Click the **General Billing** button in the left banner. 🔅 tyler Welcome to Citizen Self Service Home Announcements Citizen Self Service Welcome to the City of Naperville Munis Citizen Self Service (CSS) Portal. Please use this portal to view and pay general (non-utility) bills and to purchase garbage and/or recycling carts from the City of Naperville. This portal cannot be used to view or pay utility bills. If you would like to pay a utility bill, please click the following link: Pay A Utility Bill General Billing 1 If you have questions about a bill or how to use the portal, please contact the City of Naperville Finance Department at (630) 420-6059 or via email at css@naperville.il.us. Other Services The Finance Department call center (630-420-6059) is open: Monday, Tuesday, Thursday and Friday from 7:30 am to 5:00 pm Wednesday from 10:00 am to 2:00 pm. If you send an email to css@naperville.il.us, the email will be converted to a request in the City's Help Center and will be responded to by a Finance staff member within two (2) business days. Profile Information Profile information not found.

Click the Accounts button under General Billing.

styler	
Citizen Self Service	General Billing Customer Search
General Billing Accounts Contact Us	To search for your account, please enter your Customer ID and the Bill (Invoice) Number from one of your bills. Click the Resources icon in the upper right corner to view an example bill and locate your Customer ID and Bill Number. Customer Number *
Other Services	Bill number *

3 Find the Customer ID you want to view and click the blue **Manage Bills** link.

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Citizen Self Service	General Billing Linked Accounts				
General Billing	Select from your linked accounts				
Accounts	Link to Account				
Contact Us	Customer ID	Customer Name Location	M	anage	
Other Services	-		3	anag <u>e Bills</u>	1

4Click the **Customer Information** button under General Billing.

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Citizen Self Service	General Billing Manage Bills									
General Billing	Customer name									
Accounts	Address									
	Customer number		1000							
Contact Us	2 Bill(s) found							bill ye	rs 2018 to	2026 only
Manage Bills	Bill Number	Bill Type		Pay. By	Total Unpaid	Balance Due	Details			
Customer Information 4	5298	CLAIMS		7/2/2021	\$250.00	\$250.00 *	Details			
Other Services	25	CLAIMS		7/2/2021	\$250.00	\$250.00 *	Details			
	As of Date Total Unpaid Total Balance Due * pending web payment exists		6/15/2021 500.00 500.00							

The system will auto populate the customer information on file in the City's financial software. If you would like to change your customer information, please send an email to <u>CSS@naperville.il.us</u>.

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Citizen Self Service	General Billing Customer Information	
General Billing	Customer ID	
ocherar brinnig	Name	EXAMPLE CUSTOMER
Accounts	Address	123 MAIN ST
Contact Us	City State Zip	ANY TOWN, IL 00000
Manage Bills		
Customer Information		
Other Services		