



# City of Centralia, Illinois

## Press Release

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Contact: W. Kory Smith

City Manager

Phone: (618) 533-7622

E-mail: [wsmith@cityofcentralia.org](mailto:wsmith@cityofcentralia.org)

### **Introducing New Online Utility Billing and Payment Services**

The City of Centralia is excited to announce our new Utility Customer Service Portal and Phone Account Access. This platform is designed to enhance the convenience and efficiency of managing utility services for our residents.

The new Utility Customer Service Portal provides Centralia residents with control over their utility accounts, offering new features to streamline payment processes, access account information, and personalize communication preferences 24/7.

#### **Key features of the Utility Customer Service Portal include:**

**Convenient Payment Options:** Residents can effortlessly make one-time current payments and schedule future dated payments, ensuring flexibility and ease in managing utility bills.

**Automated Recurring Payments:** With the auto-pay feature, residents can set up recurring payments according to their preferred schedule, eliminating the hassle of manual payments and ensuring timely transactions.

**Account Management:** The portal provides residents with instant access to their transaction history and consumption data, enabling them to monitor usage patterns and make informed decisions regarding their utility usage.

**Personalized Communication:** Residents can customize their communication preferences, choosing their preferred method of receiving notifications and alerts regarding their utility accounts.

Customers can also manage their accounts by phone by calling 1-866-266-0542 and following the prompts for 24/7 access and payments over the phone. The City of Centralia encourages all residents to register for the Utility Customer Service Portal. To access the portal, simply visit: <https://centraliail.municipalonlinepayments.com/centraliail> and follow the easy registration process.

For more information about the Utility Customer Service Portal and other municipal services, please visit [www.cityofcentralia.org](http://www.cityofcentralia.org) or contact the Centralia City Clerk's Office at 618-533-7625.