DEPARTMENT OF SANITARY SEWER SERVICES

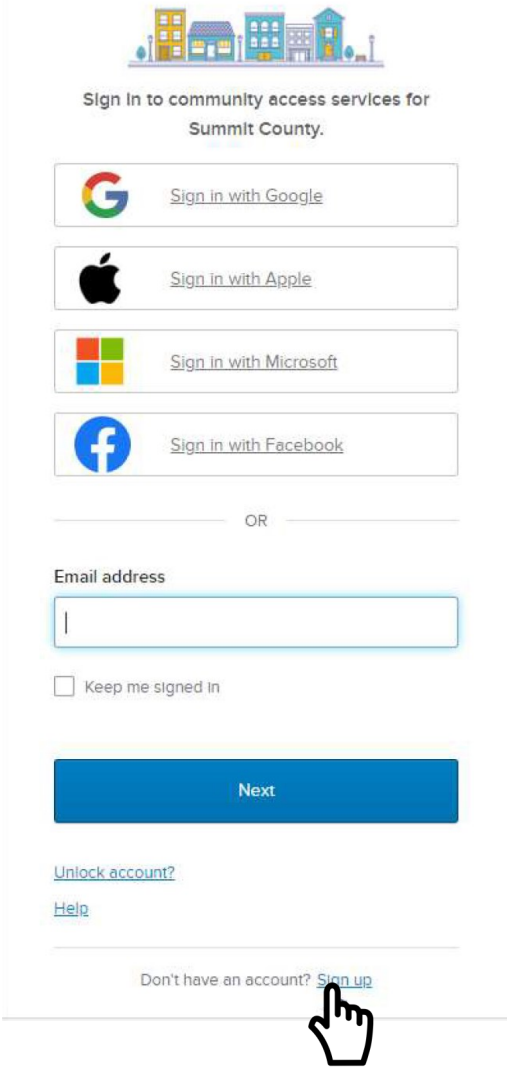
Utility Billing Customer Self-Service
Instructions for Registering Your Account

Step 1: Go to Citizen Self Service Home Page: https://summitcountyoh.munisselfservice.com/css/

Select Citizen Self Service

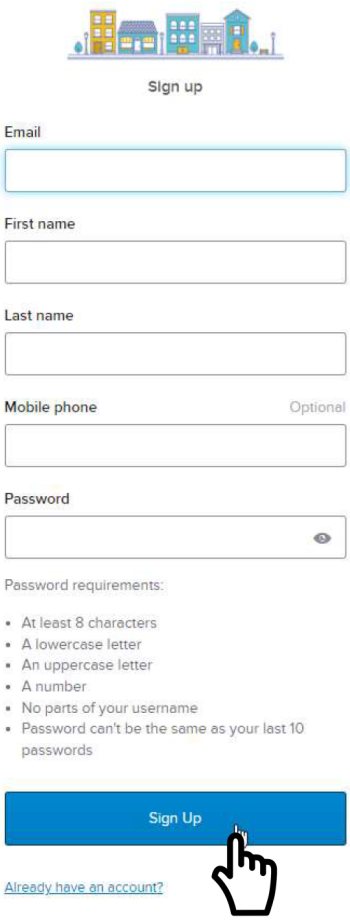
Step 2: Register

At the login page select “Sign Up” at the bottom of the screen.



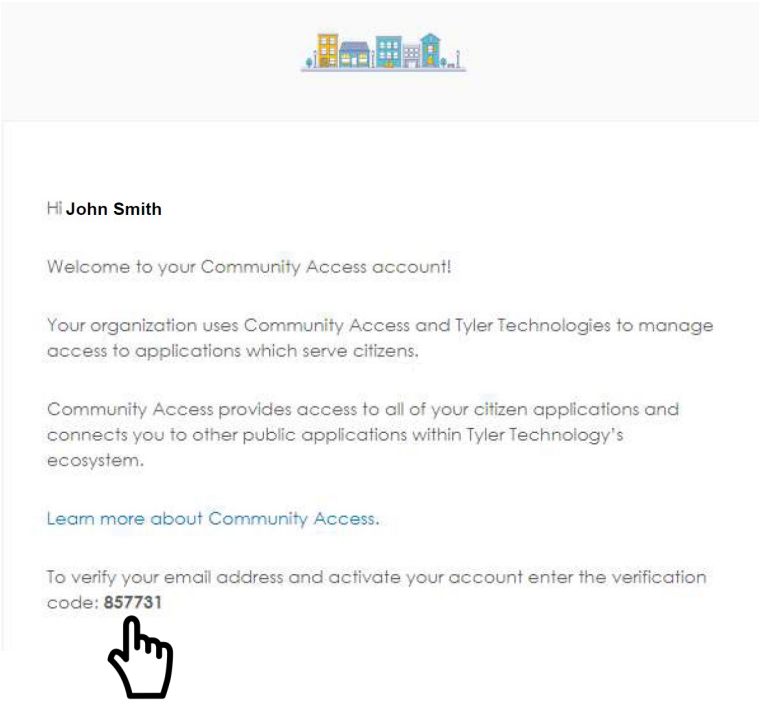
Step 3: Enter Your Information

Enter email, new password along with your first and last name. Then click the “sign up” button.



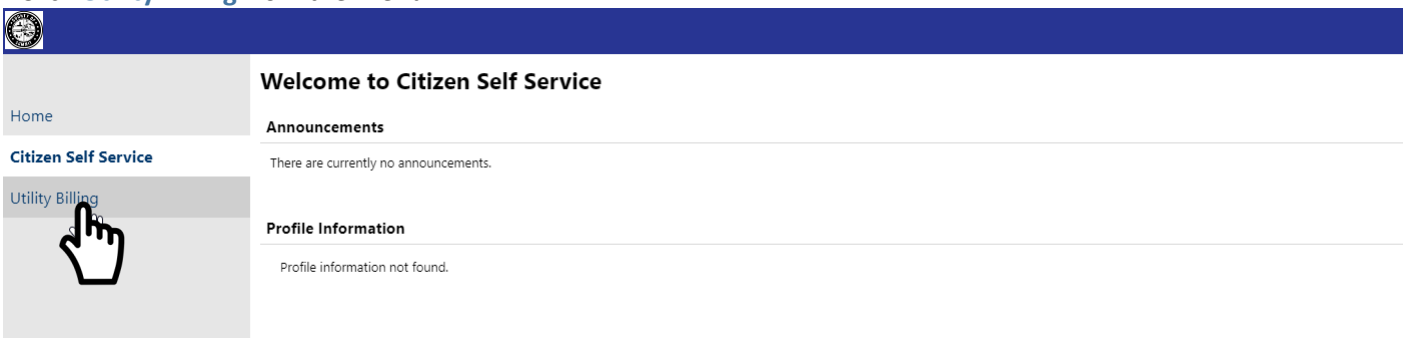
Step 4: Go to Your Email

Find the verification code to verify your email and activate your account.



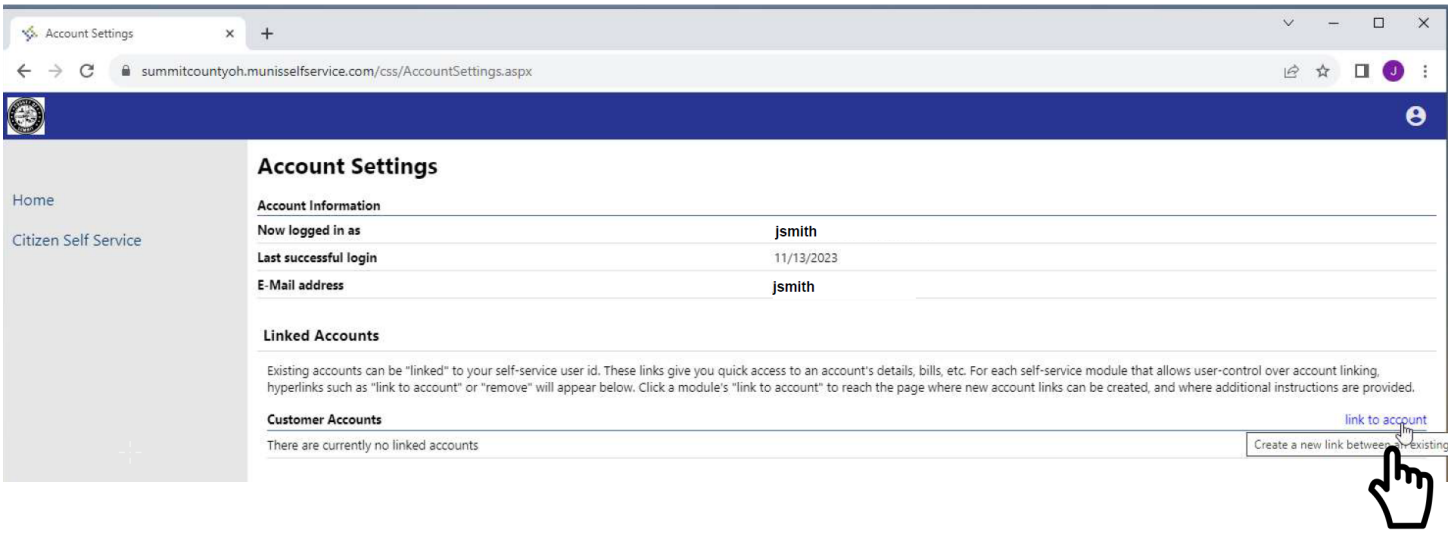
You will be redirected to Summit County's website and are now registered.

Click **Utility Billing** from the Menu

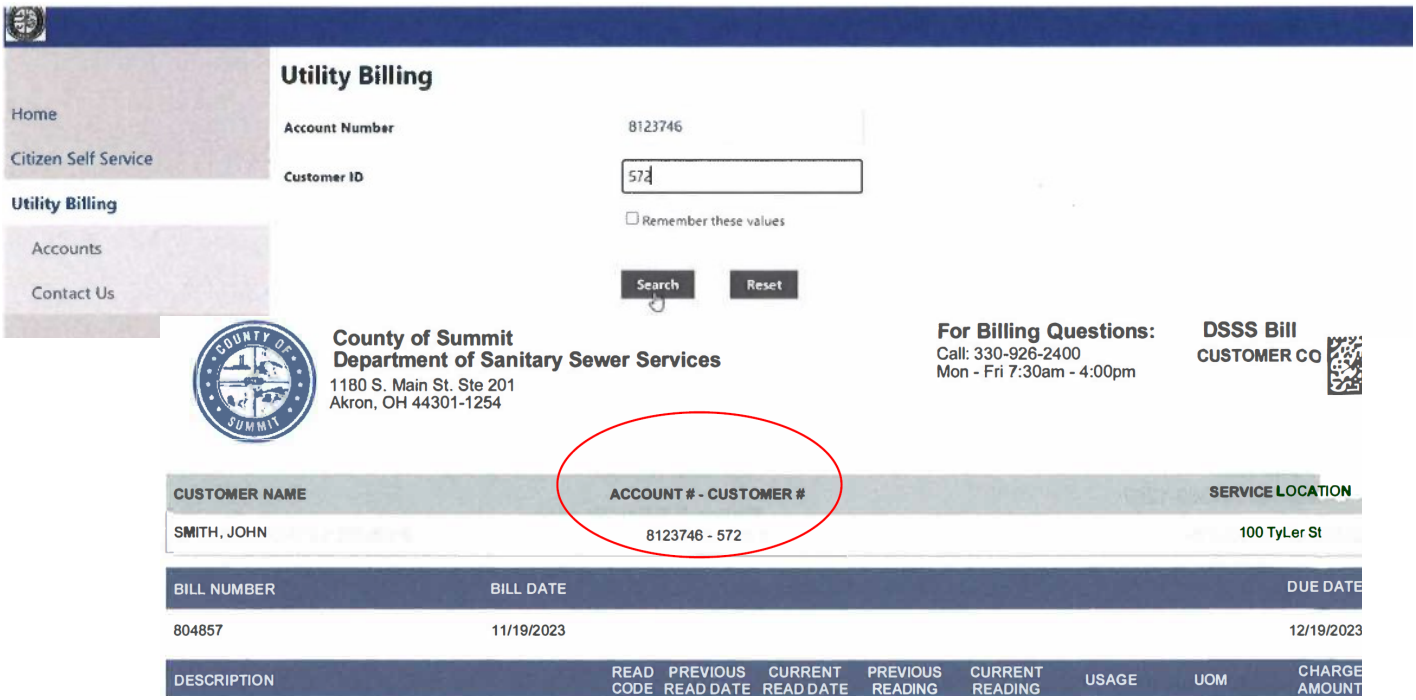


Step 5: Link Your Account

Select "Link to Account"

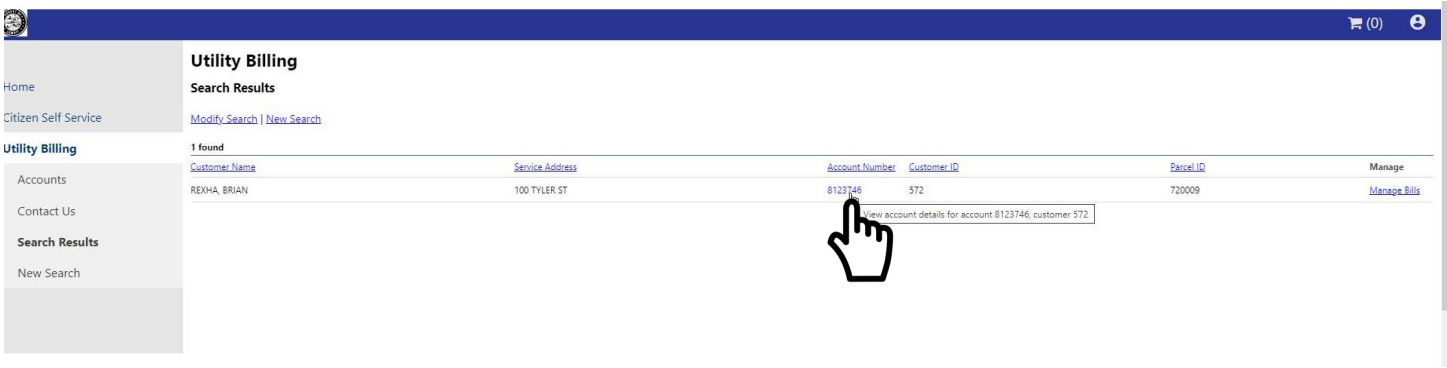
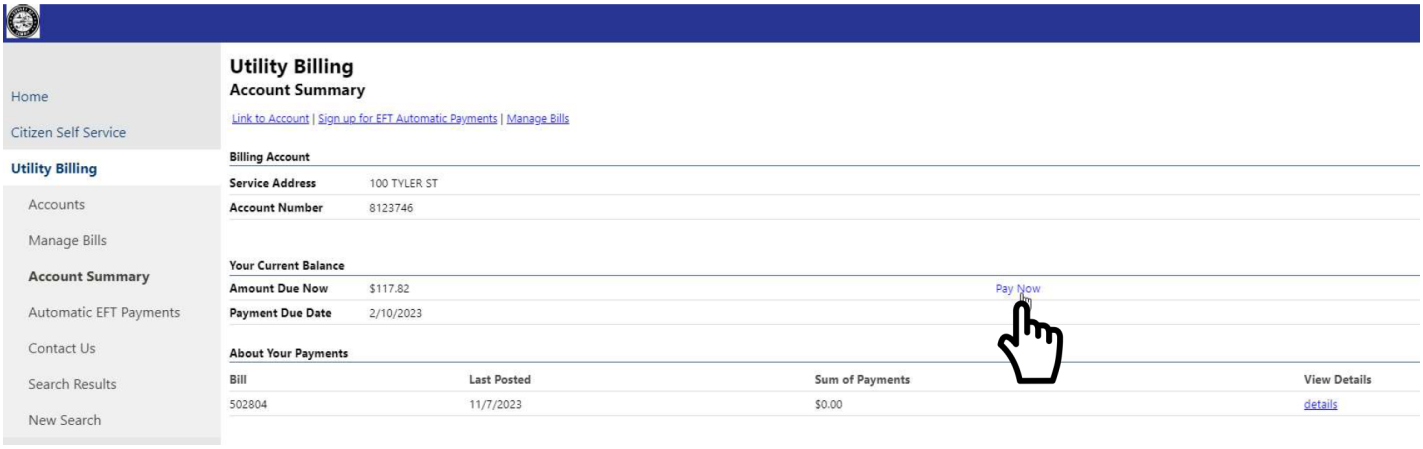


Enter your Account ID and Customer ID. These numbers are located at the top of your billing statement (see the example statement). The Account ID is before the dash, the Customer ID is after the dash.



Once your Account ID and Customer ID are submitted, you will see your account listed in the accounts section. Repeat this process if you have multiple accounts.

To view an individual account summary, click on the account number below.



Here you can request change of address, manage bills, view balance and link you utility billing accounts.