



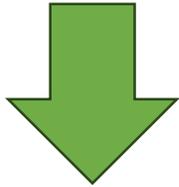
ORLAND
PARK

Utility Billing

Project Overview

Innoprise

Customer Information & Billing System



- Implementation of Tyler Technologies Utility Billing Software
- Project launched: early 2024
- Goal: Streamline billing, offer new payment update features, improve service delivery, and integrate the final piece of the Tyler modules
- Collaboration between Finance, IT, and Communications & Marketing

Why the change?

- Legacy system required manual processes, and allow opportunity to re-evaluate processes
- Limited reporting and integration capabilities
- Tyler provides modern automation, transparency, and online accessibility
- Aligns with the Village's commitment to digital efficiency

Resident Communication & Outreach

Keeping Residents Informed Every Step of the Way

- Utility bill message modification announcing upcoming system change
- Website updates with FAQs and Go-Live timeline
- Email notifications for registered utility customers
- Social media posts explaining new online payment options
- Dedicated Utility Billing team available for influx of phone calls regarding billing questions

Key Benefits

For Residents:

- Online payment and account access
- Keeping the same look as the old bill.
- Text/email reminders for due dates

For Staff:

- A more intuitive billing program
- Ensures accuracy and improves reporting
- Easier data management and auditing
- Software can link accounts when residents move within the Village

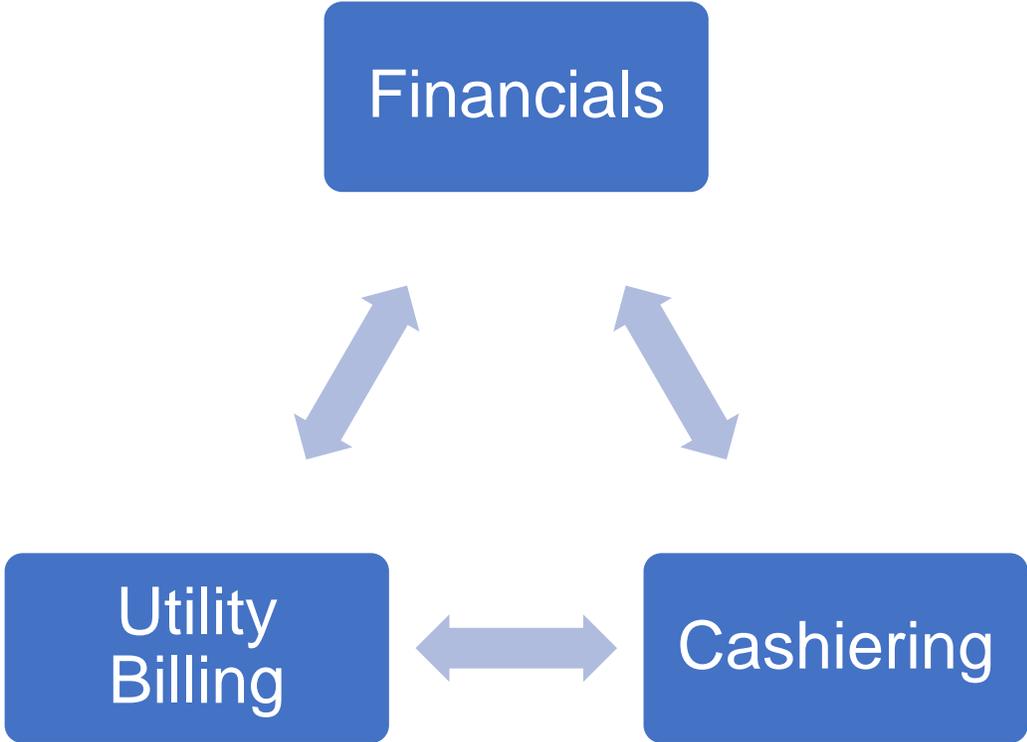
Go-Live Readiness

We're Ready for December 15, 2025!

- ✓ Staff fully trained
- ✓ Parallel billing tests completed
- ✓ Data migration validated with planned blackout period
- ✓ Communication plan executed
- ✓ Support available on-site from Tyler Technologies and DataClimb



System Implementations



Utility Billing Online Portal



Home
Citizen Self Service

Utility Billing

Accounts
Manage Bills
Account Summary
Automatic EFT Payments
Contact Us

Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address 17941 FOUNTAIN CIR
Account Number 123180
Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$930.31 [Pay Now](#)
Payment Due Date 11/17/2025

About Your Payments

No payment activity found

Customer Information

Name Fountain Village Assoc
Address C/o Cambridge Management Ltd
15941 S Harlem Avenue Unit 108
Tinley Park, IL 60477
Customer ID 217890
[Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
Water - Incorporated - Gallon	1000	8/22/2008		ACTIVE	View Consumption
Service Charge - Standard - Fl	5000	8/22/2008		ACTIVE	None

Utility Billing Online Portal

 ORLAND PARK

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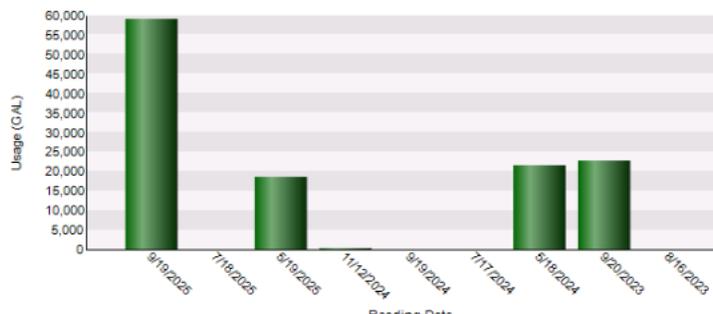
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Utility Billing Consumption History

Water - Incorporated - Gallon

Read Date	Days	Usage (GAL)
9/19/2025	73	59034
7/18/2025	60	0
5/19/2025	188	18563
11/12/2024	54	6
9/19/2024	64	0
7/17/2024	60	0
5/18/2024	241	21399
9/20/2023	35	22516
8/16/2023	0	0

Consumption Trend



Reading Date	Usage (GAL)
9/19/2025	59,034
7/18/2025	0
5/19/2025	18,563
11/12/2024	6
9/19/2024	0
7/17/2024	0
5/18/2024	21,399
9/20/2023	22,516
8/16/2023	0

Utility Billing Online Portal

ORLAND PARK (0)

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Manage Bills

Service Address 17941 FOUNTAIN CIR

Account Number 123180

As of

• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2025 to 2027 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	112921	8/31/2025	9/14/2025	\$15.25	\$0.00	\$15.25	Bill Details
<input checked="" type="checkbox"/>	133705	10/31/2025	11/16/2025	\$915.06	\$0.00	\$915.06	Bill Details
						Total Due: \$930.31	

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

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Automatic EFT Payments

To sign up for automatic payments, please complete the form below.

Service Address 17941 FOUNTAIN CIR

Account Number 123180

Bank name *
For auto-lookup, begin typing a bank name or routing number.

Bank routing number * (9 digits)

Confirm routing number *

Bank account number *

Confirm account number *

Bank account type * Checking Savings

Name on bank statement *

Phone number on bank statement *

Email address on bank statement *

[Continue](#) [Cancel](#)

* indicates required values.

Thank you to our residents for their patience as we launch a more updated and efficient utility billing system!

Questions?