



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

summitcountyoh.munisselfservice.com/css/

**Summit County, OH Citizen Self Service**

Home

**Citizen Self Service**

**Welcome!**

Utility Customers for Summit County Department of Sanitary Services please select "Citizen Self Service" to view your sanitary account or make a payment.

**Step 2: Register**

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

Sign In to community access services for  
Summit County.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Keep me signed in

Next

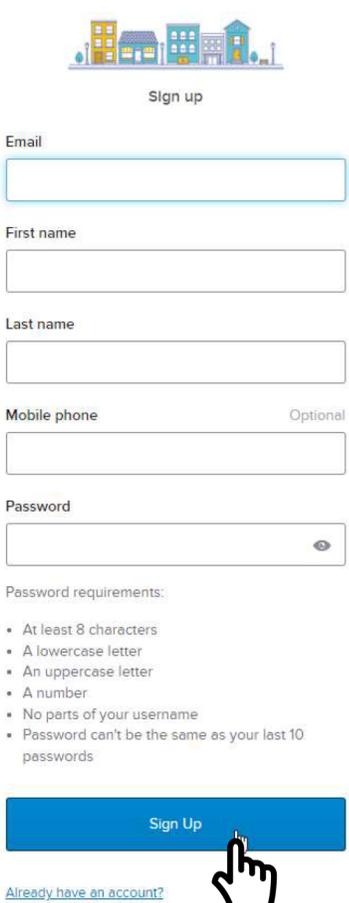
[Unlock account?](#)

[Help](#)

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

### Step 3: Enter Your Information

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



Sign up

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

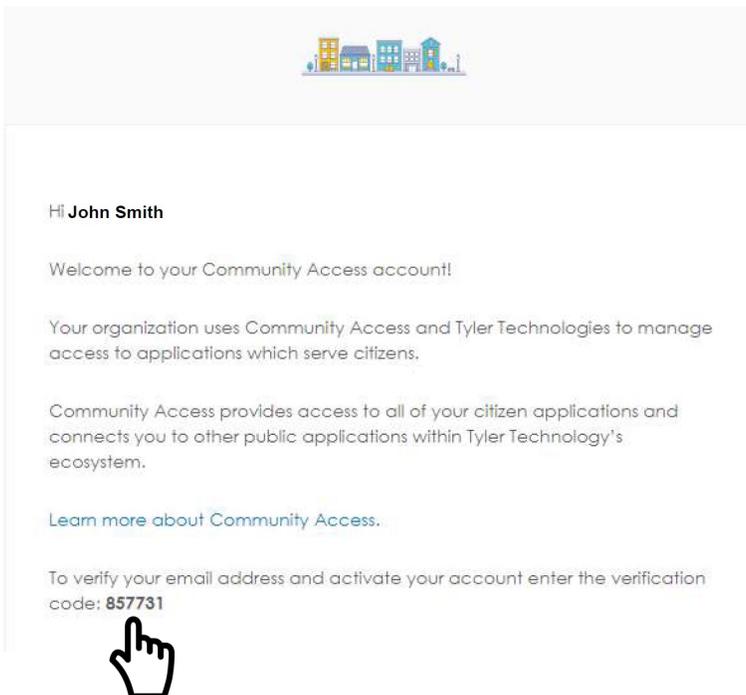
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

[Sign Up](#)

[Already have an account?](#)

### 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

**Welcome to Citizen Self Service**

Home

**Citizen Self Service**

Utility Billing

**Announcements**  
There are currently no announcements.

**Profile Information**  
Profile information not found.

### Step 5: Link Your Account

Select "Link to Account"

Account Settings

summitcountyoh.muniselfservice.com/css/AccountSettings.aspx

Home

Citizen Self Service

**Account Settings**

**Account Information**

Now logged in as	jsmith
Last successful login	11/13/2023
E-Mail address	jsmith

**Linked Accounts**

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

**Customer Accounts**

There are currently no linked accounts

[link to account](#)

Create a new link between an existing

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.

Home

Citizen Self Service

**Utility Billing**

Accounts

Contact Us

**Account Number** 8123746

**Customer ID** 572

Remember these values

**Search** **Reset**

**County of Summit**  
Department of Sanitary Sewer Services  
1180 S. Main St. Ste 201  
Akron, OH 44301-1254

**For Billing Questions:**  
Call: 330-926-2400  
Mon - Fri 7:30am - 4:00pm

**DSSS Bill**  
CUSTOMER CO

CUSTOMER NAME	ACCOUNT # - CUSTOMER #	SERVICE LOCATION
SMITH, JOHN	8123746 - 572	100 TyLeR St

BILL NUMBER	BILL DATE	DUE DATE
804857	11/19/2023	12/19/2023

DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	UOM	CHARGE AMOUNT
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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.

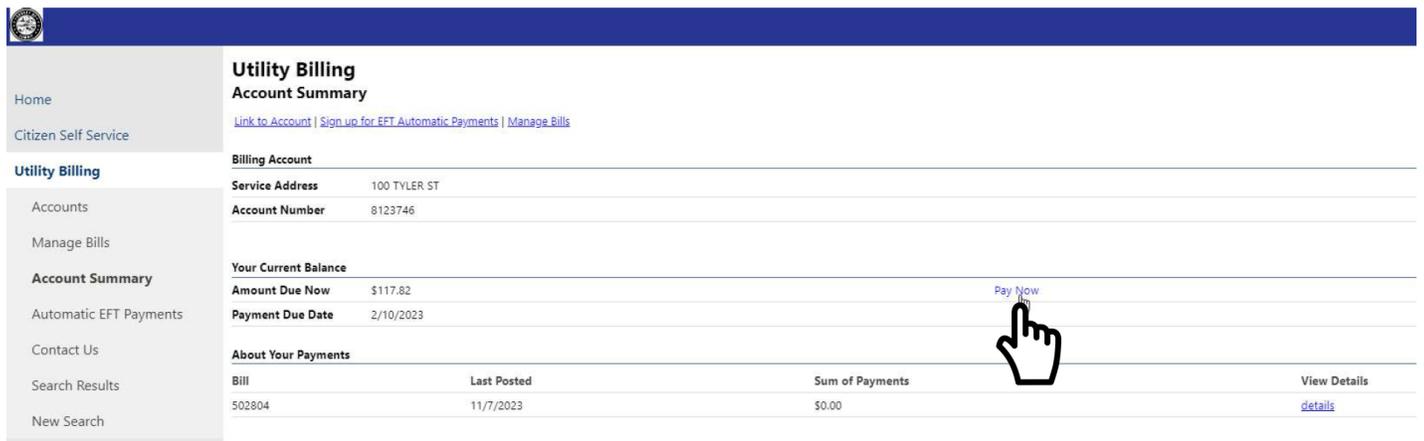
To view an individual account summary, click on the account number below.



The screenshot shows the 'Utility Billing Search Results' page. A table lists search results with columns for Customer Name, Service Address, Account Number, Customer ID, Parcel ID, and Manage. A hand cursor points to the Account Number '8123746'. A tooltip appears over the cursor with the text 'View account details for account 8123746, customer 572'.

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	Manage
REXHA, BRIAN	100 TYLER ST	8123746	572	720009	<a href="#">Manage Bills</a>

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



The screenshot shows the 'Utility Billing Account Summary' page. It displays account details such as Service Address (100 TYLER ST) and Account Number (8123746). Under 'Your Current Balance', it shows Amount Due Now (\$117.82) and Payment Due Date (2/10/2023). A 'Pay Now' button is visible. Under 'About Your Payments', a table shows a bill for \$0.00 posted on 11/7/2023. A hand cursor points to the 'Pay Now' button.

**Billing Account**

Service Address: 100 TYLER ST  
Account Number: 8123746

**Your Current Balance**

Amount Due Now: \$117.82  
Payment Due Date: 2/10/2023

**About Your Payments**

Bill	Last Posted	Sum of Payments	View Details
502804	11/7/2023	\$0.00	<a href="#">details</a>