



Important changes to our billing system!

The City of Athens is updating our billing software. Our online payment option at www.athensil.com will have a new look with the software update. You will be required to create a new username and password. Your account number and format will change. You will need to add a zero and a dash to the beginning of your current account number.

Current format Ex. (123456-78) New format Ex. (01-23456-78)

This change will not take effect until September 1st.

*Note: You will not be able to set up an online account with the new portal prior to **September 1st**.*

If your account is currently on recurring payments, payments will **NO** longer be pulled automatically on the 15th. You have the option to set up recurring payments at www.athensws.govtportal.com or through our website at www.athensil.com. You will be required to create a username and password to use this option. Your account number will be required.

To make a payment with a credit or debit card over the phone you will need to call 217-882-0060. We will no longer be able to accept payments over the phone at City Hall. Please have your account number ready and follow the prompts to make a payment.

All credit/debit card payments will be charged a 3% convenience fee.

We appreciate your understanding and patience as we move through this transition. As always, if you have any questions or concerns, you can contact us at 217-636-8429.

Thank you,

City of Athens
Water/Sewer Dept