

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

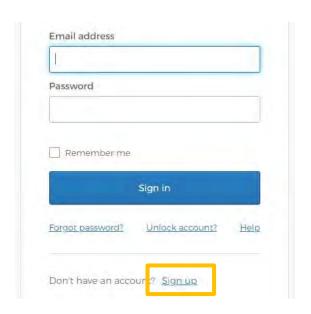
- Register your City of Centerville Self-Service Account: selfservice.centervilleohio.gov/CSS
- Connect your new self-service account to your Utility Billing Account
- Select your bill delivery preference
- Sign up for automatic payments by Electronic Funds
 Transfer (EFT)/Bank Account
 OR
- Add a credit card for automatic payments or pay once with a credit card



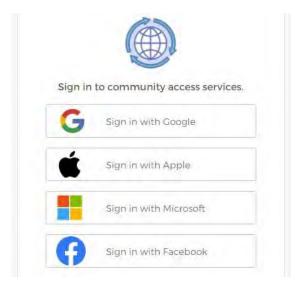




selfservice.centervilleohio.gov/CSS



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



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



Registering with Self-Service



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.

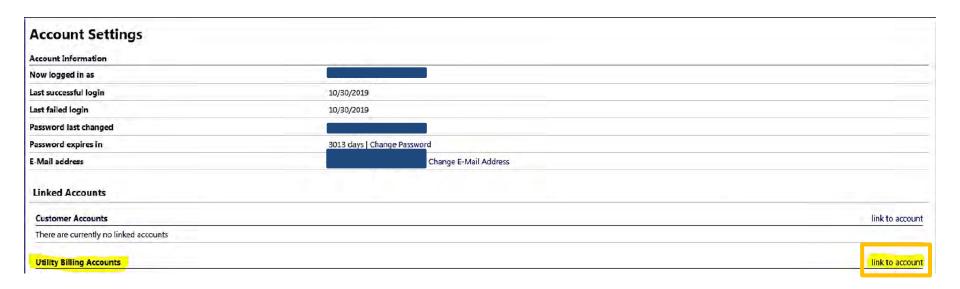
You will receive an email from Community Access (OKTA). Verify your email and activate by clicking **Activate Account.**

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.

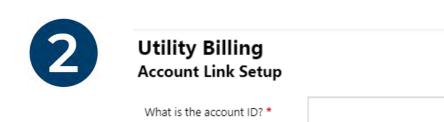




Connect your new selfservice account to your Utility Billing Account

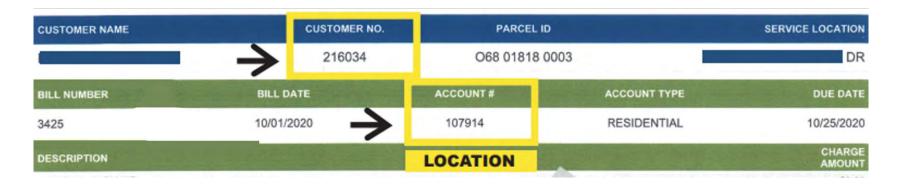


To connect your Utility Billing Account, click Link to Account.



* indicates required field

What is the CID? *



Cancel

Submit

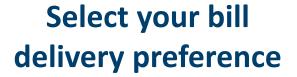
Account #

Customer ID (No.)

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.







Account Summary Unk to Account | Sign up for EFT Automatic Payments | Service Requests | Diff Delivery Preferences | Manage Bills Billing Account Service Address 2200 W MAIN ST

Click Bill Delivery Preferences under Account Summary.

Select your bill delivery preference:

Mail / Printed

30009

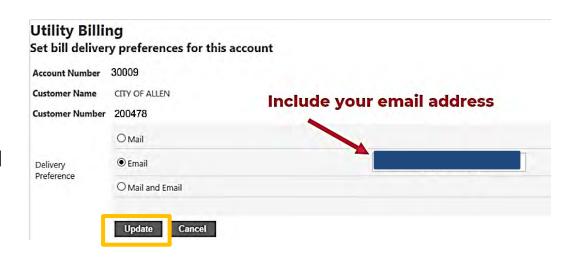
Email to

Account Number
Bill Delivery Preference

Your Current Balance

- o Email
- Mail and Email

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





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



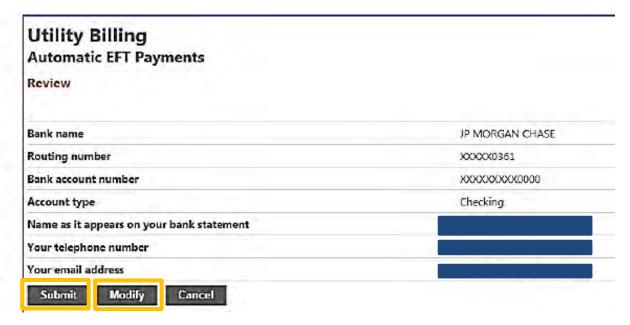
Account Summary Link to Account Sign up for EFT Automatic Payments Service Requests Bill Delivery Preferences Manage Bills	Account Summary			
Billing Account				
Service Address 305 CENTURY PKW				
Account Number 51598				
Bill Delivery Preference 30009				
Your Current Balance				

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



Skip to STEP FIVE to pay with credit card.





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

Utility Billing Automatic EFT Payments

Confirmation



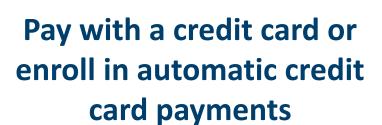
Thank you. Your request to automatically make payments from your bank account below has been successfully submitted.

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.







Utility Billing Account Summary Link to Account Sign up for Billing Account	· EFT Automatic Payments Service Requests Bill Delivery Preferences Menage Ollis	Account Summary			
Service Address	2200 W MAIN ST				
Account Number	30009				
Bill Delivery Preference	Email to				
Your Current Balance					
Amount Duc Now	\$79.10	Pay Now			
Payment Due Date	12/15/2019				

Click Manage Bills under Account Summary and click Pay Now.



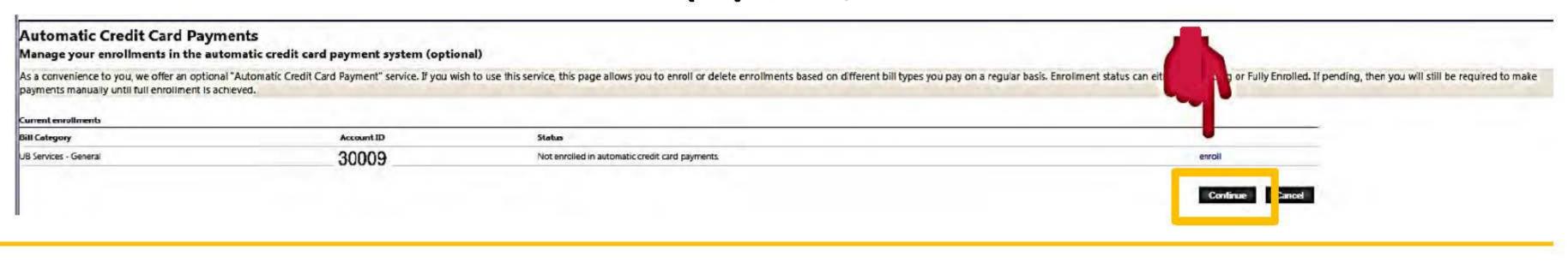
Click **Pay.** Note: If more than one bill is due, both are selected automatically. Change bill selection on the next page.





For automatic credit card payments, select Enroll.

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



Pay Bills								
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	
							· · · · · · · · · · · · · · · · · · ·	

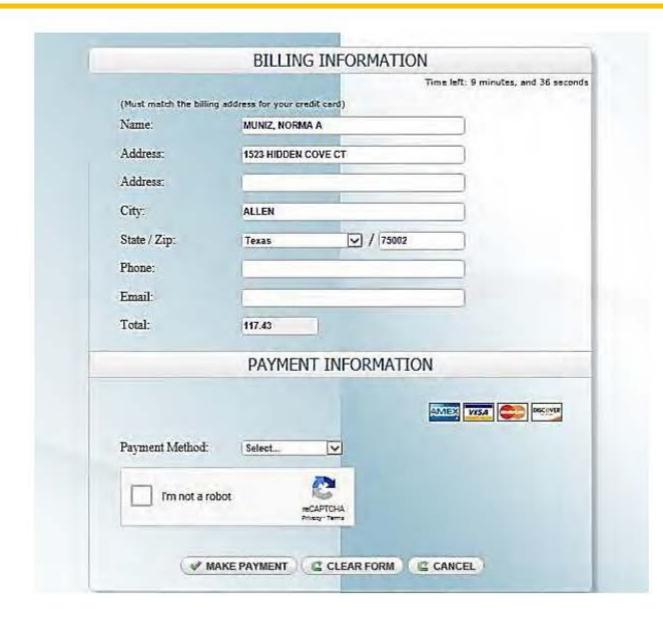
Verify payment amount. You can pay the full amount or change the amount. Click **Continue.**



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.







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

If you have any questions or concerns, please contact
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