to enter their full water account number and name as it appears on their billing statement.
- Customer's email address and password will be the method for gaining access to their account information.
- Paperless statements
- Ability to manage multiple accounts
- View account history including water usage.

If you have any questions, please contact us by calling 815-459-2020.

Direct Debit: Crystal Lake is pleased to announce its Direct Debit Program for payment of your monthly water and sewer bill. The City will deduct from either your savings or checking account the current bill amount on the actual bill due date making sure that no penalties will ever have to be incurred on the account. There is no additional charge or hidden cost associated with this program.

"When it's time to pay, you may forget, use Direct Debit, and you'll be all set!"

[Direct Debit Application Form \(PDF Format\)](#)

Illinois E-pay: Our website has a link to the Illinois E-Pay system. This service charges a fee based on the payment amount at the time your payment is made. Click here to link to the Illinois E-pay site www.illinoisepay.com.

Drop Box: The City has two drop boxes for payment of your water and sewer bill. The first box is located in the center island next to the U.S. Post Office mailbox. The second box is located to the left of the front door at the main entrance.

Walk-in: Payments are always accepted "in-person" at City Hall located at 100 W. Woodstock Street. Cash, checks, and credit cards are accepted.

Mail: A self-addressed envelope is included with your monthly bill for mailing of your payment for your water and sewer bill. Please allow at least 5 business days.

City of Crystal Lake
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