



*City of
Centerville*

Utility Billing Citizen Self-Service Instructions

For more information, please contact City of Centerville Utility Billing at (937) 428-4746 or email wastebilling@centervilleohio.gov

STEPS to create your new Utility Billing Account

- 1** Establish your general City of Centerville MUNIS Self-Service Account: <https://www.centervilleohio.gov/waste-recycling>
Note: This system is used for multiple self-services (Utility Billing, Permits, etc.). By establishing this account first, you will be able to access other services later.
- 2** Connect your new self-service account to your Utility Billing Account
- 3** Select your bill delivery preference
- 4** Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft
OR
- 5** Add a credit card for automatic payments/pay once with a credit card



STEP

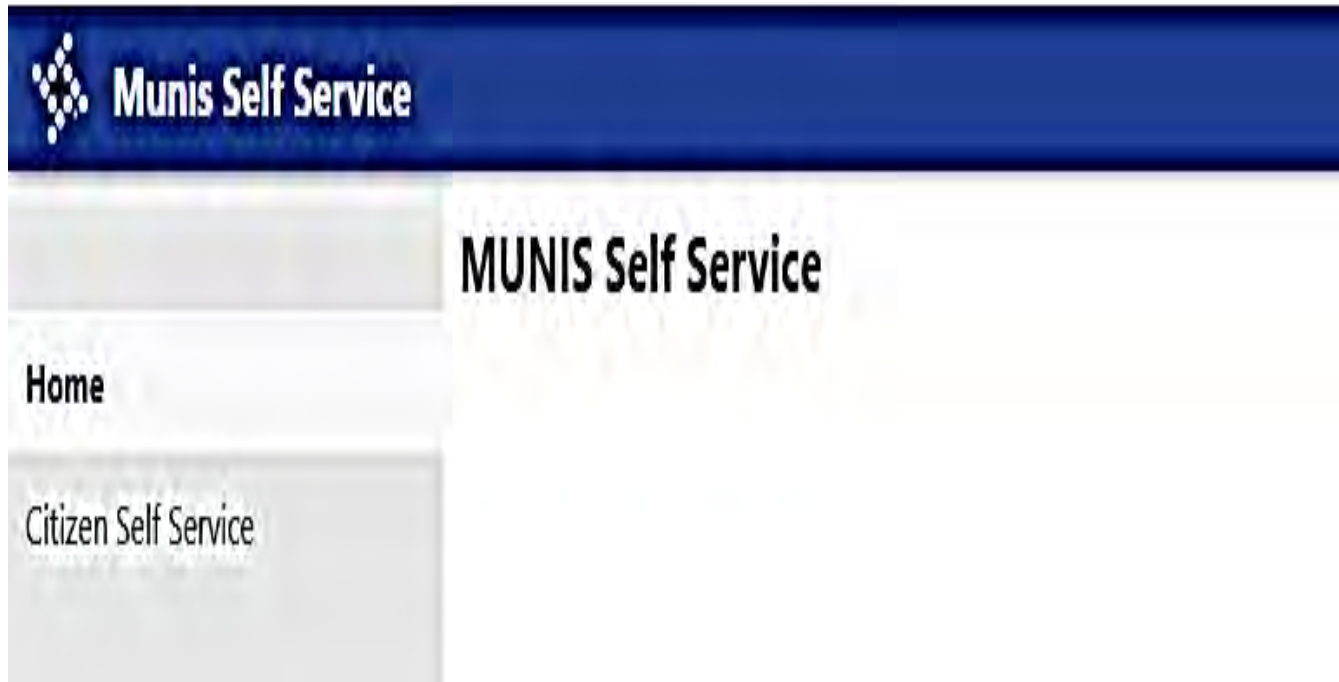
1

**Establish your general
City of Centerville
MUNIS Self-Service Account**

1

Establish your general City of Centerville MUNIS Self-Service Account by going to:

<https://www.centervilleohio.gov/waste-recycling>



Click on **Citizen Self Service** on the left side of menu below **Home**.

1

Munis Self Service

Home

Citizen Self Service

Login

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

Log in | [Register](#)

On the Login page:
Click on **Register** to create a new account.

1

The screenshot shows a web interface for self-registration. On the left is a grey sidebar with the text 'Home' and 'Citizen Self Service'. The main content area is titled 'Self-Registration' and contains several input fields, each highlighted in yellow. The fields are: '*User ID (between 1 and 100 characters)', '*Re-type user ID', '*Password (between 8 and 15 characters)', '*Re-type password', '*Password hint', and '*Email address'. Below these fields is a box containing the text 'Enter these validation numbers into the box below them' and a CAPTCHA image showing the numbers '3050'. A red hand icon is pointing to this validation box. Below the validation box is another yellow input field and a black 'Save' button.

On the Self-Registration page:

1. Create a User ID and Password for your account.
2. Give yourself a Password Hint.
3. If needed, write down your selected User ID, Password and Password Hint for future use.
4. Enter your Email Address.
5. Enter the Validation Numbers shown in the box.
6. Click the **Save** button.



Account Settings

Account Information

Now logged in as	UTILITYBILLING
Last successful login	12/3/2019
Last failed login	12/3/2019
Password last changed	12/3/2019
Password expires in	3012 days Change Password
E-Mail address	<input type="text" value=""/> Change E-Mail Address

Linked Accounts

Customer Accounts

[link to account](#)

There are currently no linked accounts

Utility Billing Accounts

[link to account](#)

Account	Customer
---------	----------

There are currently no linked accounts

[GO TO Module Homepage](#)

On the Account Settings page:

Here you can change your password, email and connect your self-service account to your Utility Billing Account (STEP 2).



STEP **2**

**Connect your new self-service
account to your Utility Billing Account**



Account Settings

Account Information

Now logged in as	MARIZOL1970
Last successful login	10/30/2019
Last failed login	10/30/2019
Password last changed	10/30/2019
Password expires in	3013 days Change Password
E-Mail address	<input type="text"/> Change E-Mail Address

Linked Accounts

Customer Accounts

[link to account](#)

There are currently no linked accounts

Utility Billing Accounts

[link to account](#)

Account

Customer

There are currently no linked accounts

[Go To Module Homepage](#)



To connect your Utility Billing Account, click **Link to Account**.

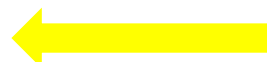
2

Utility Billing Account Link Setup

What is the account ID? *



What is the CID? *



Submit

Cancel

* indicates required field



CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION	
	216034	O68 01818 0003		DR
BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
3425	10/01/2020	107914	RESIDENTIAL	10/25/2020
DESCRIPTION	LOCATION			CHARGE AMOUNT
QUARTERLY WASTE				\$0.00
QUARTERLY WASTE				\$54.00

1. Enter your Account ID (#) and Customer ID (No.) and click **Submit**. These numbers are located at the top of your billing statement.
2. Click **Submit**.

2

The screenshot shows the 'Munis Self Service' interface. On the left is a navigation menu with options: 'Citizen Self Service', 'Utility Billing', 'Accounts', 'Manage Bills', 'Account Summary' (highlighted), 'Automatic EFT Payments', and 'Contact Us'. The main content area is titled 'Utility Billing Account Summary' and includes links for 'Link to Account', 'Sign up for EFT Automatic Payments', 'Bill Delivery Preferences', and 'Manage Bills'. Below this is a table for 'Billing Account' with rows for 'Service Address' (redacted), 'Account Number' (180000), and 'Bill Delivery Preference' (Mail). A second section, 'Your Current Balance', contains rows for 'Amount Due Now' (redacted) and 'Payment Due Date' (redacted).

Billing Account	
Service Address	[REDACTED]
Account Number	180000
Bill Delivery Preference	Mail

Your Current Balance	
Amount Due Now	[REDACTED]
Payment Due Date	[REDACTED]

On the Account Settings page:

1. Once your Account ID (#) and Customer ID (No.) are submitted, you will see your account listed under the Utility Billing Accounts section.
2. Repeat this process if you have multiple accounts (like a business might have).
3. To view the account summary, click on the **Account Number link**.



Utility Billing		<h1>Account Summary Screen</h1>				
Account Summary						
Link to Account Sign up for EFT Automatic Payments Service Requests Bill Delivery Preferences Manage Bills						
Billing Account						
Service Address	2200 W MAIN ST					
Account Number	30009					
Bill Delivery Preference	Email to					
Your Current Balance						
Amount Due Now	\$79.10	Pay Now				
Payment Due Date	12/16/2019					
About Your Payments						
No payment activity found						
Customer Information						
Name	JOHNSON, JOHN					
Address	[REDACTED]					
Customer ID	200478					
Services						
Service	Code	Start Date	Stop Date	Status	Consumption History	

On the Account Summary page you can:

- View your bill
- Select your delivery preference (mailed, emailed or both)
- Sign up for automatic payments by electronic funds transfer (EFT) from a bank account
- Enroll in automatic recurring credit card payments
- Pay your bill



STEP

3

**Select your bill delivery
preference**



Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Service Requests](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address 2200 W MAIN ST

Account Number 30009

Bill Delivery Preference Email to



Your Current Balance

Amount Due Now \$79.10

[Pay Now](#)

Payment Due Date 12/16/2019

Account Summary

Click **Bill Delivery Preferences** under the Account Summary heading.

3

Utility Billing

Set bill delivery preferences for this account

Account Number 30009

Customer Name

Customer Number 200478

Delivery Preference

Mail

Email

Mail and Email

Update

Cancel

Include your email address



Choose your monthly bill delivery preference:

- Mail (a printed bill will be mailed to your address)
- Email (a bill will be sent to your email)
- Mail and Email (both of the above)

1. Click on the preferred method.

2. If choosing Email or Mail and Email, **include your email address.**

3. Click **Update.**

3

Utility Billing
Set bill delivery preferences for this account

✔ Your bill delivery preference was successfully updated. ✕

Account Number 51598

Customer Name [REDACTED]

Customer Number 200480

Delivery Preference

Mail

Email [REDACTED]

Mail and Email

Update **Cancel**

After clicking **Update**, a confirmation page will show your delivery preference updated. You may change your delivery preference in the future.



STEP **4**

Sign up for automatic payments by Electronic Funds Transfer (EFT)/Bank Draft

WAIT!

If you prefer to add a credit card
for automatic payments

Skip to STEP FIVE (page 22)



Account Summary

Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Service Requests](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address 305 CENTURY PKW

Account Number 51598

Bill Delivery Preference 30009



Your Current Balance

Amount Due Now \$2,500.68

[Pay Now](#)

Payment Due Date 11/19/2019

Click **Sign up for EFT (bank account) Automatic Payments** under the Account Summary heading.

4

Citizen Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Utility Billing

Automatic EFT Payments

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

Service Address	2200 W MAIN ST
Account Number	30009

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 *

* Indicates required values.



On the Automatic EFT Payments page:

1. Complete the ***Required blocks** with your bank information.
2. Click **Continue**.

4

After clicking Continue, a review page will show for you to check your information and modify any changes if needed.

Utility Billing
Automatic EFT Payments
Review

Bank name	JP MORGAN CHASE
Routing number	XXXXX0361
Bank account number	XXXXXXXXXX0000
Account type	Checking
Name as it appears on your bank statement	[REDACTED]
Your telephone number	[REDACTED]
Your email address	coutilities@ [REDACTED]




1. If everything is correct, click **Submit**.
2. Click **Modify** to make corrections.
(You will be taken back to the previous screen. Make your corrections, then click *Continue* again to return to this screen to verify input).
3. Click **Submit** when everything is correct.

4

Utility Billing

Automatic EFT Payments

Confirmation

 **Thank you.** Your request to automatically make payments from your bank account below has been successfully submitted.

You will be notified when automatic payments have started. Until then, please continue to make payments.

Bank name	JP MORGAN CHASE
Routing number	XXXXX0361
Bank account number	XXXXXXXXXX0000
Account type	Checking
Name as it appears on your bank statement	[REDACTED]
Your telephone number	[REDACTED]
Your email address	[REDACTED]

You could now...

- [View your account summary](#)
- [Make changes to your Automatic Payments](#)

After clicking **Submit**, a confirmation page will verify that your requests were successfully submitted. You will be notified by email when your automatic payments have started.



STEP **5**

**Pay your bill with a credit card or
enroll in automatic credit card
payments**

Utility Billing		<h1>Account Summary</h1>
Account Summary		
Link to Account Sign up for EFT Automatic Payments Service Requests Bill Delivery Preferences Manage Bills		
Billing Account		
Service Address	2200 W MAIN ST	
Account Number	30009	
Bill Delivery Preference	Email to	
Your Current Balance		
Amount Due Now	\$79.10	Pay Now
Payment Due Date	12/16/2019	

Click **Manage Bills** under the Account Summary heading and then click **Pay Now**.



Utility Billing

Manage Bills

[Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address 2200 W MAIN ST

Account Number 30009

As of

Outstanding Bills (bill years 1989 to 2029 only)

[Show Past Bills](#) ▼

	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	47621	12/20/2019	1/8/2020	\$158.97	\$0.00	\$158.97	Bill Details
<input checked="" type="checkbox"/>	85045	1/17/2020	2/9/2020	\$77.83	\$0.00	\$85.48	Bill Details
						Total Due:	\$244.45

select bills you would like to pay now. Then click "Pay"



Click **Pay**.

Note: If more than one bill is due, both are selected automatically. You will have a choice to change that on the next page.

5

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending, Fully Enrolled, or Not Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Current enrollments

Bill Category	Account ID	Status	
JB Services - General	30009	Not enrolled in automatic credit card payments.	enroll



Continue Cancel



You have the option to enroll for Automatic Credit Card Payments on this page by selecting **Enroll**.


If you do not want to enroll, click **Continue** to make a one-time payment.

5

Pay Bills

Note: a global convenience fee of \$2.00 will be added to your payment.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2019	12/27/2019	42174	1/16/2020	\$115.43	\$115.43	\$ 115.43



On this page you can change the payment amount or pay the amount already populated and click **Continue**.

5

On this page you will **input** your credit card information.

Please DO NOT EXIT THE PAGE until you receive confirmation of payment.

The screenshot shows a web form titled "BILLING INFORMATION" with a timer indicating "Time left: 9 minutes, and 36 seconds". Below the title is a note: "(Must match the billing address for your credit card)". The form contains several input fields: "Name" (filled with "MUNIZ, NORMA A"), "Address" (two lines, the first is partially filled with a blue bar), "City" (partially filled with a blue bar), "State / Zip" (a dropdown menu and a field containing "75002"), "Phone", and "Email". A "Total:" field shows "117.43". Below this is a section titled "PAYMENT INFORMATION" which includes logos for AMEX, VISA, and DISCOVER. A "Payment Method:" dropdown menu is set to "Select...". Below the dropdown is a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. At the bottom of the form are three buttons: "MAKE PAYMENT" (with a checkmark icon), "CLEAR FORM" (with a refresh icon), and "CANCEL" (with a close icon). The footer of the form reads "Powered by [Bridgepay Network Solutions](#)."

5

Munis Self Service

Citizen Self Service

Utility Billing

Utility Billing Account Summary

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

Billing Account

My Account

Log Out

To log out of your account, click the customer name icon in the upper-right hand corner and select **Log Out**.



centervilleohio.gov/waste-recycling

Thank you!

If you have any questions or concerns, please contact
City of Centerville Utility Billing
at **(937) 428-4746** or email wastebilling@centervilleohio.gov.