

The City of DeKalb is proud to provide a new way of communication between residents and the City. In early February, a new portal will launch through BS&A that allows residents to pay their utility bill online via credit card. In addition to allowing payments online, this portal will allow residents to see how much water usage they have used in the past. This makes a very user-friendly search method whether you have a bill handy or not.

This same portal also allows residents to submit a request to the Public Works department. This new feature is called Citizen's Request for Action. Residents can directly submit service tickets for Engineering, Forestry, Pot Holes, and much more.

Below is a screenshot of the landing page for the portal. Once live these features will be available for residents to use. When launched if you have any questions about the portal please contact:

- Utility Billing: Finance Department at 815-748-2000
- Public Works Requests: Public Works at 815-748-2030



The screenshot shows the BS&A Online portal for the City of DeKalb. The header includes navigation links for Home, Services, and Municipalities, along with a user status indicator 'Currently not signed in'. The main search area is titled 'City of DeKalb | DeKalb County | IL' and contains a search bar with the text 'Enter an address or address range such as 100-200 Main St' and a search button. Below the search bar is a checkbox for 'Use Advanced Address Search'. The left sidebar is divided into three sections: SERVICES, MUNICIPALITIES, and ACCOUNT. The SERVICES section includes links for Public Records Search, All Record Search, Business Licensing Search, Miscellaneous Receivables Search, Utility Billing Search, Business Licensing, License Application & Business Management, and View My Activity. The MUNICIPALITIES section has a 'Select a Municipality' link. The ACCOUNT section includes links for Sign In, Register, Why Register?, and Remote Assistance. The main content area features a Weather Forecast widget for DeKalb, IL, showing a current temperature of 32°F and a forecast for the next four days: Monday (Cloudy, 33° | 23°), Tuesday (Sunny, 31° | 28°), Wednesday (Mostly Sunny, 33° | 25°), and Thursday (Mostly Cloudy, 33° | 30°). To the right of the weather widget is a Welcome message with several links for more information. A disclaimer at the bottom states that BS&A Software provides the portal as a way for municipalities to display information online and is not responsible for the content or accuracy of the data. The footer includes the copyright notice 'Copyright © 2018 BS&A Software, Inc.'.