WELCOME TO THE CITY OF MARYSVILLE’S CUSTOMER SELF SERVICE (CSS) PORTAL.

Below are instructions to register on our new utility billing portal. Once registered you will be able to see your balance due in real-time, pay your bill by either credit card or e-check and view your consumption usage.

In order to view your Utility Billing account online, your new account and customer number will be required. This can be found on our new easy-to-read billing statement. However first you must create an online account. Below is our new bill design.
The first time you use our new Customer Self Service (CSS) portal you will need to create a login and password.

On the home screen click on “Customer Self Service” to the left of the screen, then “Register” and create a Username and Password. Your password must be at least 8 characters long and at least one of those must be numeric. For security purposes you will be required to reset your password every 90 days.

Once you have created a User Account you MUST LINK your Utility Billing account to that User Account. This should only have to be done once.
In order for you to see your Utility Billing account in CSS without needing the account and customer numbers each time you login you must link your utility account to your newly created User Account. Please note that your account number and customer number can be found on your new utility bill.

Make sure to CHECK "Remember these Values" otherwise you will need to have your Account and Customer Number each time you login AND some features of the website would not be available.

Under the Utility Billing you will be able to view all your properties that are linked to your user account. Click on "Manage Bills" to view not only current bills but also past bills. This is where you can "pay" your bill, or click "Show Past Bills" to view past bills.

**PAY YOUR BILL ONLINE**
To view a particular bill, click on “Bill Details.” If you would like to see an image of the bill, click on “View bill image” at the top right of the screen.

Under Account Summary you can see the following information:

- Billing Account information, this includes your Service Address and Bill Delivery Preference. You can choose whether your bill is mailed, emailed or both. (Please note that emailed bills are typically received 2-3 days sooner than mailed bills.)
- Current Balance
- View your Payment History
- Customer Information including your current mailing address
- Services that are included on your bill. This is where you can also see your Consumption History for the past 24 months, by clicking on the “View Consumption” link.
Bill Delivery Method

You now can choose to have your bill delivered the following ways...

- Mail
- Email
- Mail and Email

Simply click on the Bill Delivery Preferences at the top of the Account Summary page and choose which way you want your bill to be delivered to you. Having your bill emailed will result in you receiving your bill as soon as it is created by our system. On average you would receive your bill approximately 3 days earlier than if it were mailed.

PLEASE NOTE THAT CHANGING YOUR EMAIL ADDRESS IN THIS SECTION WILL AUTOMATICALLY CHANGE IT IN OUR UTILITY BILLING SYSTEM. ALL EMAIL NOTIFICATIONS WILL BE SENT TO THIS ADDRESS SUCH AS BILL REMINDERS.

Website Issues and Password Resets

For Customer Self Service issues or password resets, please contact our Utility Billing Department at 937-645-7350 or utilities@marysvilleohio.org Monday through Friday 8 am to 5 pm.