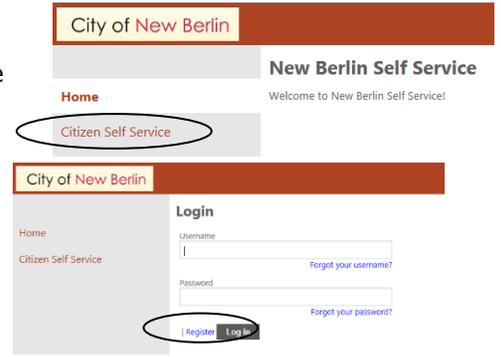


# City of New Berlin Utility Billing Web Site Instructions

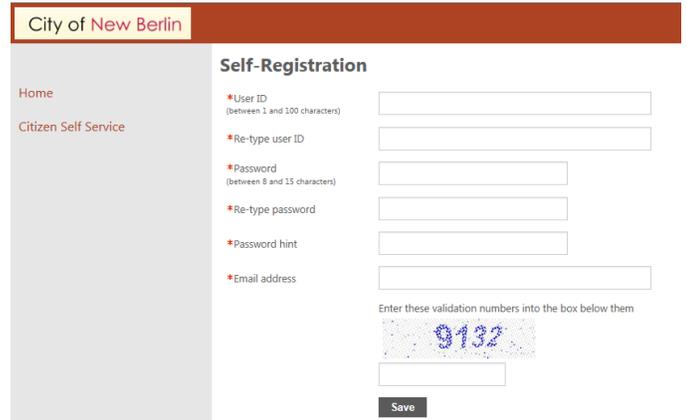
1. Select the link for "Citizen Self-Service" from the City of New Berlin Acceptable payments page. This takes you to a page labeled "New Berlin Self Service".

2. Click on "Citizen Self Service". If you are a returning Customer enter the User Name and Password you previously created and skip forward to step 6.

3. If this is the first time you are visiting the site click on "Register"



4. Fill in the Self-Registration form completely. Keep a copy of the User Name and Password you create in a safe place. **City personnel will not be able to provide it to you should you lose it.**



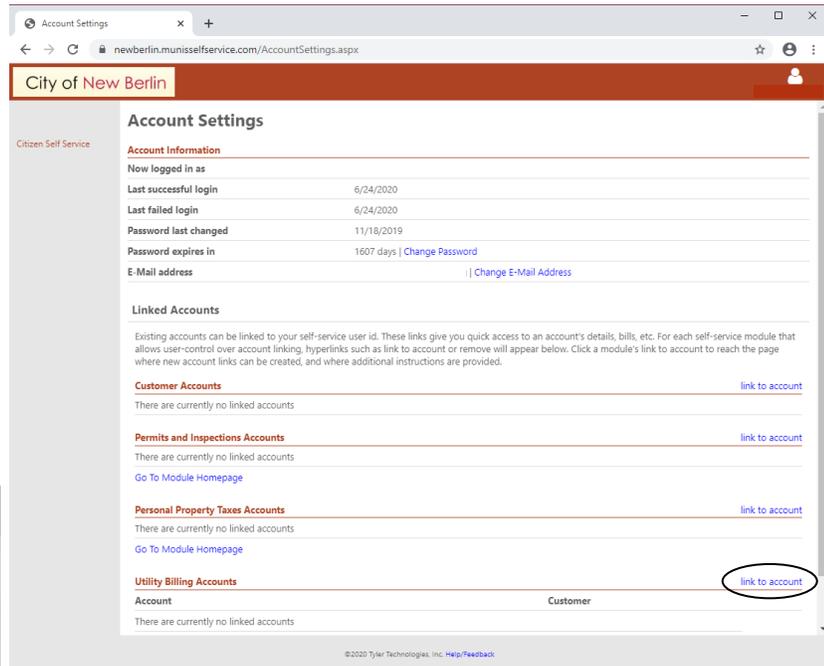
5. Enter an e-mail address that you check regularly. Be sure to enter the 4 digit number that appears on your screen in the last box and click "Save".

6. This should bring you to the "Welcome to Citizen Self Service" page. You can now link to your utility and/or tax account.

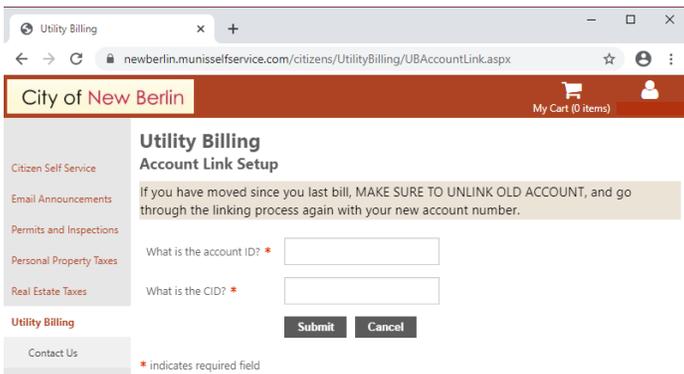
7. From the "Welcome to Citizen Self Service" page click on your user name from the top right corner of the page and select "My Account".



8. From the "Account Settings" page, at the bottom under "Utility Billing Accounts" select "link to account".



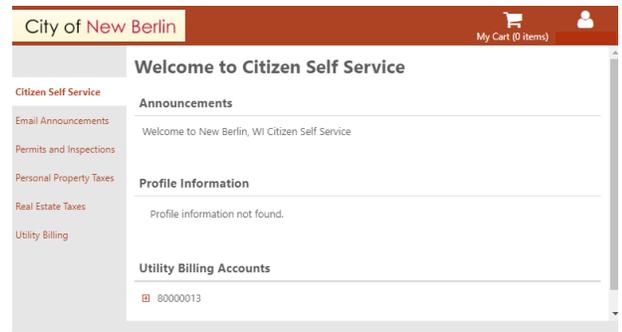
9. You will need your account number AND customer ID (CID) which can be found on your bill. Enter your account number exactly as it appears on your bill without the dashes. (i.e, account number 8-000-1462 should be entered as 80001462) and your CID and select "Submit".



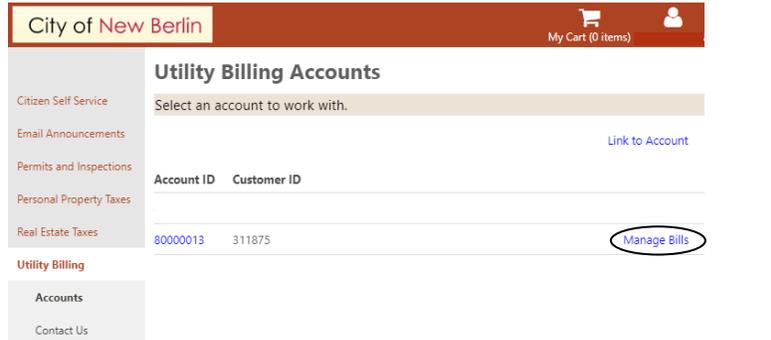
10. This brings you back to the Account Settings page.

11. Select "Citizen Self Service" from the left hand menu.

12. You can now proceed to view and pay your utility bills. Click on "Utility Billing" then "Accounts".

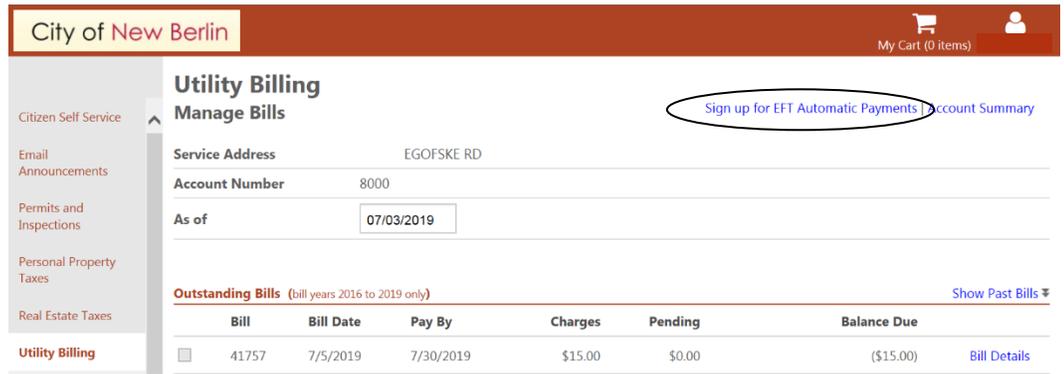


13. Select "Manage Bills".

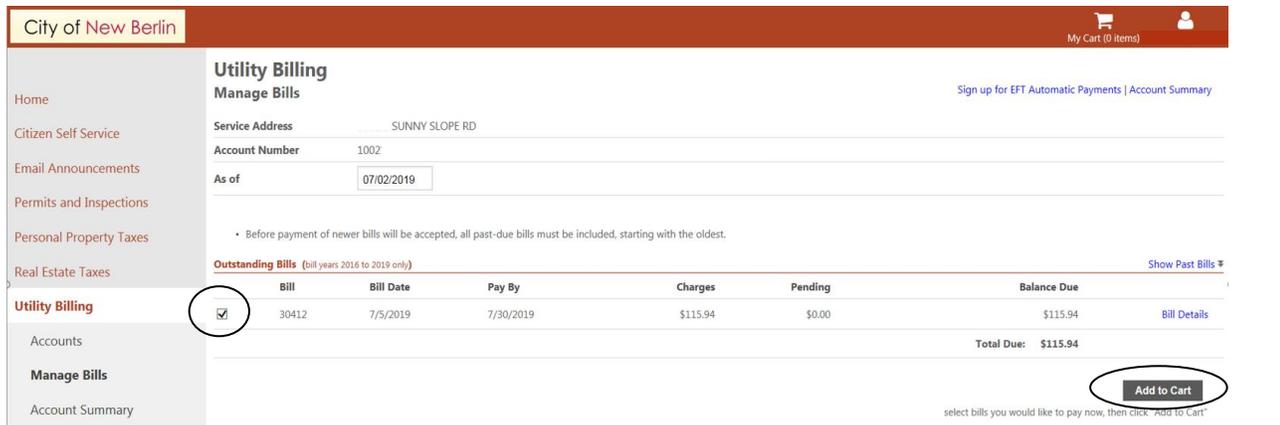


14. From the Manage Bills page you can view your bill details, make a payment, show past bills, view your account summary and sign up for automatic payments.

15. To sign up for automatic payments each month Click on "Sign up for Automatic Payments" and fill in appropriate information.



16. If you have an outstanding balance to be paid, check the box on the left side column under outstanding bills and click "Add to Cart".



17. Select the "My Cart" icon at the upper right side of the screen and click "Checkout."



18. On the Pay Bills page you have the option to pay by either credit card (2.65% fee) or by eCheck (flat \$1.00 fee). Select the payment method you prefer and you will be re-directed to the authorize.net website.

19. Please complete all required fields and select "Process". Note: It will be necessary to complete this process each month to pay by e-Check.

20. Once processed successfully you will see the transaction detail. Please print this for your records.

**Authorization Results**

User: CONBweb1  
 Payment Type: CREDITCARD  
 Transaction Type: SALE  
 Transaction ID: 141019E3D-58C32851-8F41-46D4-A429-A2533D82FFE3  
 Date / Time: 10/14/2019 09:15:29 AM  
 Response: AA  
 Message: APPROVAL  
 Approval Code: 05894G  
 AVS Response: Y  
 ECI:  
 CVV2 Response: M  
 Account Balance: 0.00  
 Transaction Reference Number: 1014141529

**Order Section**

Account Data: \*\*\*\*\*7915  
 Expiration Date(MMYY): \*\*\*\*  
 Amount: 2.57  
 Customer Code:  
 Sales Tax:  
 Invoice Number:  
 Description:

**Billing Address**

Company:  
 First Name:  
 Last name:  
 Address1: 3805 S Casper Dr  
 Address2:  
 City:  
 State/Province:  
 Postal Code: 53151  
 Country:  
 Phone:  
 Email Address: finance@newberlin.org

[Continue Shopping](#)