

ATTENTION CITY OF TROY WATER CUSTOMERS:

As of December 31, 2025, we will not be affiliated with our current third party billing software, PSN (Payment Service Network). All current customers that pay online and that would like to continue to pay online, will need to set up a new account with our new website.

Follow the steps below to create a new account:

-> Go to www.troyil.us

-> Click on the icon " Pay Online "

-> This will redirect you to "Our Community Connect"
(<https://troyil.ourcommunityconnect.com/login>)

-> New User? Create your account

-> You will need to enter email and password and you will need your water account number to 'link utility customer'. You can find your account number on your water bill or you can feel free to call our office for it at 618-667-9924 ext. 2.

Starting January 1, 2026, this will be the only online payment system available. All customers have the options to pay their bills the following ways:

- Send payment via mail
- Drop off in drop box (left of double doors at City Hall)
- Bring payment into office (cash, card, check, money orders)
- Pay online with our new online service
- Call our office at 618-667-9924 ext. 2 and pay directly with us via phone call.

Reminder: THERE IS A 3.5% FEE ADDED TO ALL CREDIT CARD / ONLINE PAYMENTS

<https://troyil.ourcommunityconnect.com>

Now you can pay your bill online

Our new online bill pay service is super easy to use and makes paying your bill so much more convenient. Find out more by visiting the site and seeing for yourself.

- Sign up for alerts when you have a new bill
- Set up autopayments to never miss a due date
- See your usage and history
- It's fast, easy and secure

More Information

Or you can scan this QR code and you can even pay from your phone

