CITIZEN SELF SERVICE

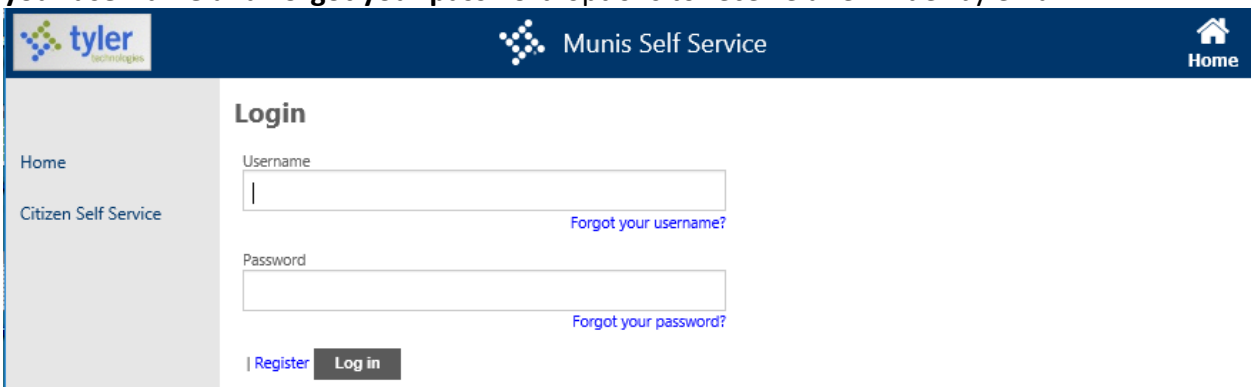
Citizen Self Service (CSS) provides web-based access to Utility Billing Accounts. Using CSS, citizens can view or pay their utility bills.

https://selfservice.burlingtonnc.gov/mss

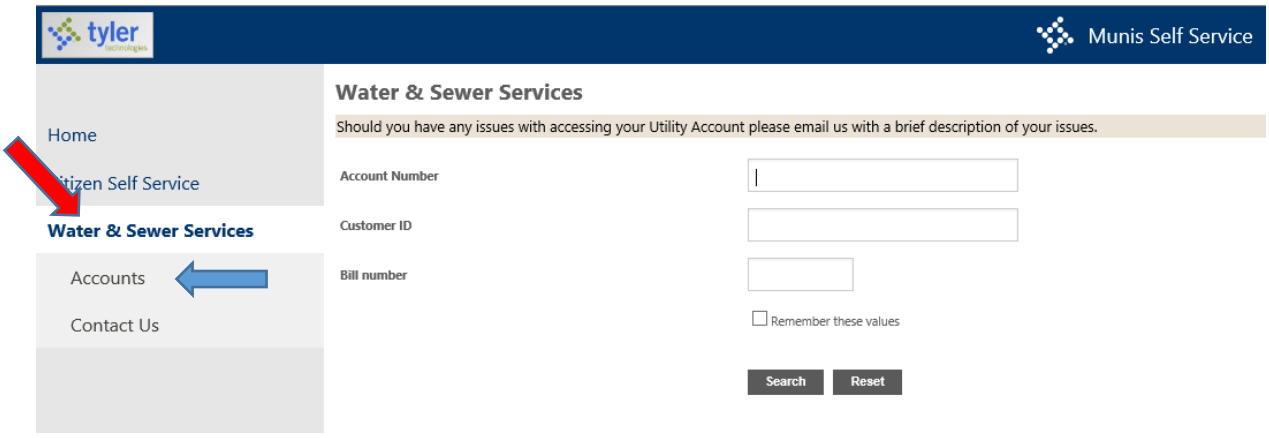
To begin, click on **Citizen Self Service** (on left column)

NEW USER: If you are a new user, click **Register** to create a user name and password (next to the **Login** button).

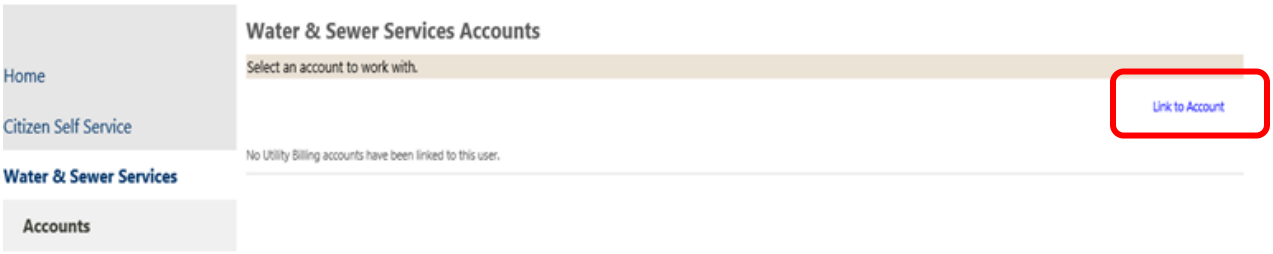
FORGOT USER NAME/PASSWORD: The application prompts you to enter your user name and password. If you are a current user and you forget your user name or password, use the **Forgot your username** and **Forgot your password** options to receive a reminder by email.



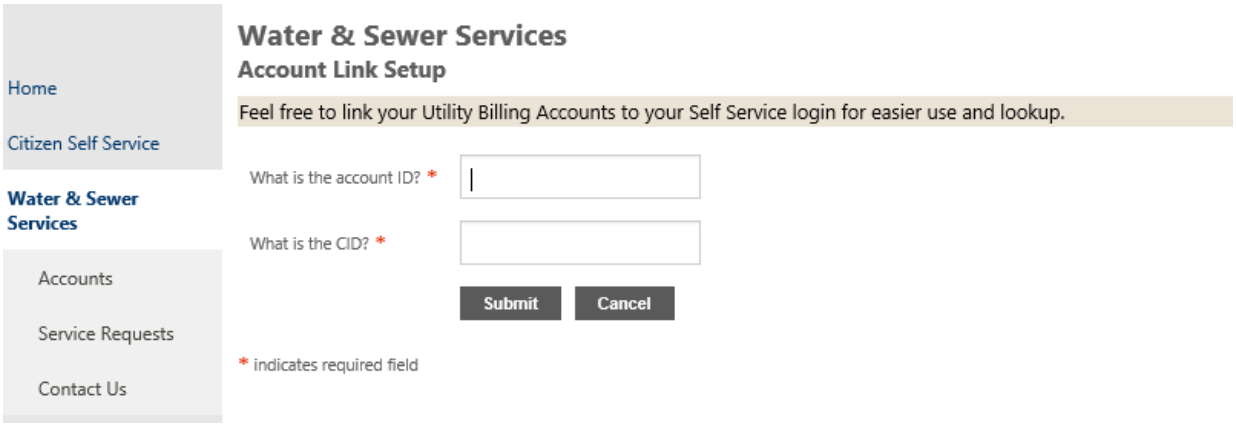
Click on **Water & Sewer Services** in the column on the left (see red arrow). Next click on **Accounts** (see blue arrow)

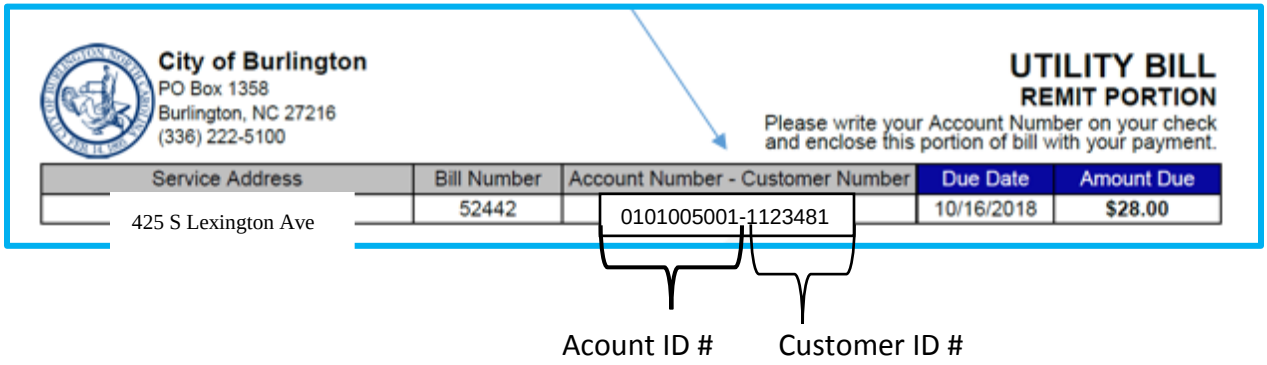


Click on **Link to Account** (See red box)

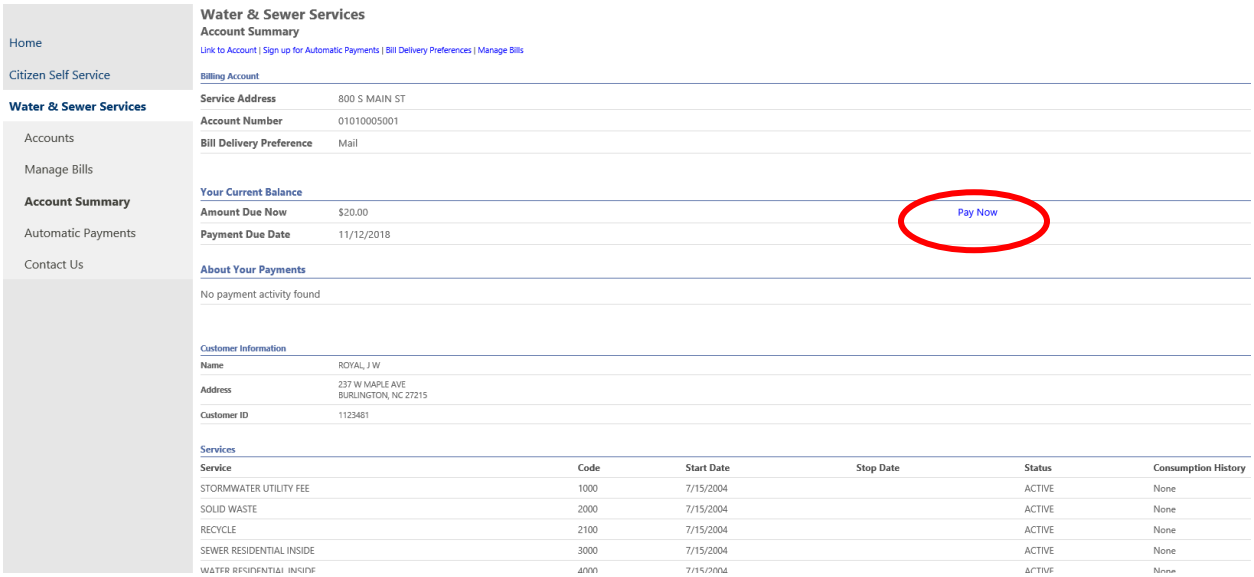


You will see the screen below. Please enter Account ID number and Customer ID (this can be found on your bill – please see the example below). Click **Submit**.

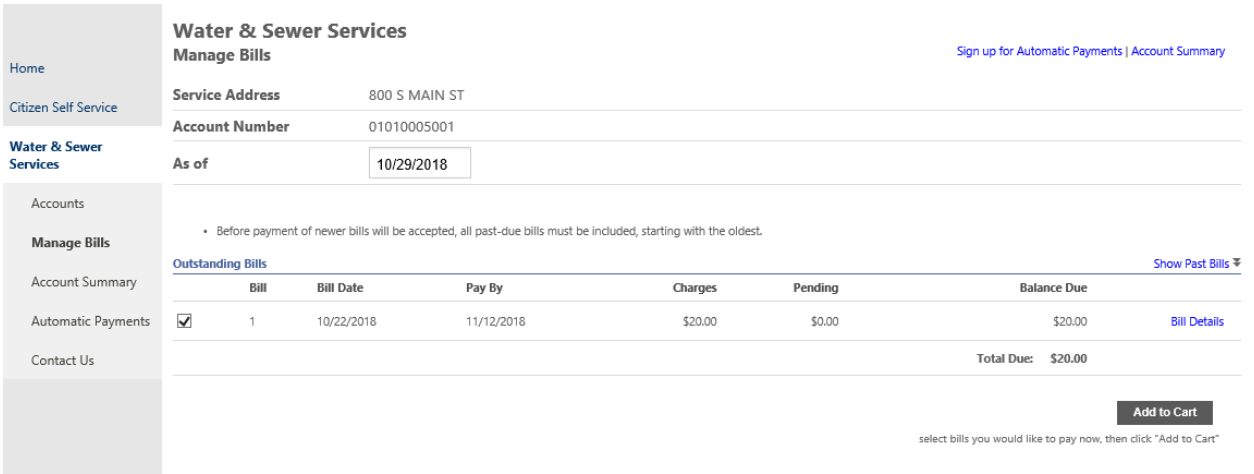




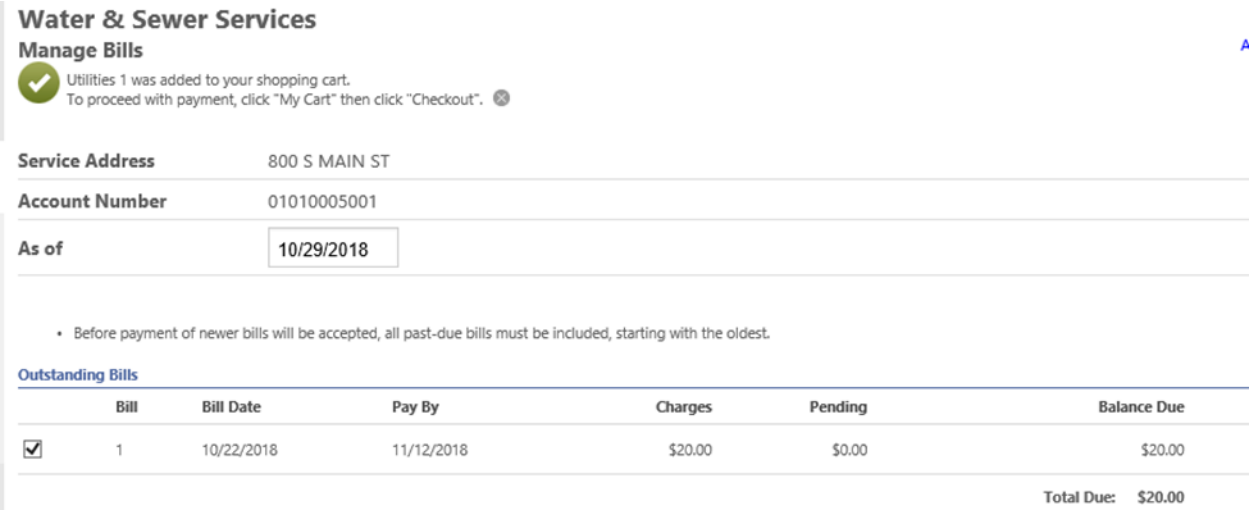
If your account has been properly linked, you should see a screen that looks similar to the one below. If you want to pay your bill online, click **Pay Now**.



On the next screen, you should see your bill. If you have more than one bill you will have to pay the oldest outstanding bill first. You can select and unselect by using the check box next to the bill. You will then click **Add to Cart** to start the payment process.

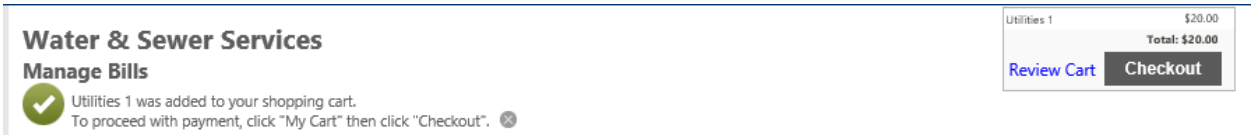


The green check mark will show that your bill has been added to your shopping cart (please see example below). The message also provides direction for how to process the payment. The **My Cart** menu will display, providing options to review your cart or start the checkout process.



My Cart

The **My Cart** menu displays the payment items you have added to the shopping cart. The shopping cart is available once you have added at least one item. When you click the **Checkout** button, the payment process begins.



Shopping Cart Review

You can click **Review Cart** in the **My Cart** option to display the **Shopping Cart Review** page. Here you can remove individual items from the shopping cart, or click **Pay** to display the Pay Bills page. Select the payment method for the payment process. Click **Close** to close out of the shopping cart.

Shopping Cart Review

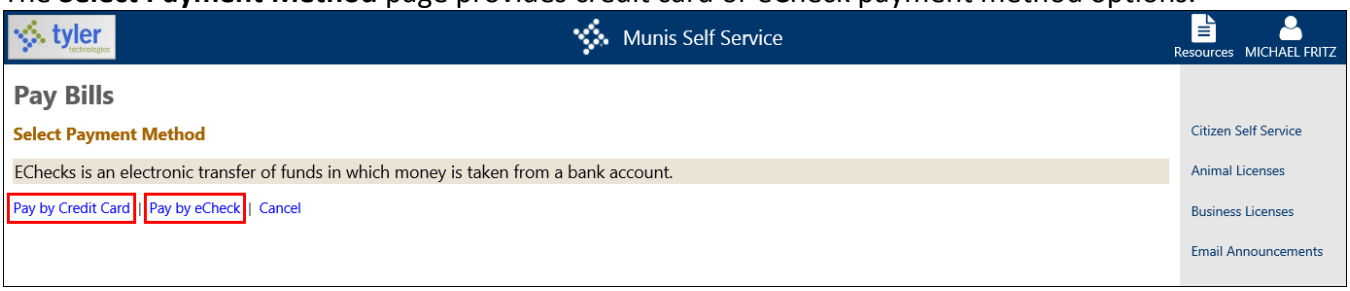
Cart Contents

UTILITY BILLING	Due	Being Paid	remove all
Utilities 1	$20.00	$20.00	
Subtotal	$20.00	$20.00	
Total	$20.00	$20.00	

Close Pay

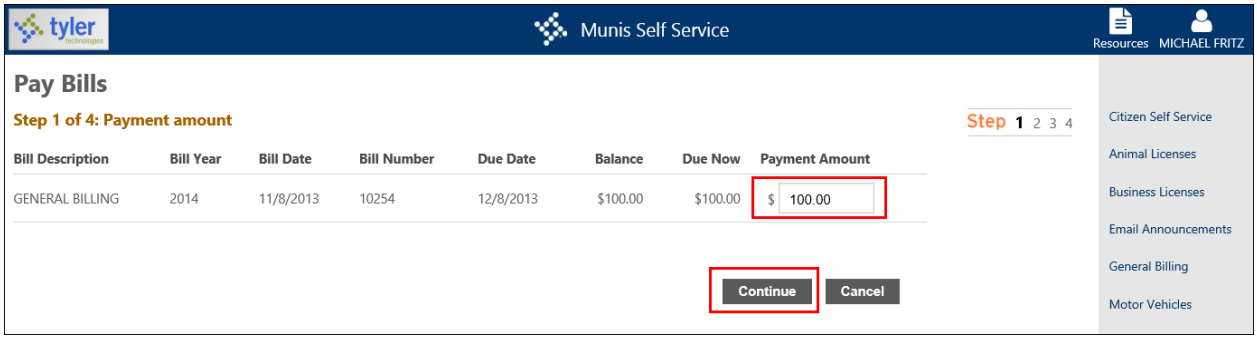
Payment Processing

The **Select Payment Method** page provides credit card or eCheck payment method options.



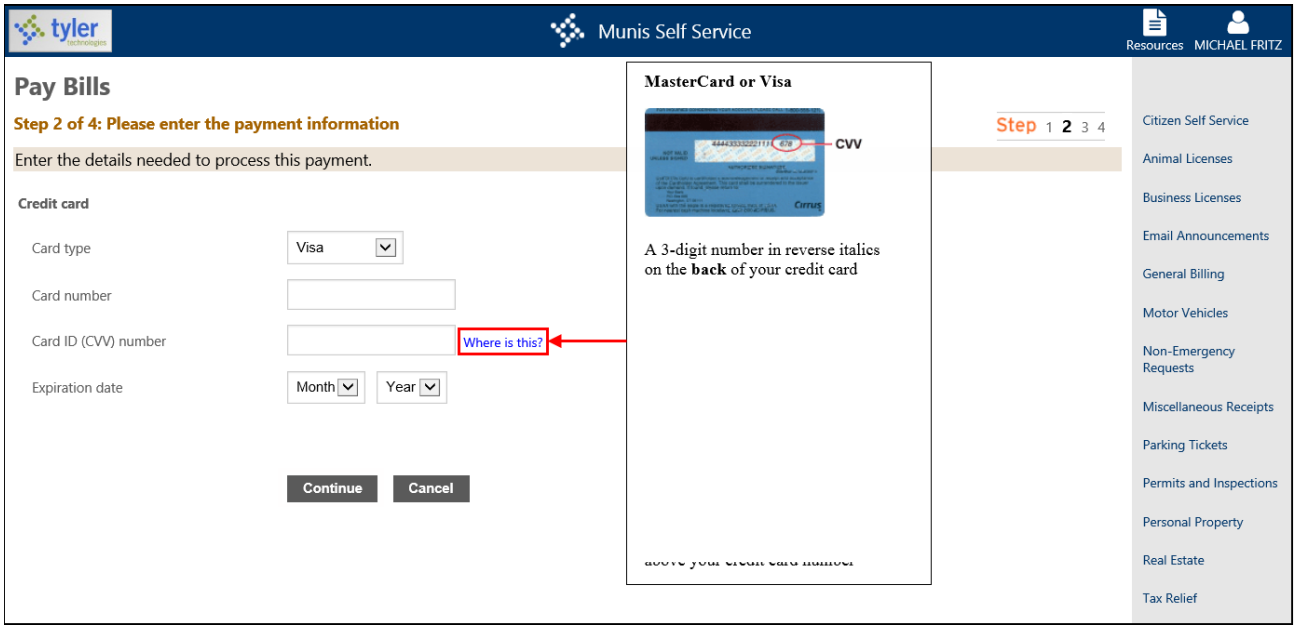
To enter a payment by credit card or eCheck:

1. Enter the payment amount.
   The **Payment Amount** page determines the payment amount. The **Due Now** amount is the default payment amount. You can modify the amount of the payment in the **Payment Amount** box.

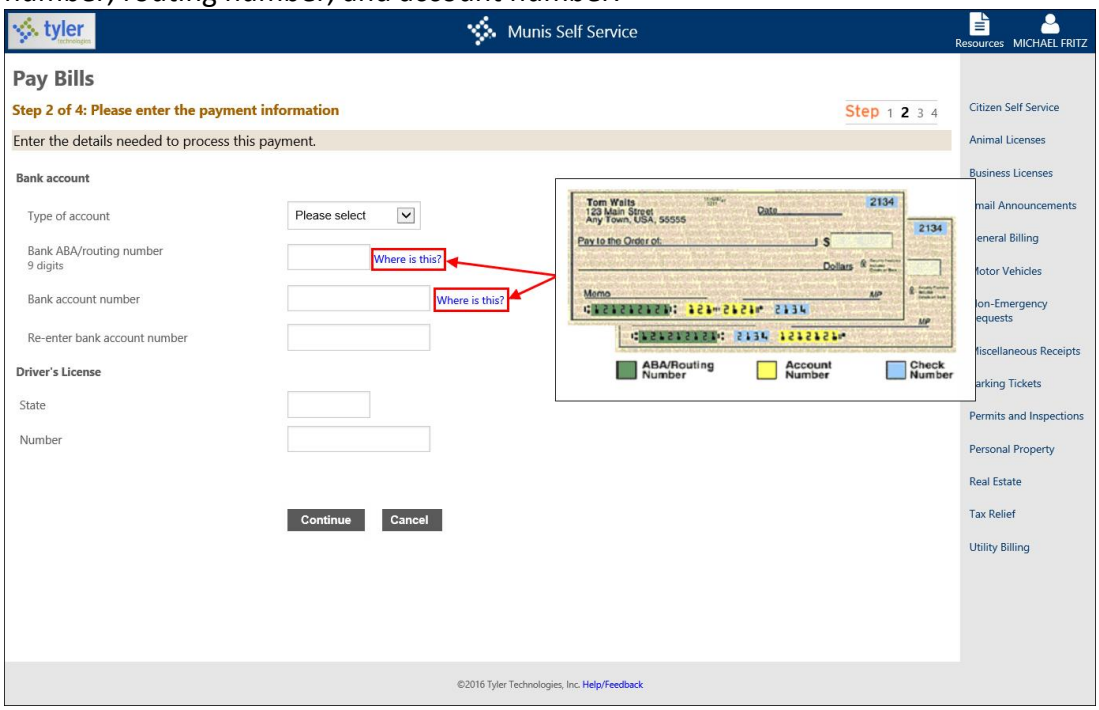


2. Click **Continue** when all payment amounts are correct.
3. Select the payment type.
   If you are paying by credit card, you must enter the credit card number, card ID (CVV) number, and expiration date on the **Pay Bills** page.

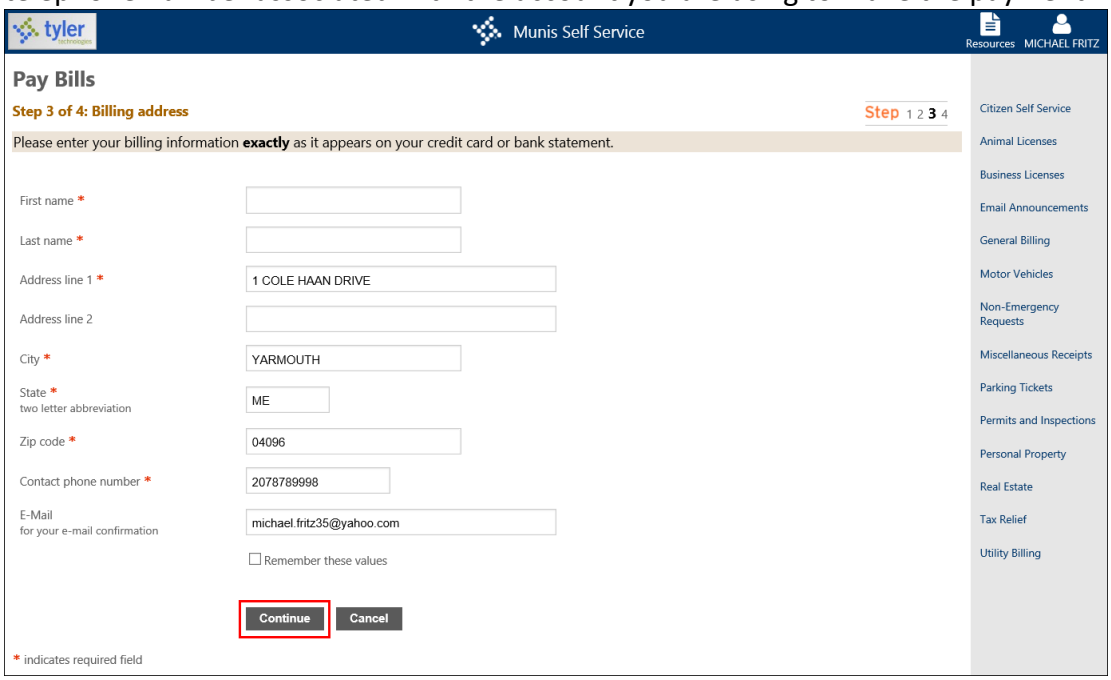
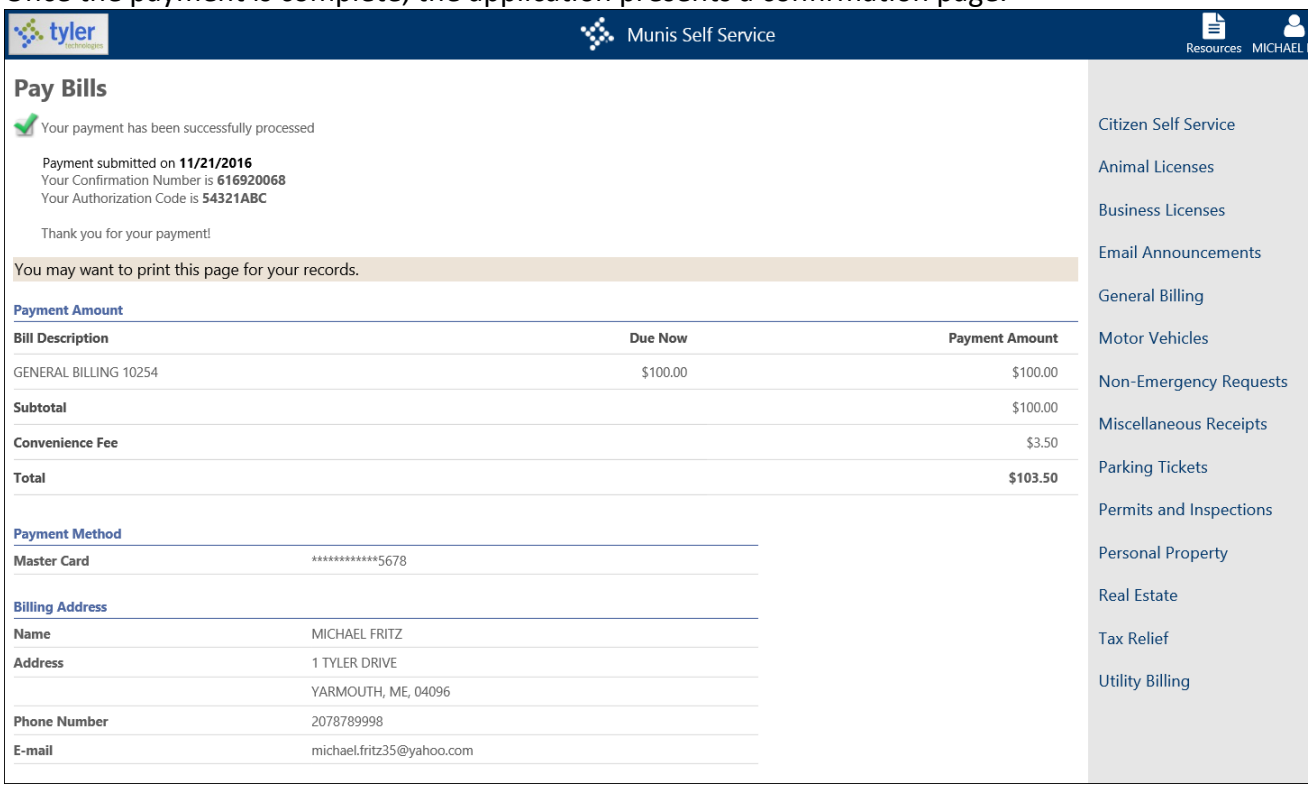
   Click the **Where Is This?** option for an image that explains the card ID number and where to find it.



If you are paying by eCheck, you must enter the account, check, and routing numbers, as well as your driver's license information. If you are paying using a checking account, you must enter the check number. Click **Where Is This?** for an image that explains the check number, routing number, and account number.



4. Click **Continue** once you have entered the necessary information in Step 2.
5. Enter the billing address.
   The Billing Address page adds billing information, such as the mailing address and contact telephone number associated with the account you are using to make the payment.



6. Click **Continue**.
   The **Review** page provides the payment information.
7. Click **Submit** to process the payment; click **Cancel** to end the payment transaction.
   Once the payment is complete, the application presents a confirmation page.