



*City of
Centerville*

Utility Billing Citizen Self-Service Instructions

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

STEPS to create your new Utility Billing Account

- 1** Register your City of Centerville Self-Service Account:
selfservice.centervilleohio.gov/CSS
- 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 Account
OR
- 5** Add a credit card for automatic payments or pay once with a credit card

STEP

1



Navigate to

selfservice.centervilleohio.gov/CSS

A screenshot of a self-service registration form. It includes fields for "Email address" and "Password", a "Remember me" checkbox, a blue "Sign in" button, and links for "Forgot password?", "Unlock account?", and "Help". At the bottom, there is a link for "Sign up" which is highlighted with a yellow box.

Register with Self-Service.
Click **Sign Up**.

A screenshot of a social login interface. It features a globe icon at the top, followed by the text "Sign in to community access services." Below this are four buttons for "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook".

Register using Apple, Facebook,
Google or Microsoft (applications).

1

Registering with Self-Service

Don't have an account? [Sign up](#)

Enter your email, first and last name and click **Sign Up**.

You will receive an email to validate your email address used for registration.

After validating your account, click **Back to Sign In**.

Registering with Applications



Click the **Sign In** link for your preferred application. The username and password used for the selected application will become the username and password for your self-service account.

You will receive an email from Community Access (OKTA). Verify your email and activate by clicking **Activate Account**.

IMPORTANT: If you choose to register with Google, Facebook, Apple, or Microsoft, you may only use that option to log into your customer account. You will be unable to change your password through your utility billing account when registering your credentials through an application.

STEP 2

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



Account Settings

Account Information

| | |
|-----------------------|--|
| Now logged in as | [Redacted] |
| Last successful login | 10/30/2019 |
| Last failed login | 10/30/2019 |
| Password last changed | [Redacted] |
| Password expires in | 3013 days Change Password |
| E-Mail address | [Redacted] Change E-Mail Address |

Linked Accounts

Customer Accounts [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

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

2

Utility Billing Account Link Setup

What is the account ID? *

Account #

What is the CID? *

Customer ID (No.)

Submit

Cancel

* indicates required field

| CUSTOMER NAME | | CUSTOMER NO. | PARCEL ID | SERVICE LOCATION | |
|---------------|------------|--------------|----------------|------------------|--|
| | | 216034 | 068 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 | | |

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

Repeat this process for multiple accounts.



STEP 3

Select your bill delivery preference

Account Summary

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

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

Select your bill delivery preference:

- Mail / Printed
- Email
- Mail and Email

If selecting email, **include your email address**. Click **Update**.

Utility Billing

Set bill delivery preferences for this account

Account Number 30009

Customer Name CITY OF ALLEN

Customer Number 200478

Delivery Preference

- Mail
- Email
- Mail and Email

Include your email address



Update

Cancel

After clicking **Update**, you will be directed to a confirmation page.



STEP 4

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

Account Summary

Account Summary

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

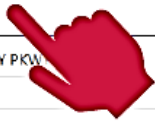
Billing Account

Service Address 305 CENTURY PKW

Account Number 51598

Bill Delivery Preference 30009

Your Current Balance



Click **Sign up for EFT Automatic Payments** under Account Summary.

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 *

Complete the ***required** information and click **Continue**.

Skip to STEP FIVE to pay with credit card.

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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 | [Redacted] |

Modify changes if needed. Once modified or if no changes are needed, click **Submit**.

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.

You will receive a confirmation page. You will be notified by email when your automatic payments have started.

NOTE: If signing up for ETF payments before your bill due date, the bill will be paid automatically. If you sign up for ETF payments after your bill due date, you will have to make a one-time payment via credit card for the current bill. ETF payments will then go into effect for the next billing cycle.



STEP 5

Pay with a credit card or enroll in automatic credit card payments

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

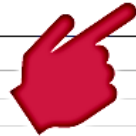
Account Number 30009

Bill Delivery Preference Email to

Your Current Balance

Amount Due Now \$79.10 Pay Now

Payment Due Date 12/15/2019



Account Summary

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

Utility Billing Manage Bills

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

Service Address 2200 W MAIN ST

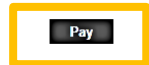
Account Number 30009

As of

Outstanding Bills (bill years 1989 to 2020 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 |

Click **Pay**. Note: If more than one bill is due, both are selected automatically. Change bill selection on the next page.



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For automatic credit card payments, select **Enroll**.

To make a **one-time credit card payment**, select **Continue**.

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 |



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 |



Verify payment amount. You can pay the full amount or change the amount. Click **Continue**.



On this page, **input** your credit card information.

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

NOTE: When signing up for automatic credit card payments, you will have to make a one-time credit card payment first, and then automatic payments will go into effect for the next billing cycle.

BILLING INFORMATION
Time left: 9 minutes, and 36 seconds

(Must match the billing address for your credit card)

Name: MUNIZ, NORMA A
Address: 1523 HIDDEN COVE CT
City: ALLEN
State / Zip: Texas / 75002
Phone:
Email:
Total: 117.43

PAYMENT INFORMATION

Payment Method: Select...
 I'm not a robot
MAKE PAYMENT CLEAR FORM CANCEL



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

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