

e “STREAM” is Here

The Village of Carol Stream is proud to announce the availability of the e“STREAM” online utility bill payment services. You can now pay your utility bill from the convenience of your home, 24/7, free of charge. The e“STREAM” service is easy to use, secure and offers the ultimate in bill payment flexibility – MasterCard, Visa, American Express and “Stream” – line Pay (Direct Debit) are accepted. Additional e“STREAM” features include the ability to receive your water bill via e-mail, review your billing history and e-mail questions to a billing clerk.

To use e“STREAM”, simply go to the Village’s Web site at carolstream.org and click on the e“STREAM” Payment button, then on the Carol Stream e“STREAM” Services button, select “login”. e“STREAM” is designed to prompt you through the enrollment process. You can “log in” to our e“STREAM” web site without any commitment and just browse. To exit, select the “End Session” button at any time.

Once enrolled on the e“STREAM” system you will have the ability to pay your water bill with as few as three “clicks” of your mouse from your e-mail system. With e“STREAM” there are no more stamps to buy, lines to wait in or last minute trips to the Municipal Center.

Security is a critical feature of the e“STREAM” as credit card transactions will be encrypted. “Encryption” is a mathematical technique that takes information and an encryption key, and converts the information to an unreadable format. The unreadable format is then transmitted over the Internet. When the unreadable format is received, a decryption key decodes the message to its original, readable format. The credit card information is stored as an encrypted number and is not readable by the Village. Only you and the Village will be able to read the last four digits for reference.

If you have any questions regarding the e“STREAM” payment service, contact our Water Billing Division either by phone at (630) 871-6222 or e-mail at stream@carolstream.org.