

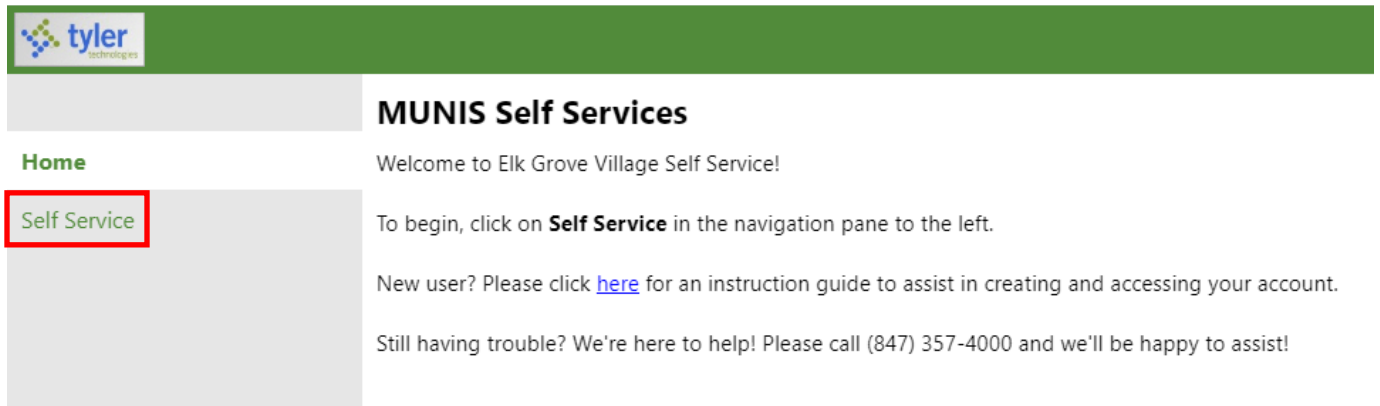
Elk Grove Village Self Service Guide

Thanks for taking the first step to creating your Elk Grove Village Self Service account! This guide is intended to help guide you through your account creation as well as steps to access the most commonly used features of this portal.

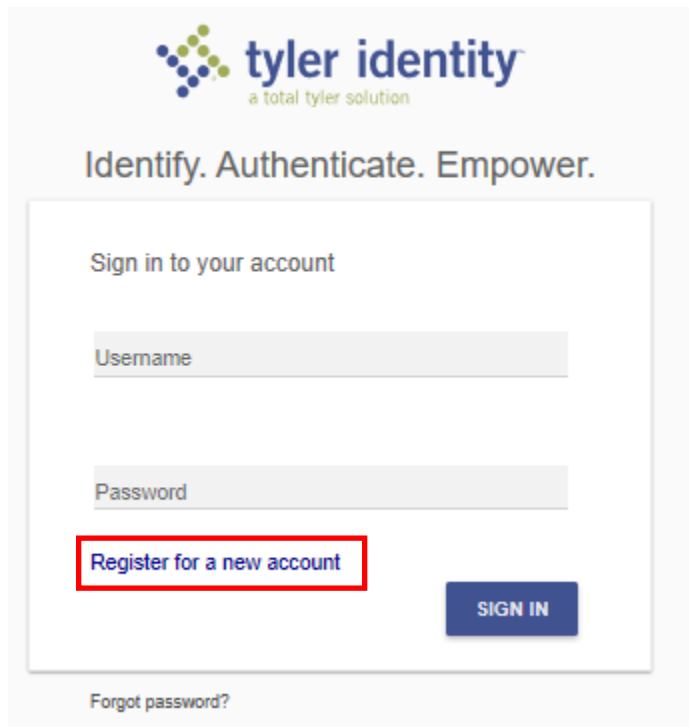
Note: For optimal compatibility, we recommend using Google Chrome.  To download Google Chrome, [click here](#).

Account Creation

- 1) Navigate to <https://css.elkgrove.org/css>.
- 2) Click on “Self Service” on the navigation pane to the left.



- 3) At the sign in screen, click “Register for a new account”



- 4) Enter your preferred email address, full name, and create a password.

Note: The email address entered here will be your username to access this portal

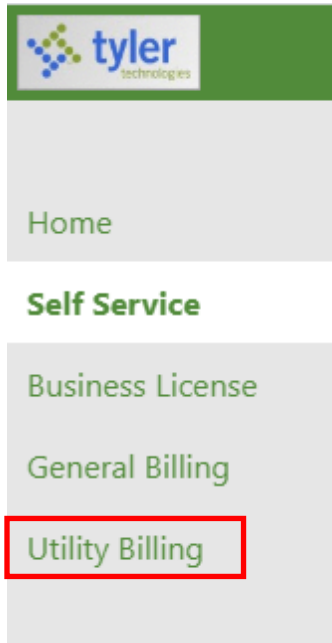
Your password must include:

- at least 8 characters,
- at least one lower case letter
- at least one upper case letter
- at least one number
- at least one special character

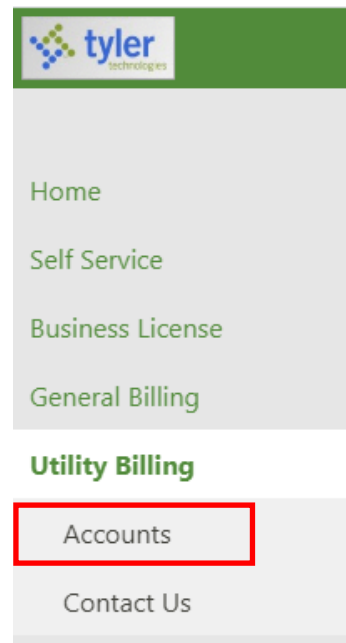
- 5) After creating your account, a confirmation email will be sent to your email address. Simply open the email and click the link and enter your password to complete your account creation.
- 6) Click the link provided or navigate to <https://css.elkgrove.org/css> to log in with your email address and password.

Link Utility Account

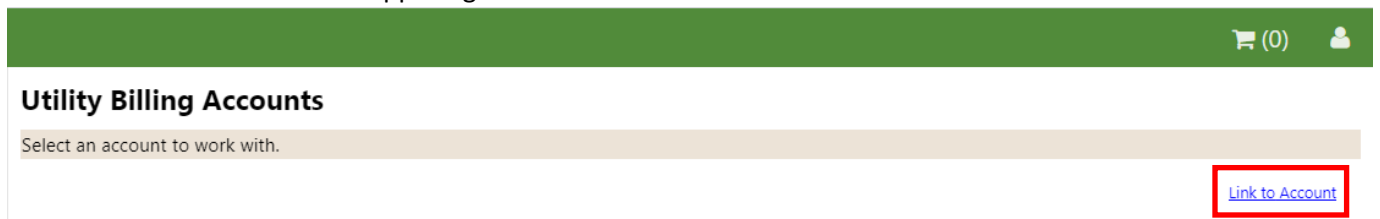
- 1) Click on "Utility Billing" on the navigation pane to the left.



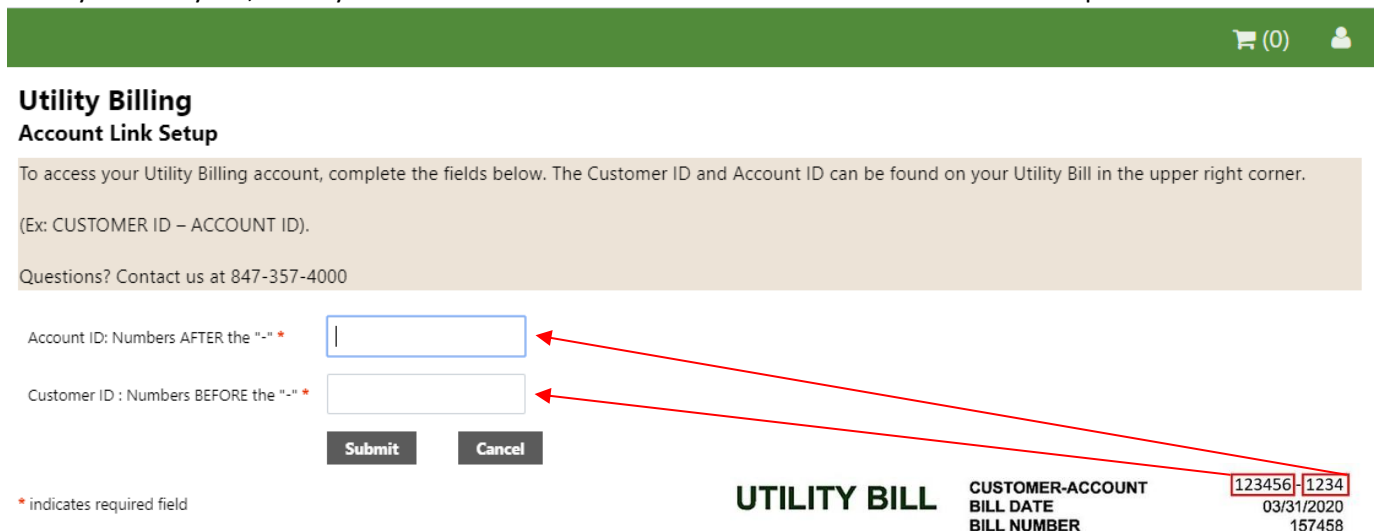
- 2) Click on "Accounts" on the navigation pane to the left.



- 3) Click "Link to Account" on the upper right.



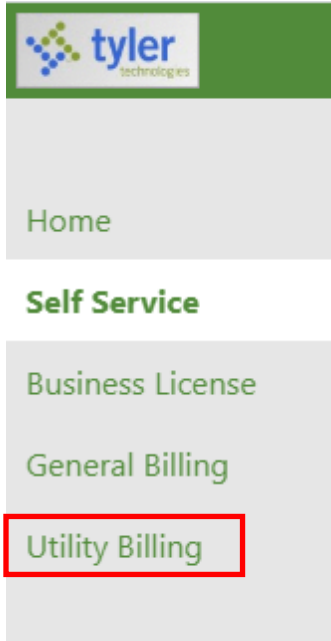
- 4) From your utility bill, enter your Account ID and Customer ID and click "Submit." See example below.

A screenshot of the 'Utility Billing Account Link Setup' form. The form has a green header with a shopping cart icon (0) and a user icon. Below the header, the title 'Utility Billing Account Link Setup' is displayed. A light brown box contains the text 'To access your Utility Billing account, complete the fields below. The Customer ID and Account ID can be found on your Utility Bill in the upper right corner. (Ex: CUSTOMER ID – ACCOUNT ID). Questions? Contact us at 847-357-4000'. Below this, there are two input fields: 'Account ID: Numbers AFTER the "-" *' and 'Customer ID: Numbers BEFORE the "-" *'. The 'Account ID' field is highlighted with a blue border and has a red arrow pointing to it from the utility bill example. The 'Customer ID' field is highlighted with a blue border and has a red arrow pointing to it from the utility bill example. Below the input fields are 'Submit' and 'Cancel' buttons. At the bottom left, there is a note: '* indicates required field'. At the bottom right, there is a utility bill example: 'UTILITY BILL CUSTOMER-ACCOUNT BILL DATE BILL NUMBER 123456-1234 03/31/2020 157458'. The '123456' and '1234' are highlighted with red boxes, and red arrows point from these boxes to the 'Account ID' and 'Customer ID' input fields respectively.

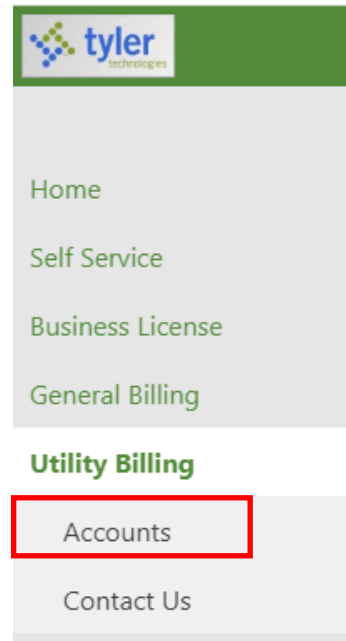
Note: Your Account ID is the **second** part of your account number and must be entered in the **first** box. Customer ID is the **first** part of your account number, but must be entered **second**.

Make a One-Time Payment

- 1) Click on "Utility Billing" on the navigation pane to the left.



- 2) Click on "Accounts" on the navigation pane to the left.



- 3) Click on "Pay Now."

A screenshot of the Utility Billing Account Summary page. The page has a green header. Below the header, the text "Utility Billing" and "Account Summary" is displayed. There are several links: "Link to Account", "Sign up for EFT Automatic Payments", "Request Change of Address", "Bill Delivery Preferences", and "Manage Bills". The "Billing Account" section includes fields for "Service Address", "Account Number", and "Bill Delivery Preference" (Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM). The "Your Current Balance" section shows "Amount Due Now" as \$84.00 and "Payment Due Date" as 4/20/2020. A "Pay Now" button is highlighted with a red box. The "About Your Payments" section is a table with columns for Bill, Last Posted, and Sum of Payments.

Bill	Last Posted	Sum of Payments
144312	2/20/2020	\$48.00
132677	12/20/2019	\$60.00
120318	10/21/2019	\$96.00

Note: Payment options are only available if there is a balance due on the account.

- 4) Under the “Pay Bill” column, check the box for any bill(s) that you wish to pay.
- 5) Click “Add to Cart.”

Utility Billing
Manage Bills

[Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address

Account Number

As of

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2018 to 2021 only) [Show Past Bills](#) ▼

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	157458	3/31/2020	4/19/2020	\$0.00	\$0.00	\$84.00	Bill Details

Total Due: \$84.00

Add to Cart

select bills you would like to pay now, then click "Add to Cart"

- 6) Click on the shopping cart in the upper-right corner and select “Checkout.”

Utility Billing
Manage Bills

Utilities 157458 was added to your shopping cart.
To proceed with payment, click "My Cart" then click "Checkout".

Service Address

Account Number

As of

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2018 to 2021 only) [Show Past Bills](#) ▼

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	157458	3/31/2020	4/19/2020	\$0.00	\$0.00	\$84.00	Bill Details

Total Due: \$84.00

Checkout

select bills you would like to pay now, then click "Add to Cart"

- 7) Enter the contact information for the individual making the payment and click “Continue”.
- 8) Enter the payment amount and click “Continue.”
- 9) At this point, you will be re-directed to complete the payment process.

Enroll in EFT Automatic Payments

- 1) Click on “Utility Billing” on the navigation pane to the left.
- 2) Click on “Accounts” on the navigation pane to the left.
- 3) Click on “Sign up for EFT Automatic Payments” at the top of the screen.

Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address

Account Number

Bill Delivery Preference Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM

- 4) Begin entering either your bank name or routing number in the “Bank name” field.

Utility Billing Automatic EFT Payments

To sign up for automatic payments, please complete the fields below, starting by typing in your bank name or routing number in the “Bank Name” field. If your bank is not listed, please call 847-357-4052 or email utilitybilling@elkgrove.org and include the bank name, address, and routing number.

Service Address

Account Number

Bank name *

For auto-lookup, begin typing a bank name or routing number.

Bank routing number * (9 digits)

Confirm routing number *

Bank phone number *

Bank account number *

Confirm account number *

Bank account type *

Checking Savings

Note: Multiple banks may be listed as you type your bank name. Select the bank that matches the routing number of your account.

If the routing number or bank name does not appear, please call (847) 357-4052 or email utilitybilling@elkgrove.org and include your bank name, address, and routing number.

- 5) Once all fields are completed, click “Continue.”
- 6) Review entered information for accuracy and click “Submit.”
- 7) If your enrollment request was submitted fewer than five days before your due date, you may be required to make a one-time payment. Please call (847) 357-4060 for more information.

Bill Delivery

Do you prefer to receive your bills electronically? To opt in, please follow the steps below:

- 1) Click on "Utility Billing" on the navigation pane to the left.
- 2) Click on "Accounts" on the navigation pane to the left.
- 3) Click on "Bill Delivery Preference" at the top of the screen.

Utility Billing
Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | **[Bill Delivery Preferences](#)** | [Manage Bills](#)

Billing Account

Service Address

Account Number

Bill Delivery Preference Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM

- 4) Select the desired delivery preference (and email address, if applicable) and click "Update."

Consumption Detail/History and View Bill Images

- 1) Click on "Utility Billing" on the navigation pane to the left.
- 2) Click on "Accounts" on the navigation pane to the left.
- 3) Click on "View Consumption" on the lower right of the screen (you may need to scroll down).

Utility Billing
Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address

Account Number

Bill Delivery Preference Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM

Your Current Balance

Amount Due Now \$84.00 [Pay Now](#)

Payment Due Date 4/20/2020

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
144312	2/20/2020	\$48.00	details
132677	12/20/2019	\$60.00	details
120318	10/21/2019	\$96.00	details
107903	8/20/2019	\$72.00	details
95449	6/20/2019	\$60.00	details

Customer Information

Name EXCEPTIONAL RESIDENT

Address 901 WELLINGTON AVENUE
ELK GROVE VILLAGE IL 60007-3812

Customer ID [Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER RESIDENTIAL INSIDE	1000	8/24/2001		ACTIVE	View Consumption

- 4) Scroll down to the bottom of this page to see a graphical representation of your consumption history.

Looking for more detail on your water meter reads?

- 1) Click on “Utility Billing” on the navigation pane to the left.
- 2) Click on “Accounts” on the navigation pane to the left.
- 3) Click on “Manage Bills” on the navigation pane to the left.
- 4) Click on “Bill Details” on the right of the screen.

Note: The current bill is shown by default; however, you may select “Show Past Bills” to the right to see previous bill detail.

- 5) Current and previous reads are presented, along with billing and payment detail. If you’d like to view your actual bill image, click “View bill image” on the upper right corner of your screen.

Note: Multiple bill image records shown? Select the top record for the most recent bill image.

Update Contact Information

- 1) Click on “Utility Billing” on the navigation pane to the left.
- 2) Click on “Accounts” on the navigation pane to the left.
- 3) Click on “Request Change of Address” to update your mailing address, phone number, or email address.

Utility Billing

Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address

Account Number

Bill Delivery Preference Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM

- 4) Click “Submit.”

Questions?

We’re always happy to help! Please call (847) 357-4000 or email utilitybilling@elkgrove.org for additional assistance.