Elk Grove Village Self Service Guide

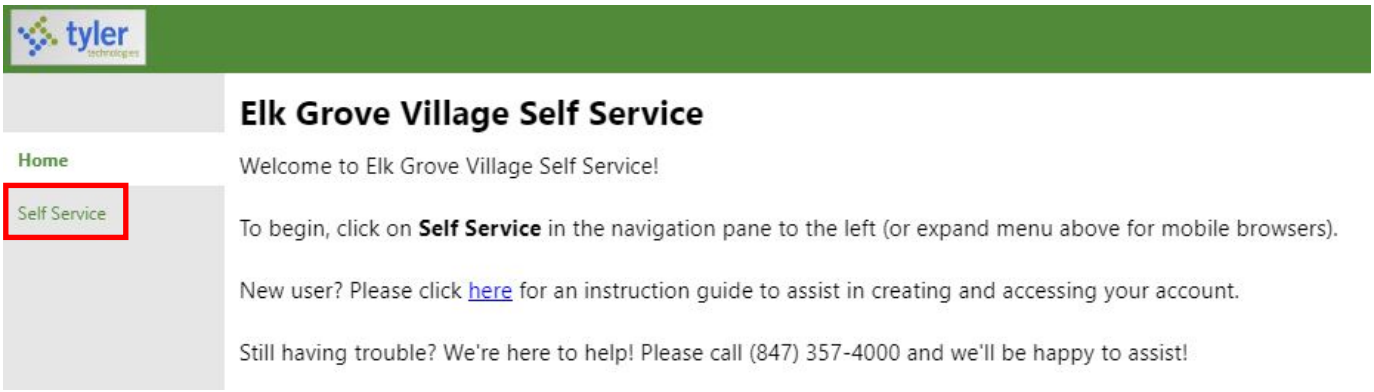
Thanks for taking the first step to creating your Elk Grove Village Self Service account! This guide is intended to help guide you through your account creation as well as steps to access the most commonly used features of this portal.

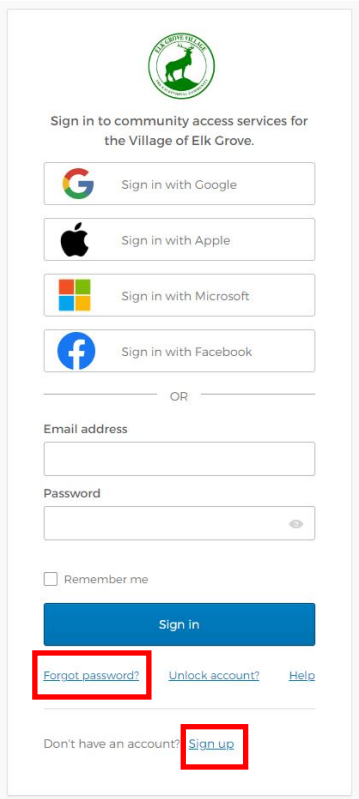
Note: For optimal compatibility, we recommend using Google Chrome. To download Google Chrome, click here.

Account Creation

1) Navigate to https://css.elkgrove.org/css.

2) Click on "Self Service" on the navigation pane to the left.





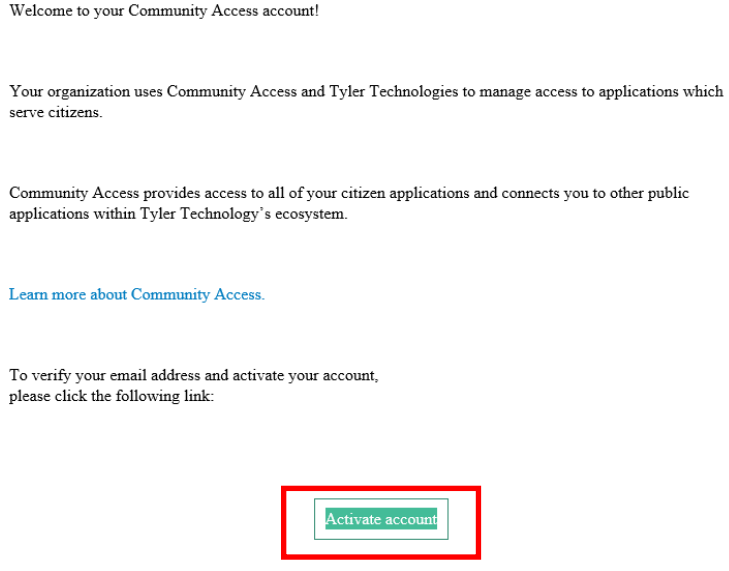
3a) Existing user: Simply use the "Forgot password" link to reset your password.

OR

3b) New user: At the bottom of the sign in screen, click "Sign up." A new window will open where you will enter your preferred email address, full name, and create a password.

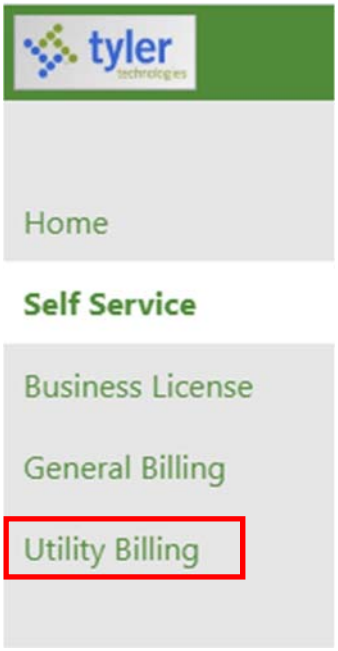
4) After creating your account, a confirmation email will be sent to your email address. Simply open the email and click the "Activate account" link at the bottom.

Note: The confirmation email comes from "Community Access Identity"



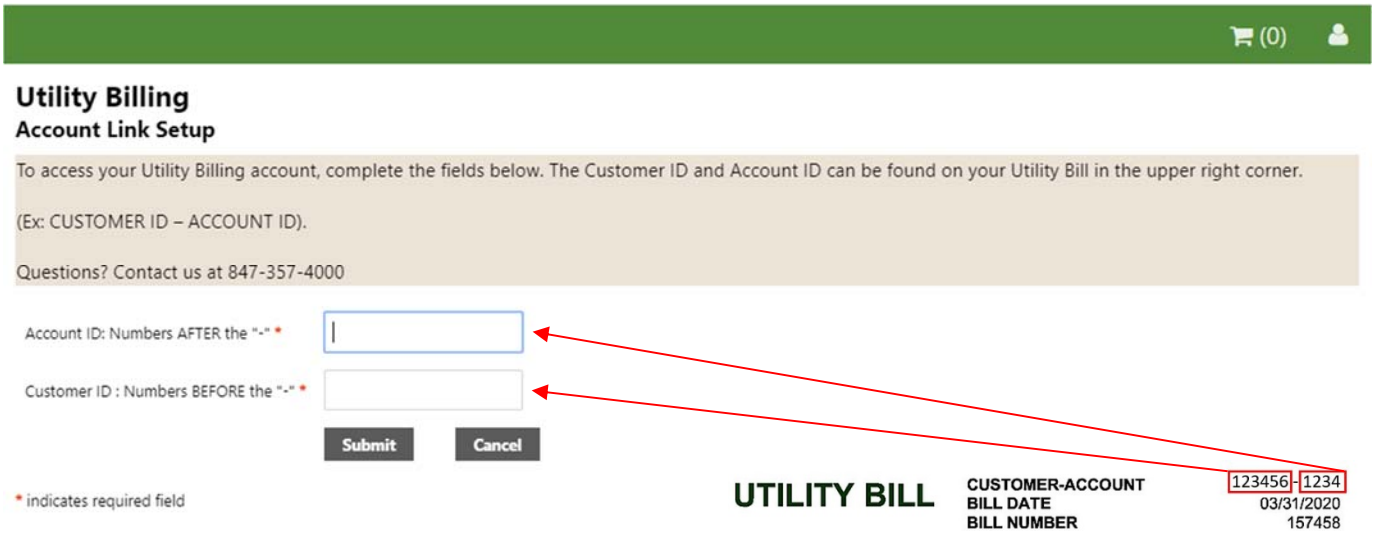
Link Utility Account

1) Click on “Utility Billing” on the navigation pane to the left.



2) Click “Link to Account” on the upper right.

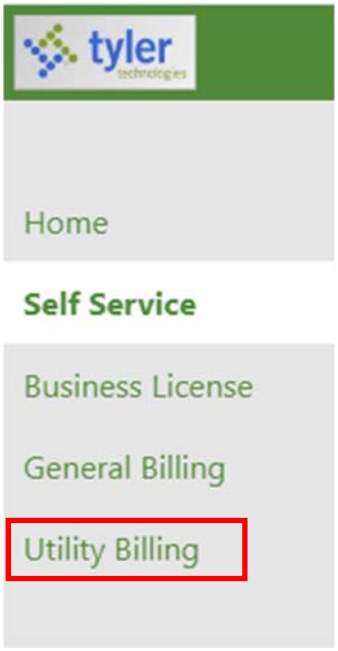
3) From your utility bill, enter your Account ID and Customer ID and click “Submit.” See example below.



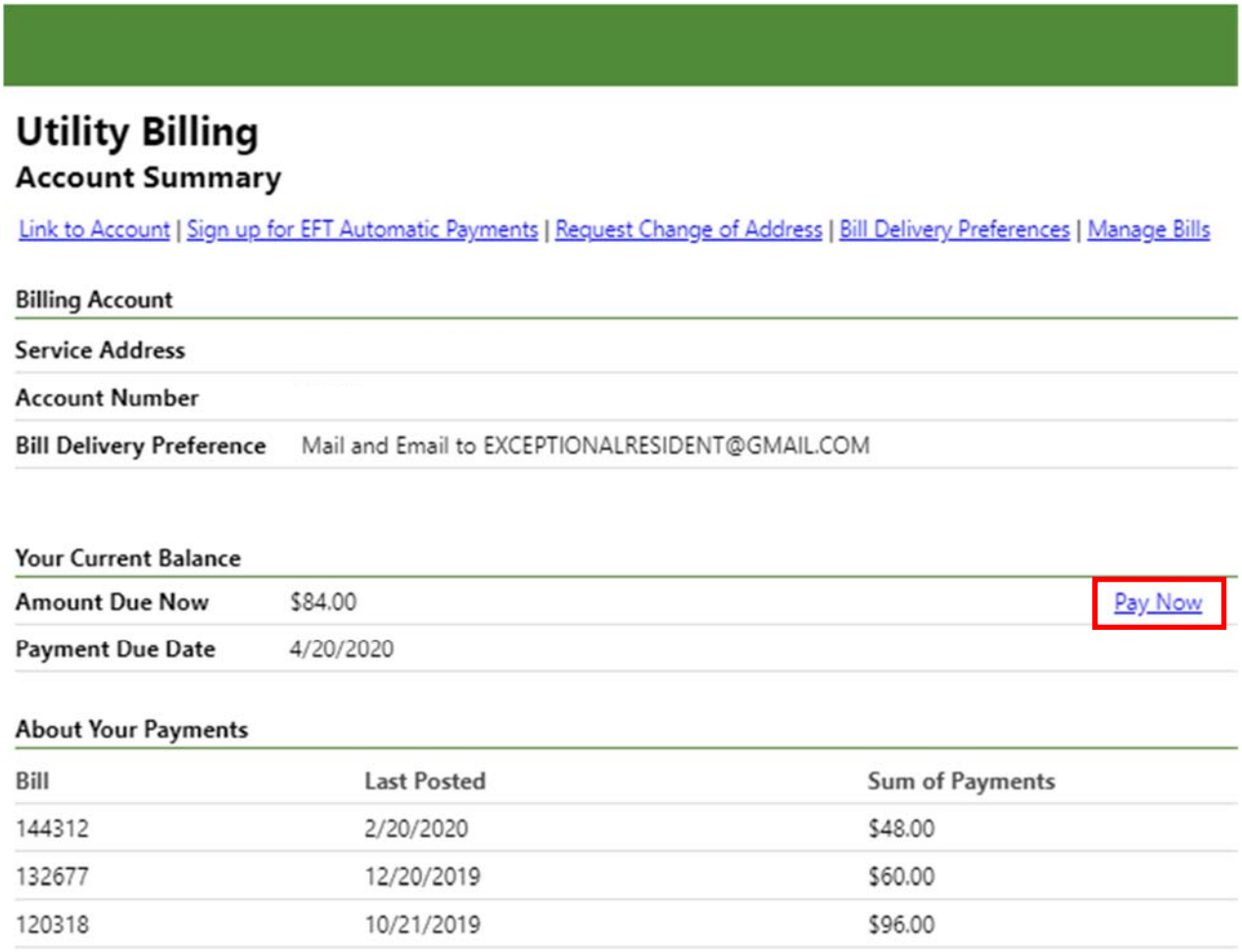
Note: Your Account ID is the ***second*** part of your account number and must be entered in the ***first*** box. Customer ID is the ***first*** part of your account number, but must be entered ***second***.

Make a One-Time Payment

1) Click on “Utility Billing” on the navigation pane to the left.



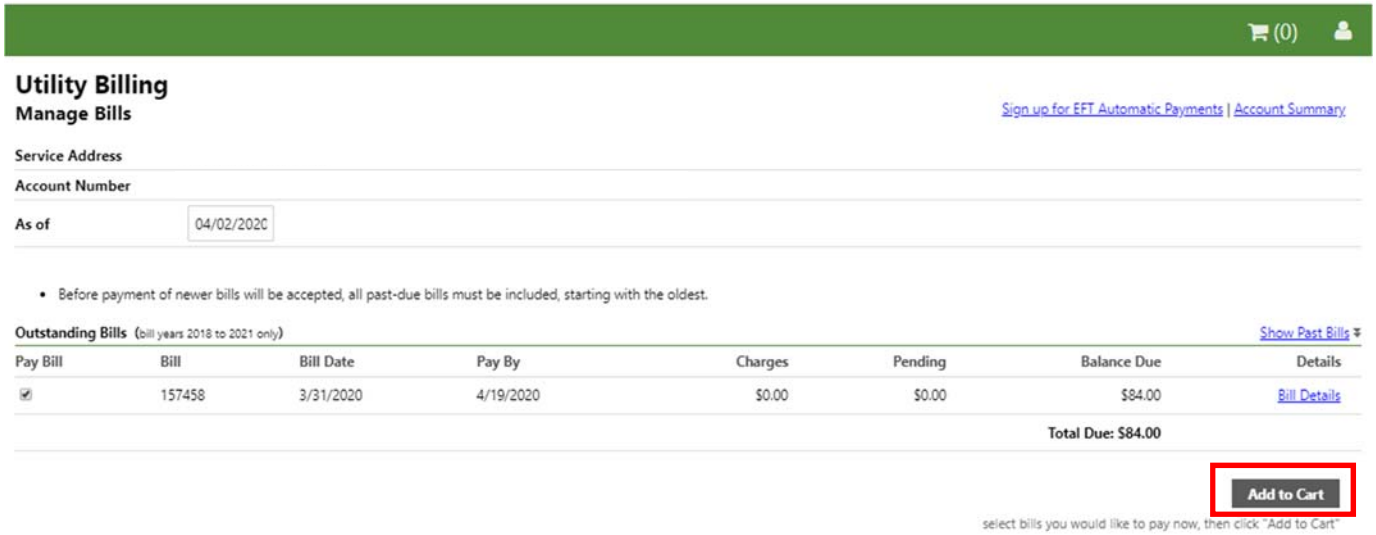
2) Click on “Pay Now.”



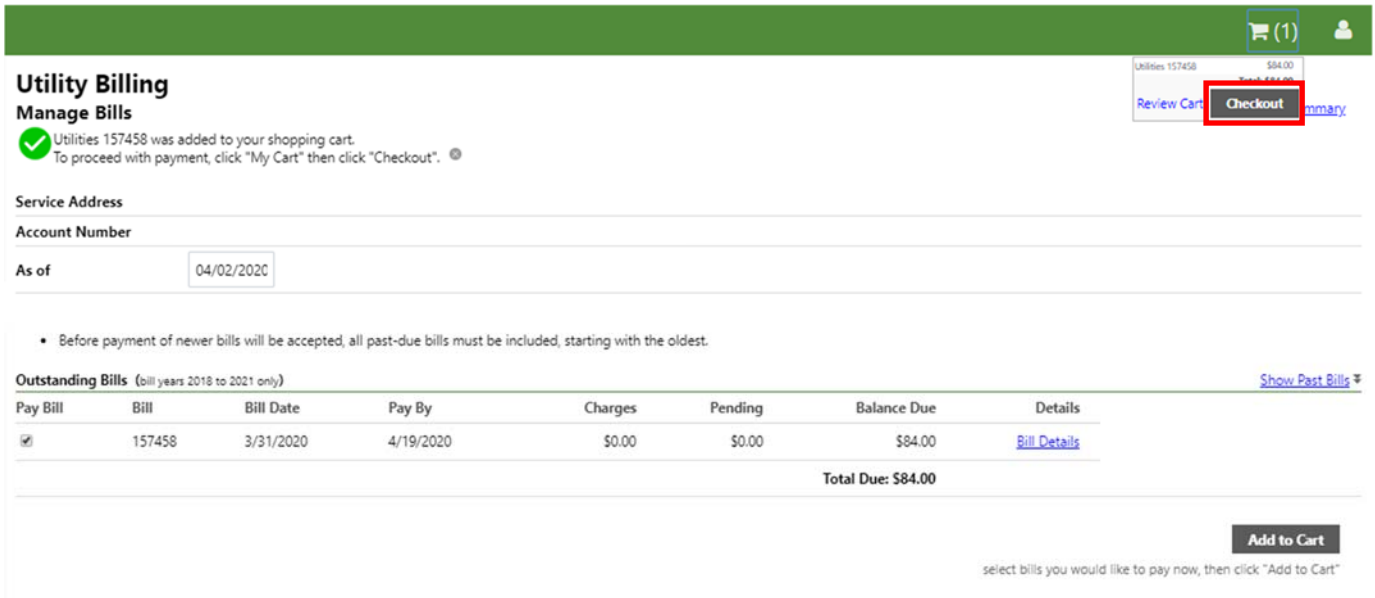
Note: Payment options are only available if there is a balance due on the account.

3) Under the “Pay Bill” column, check the box for any bill(s) that you wish to pay.

4) Click “Add to Cart.”



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



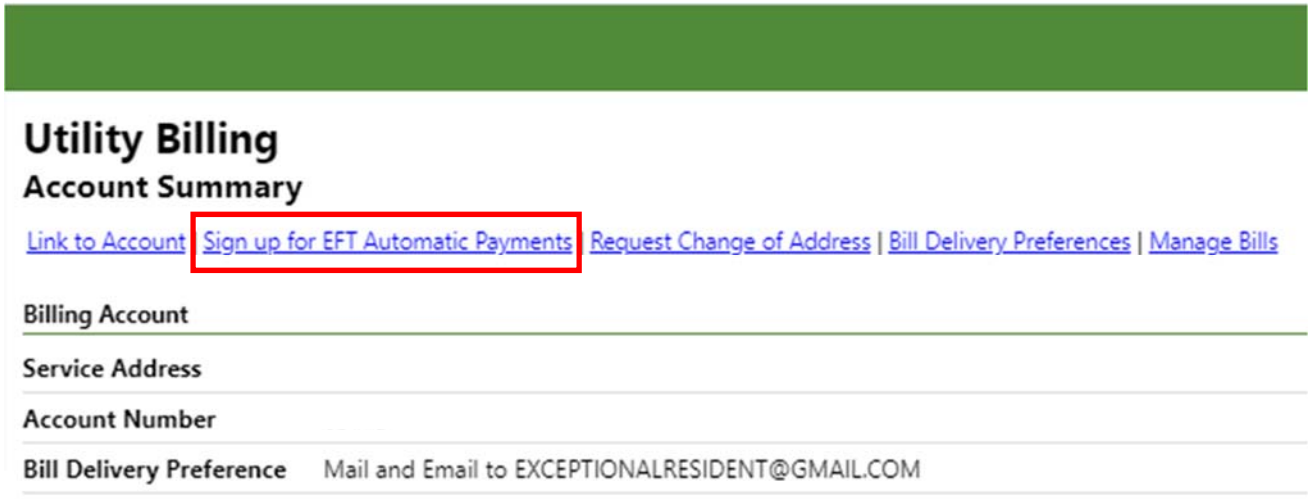
6) Enter the contact information for the individual making the payment and click “Continue”.

7) Enter the payment amount and click “Continue.”

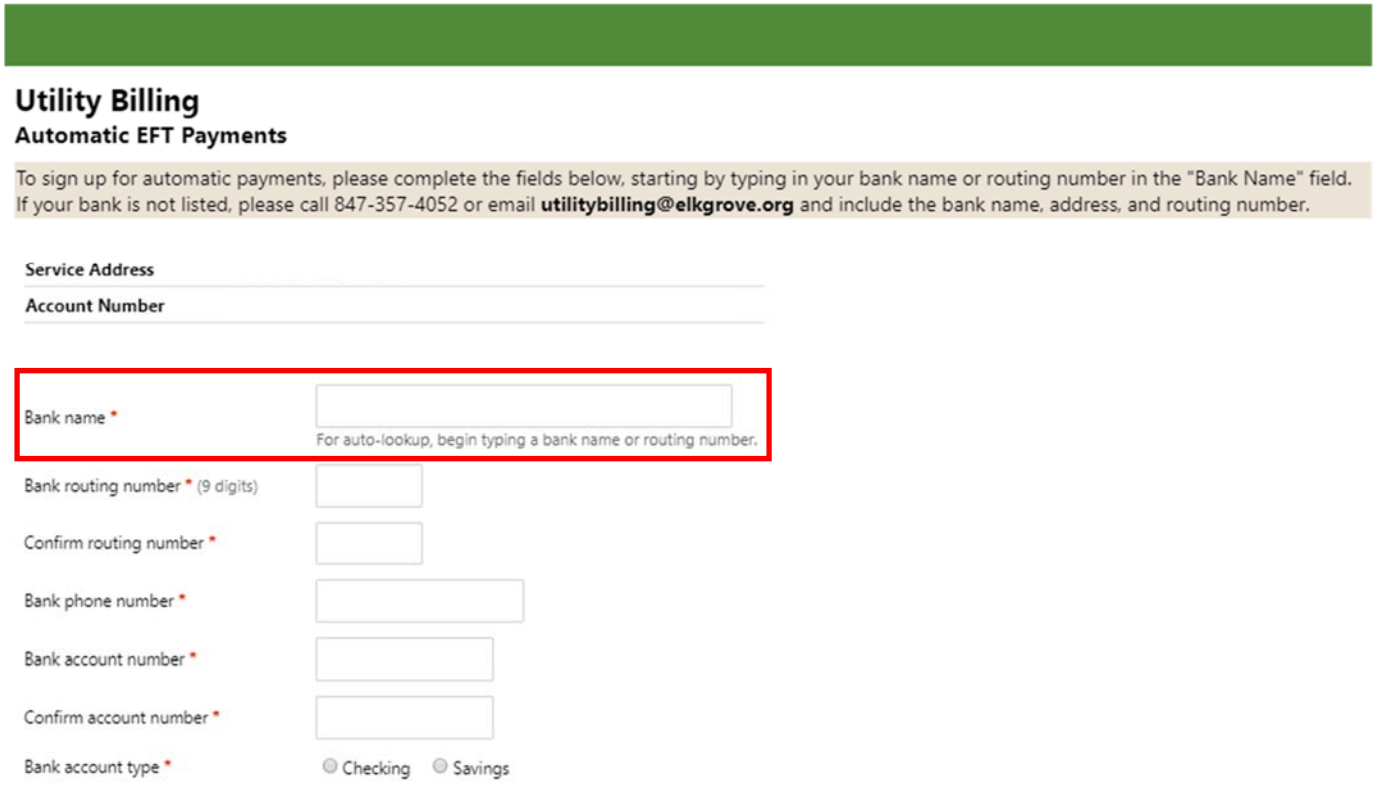
8) At this point, you will be re-directed to complete the payment process.

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.



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



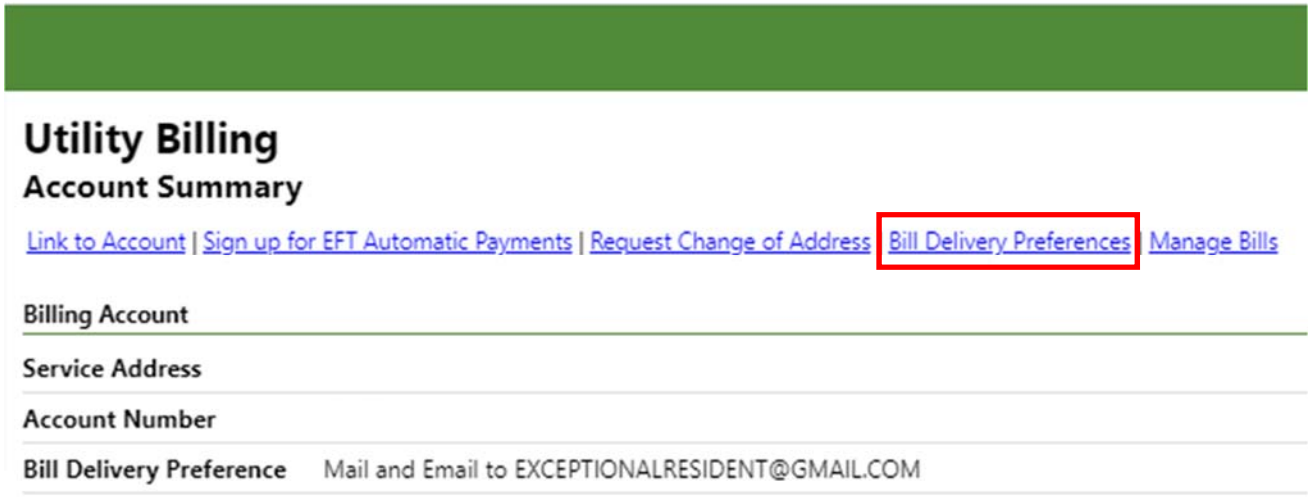
Note: Multiple banks may be listed as you type your bank name. Select the bank that matches the routing number of your account.
If the routing number or bank name does not appear, please call (847) 357-4052 or email utilitybilling@elkgrove.org and include your bank name, address, and routing number.

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:

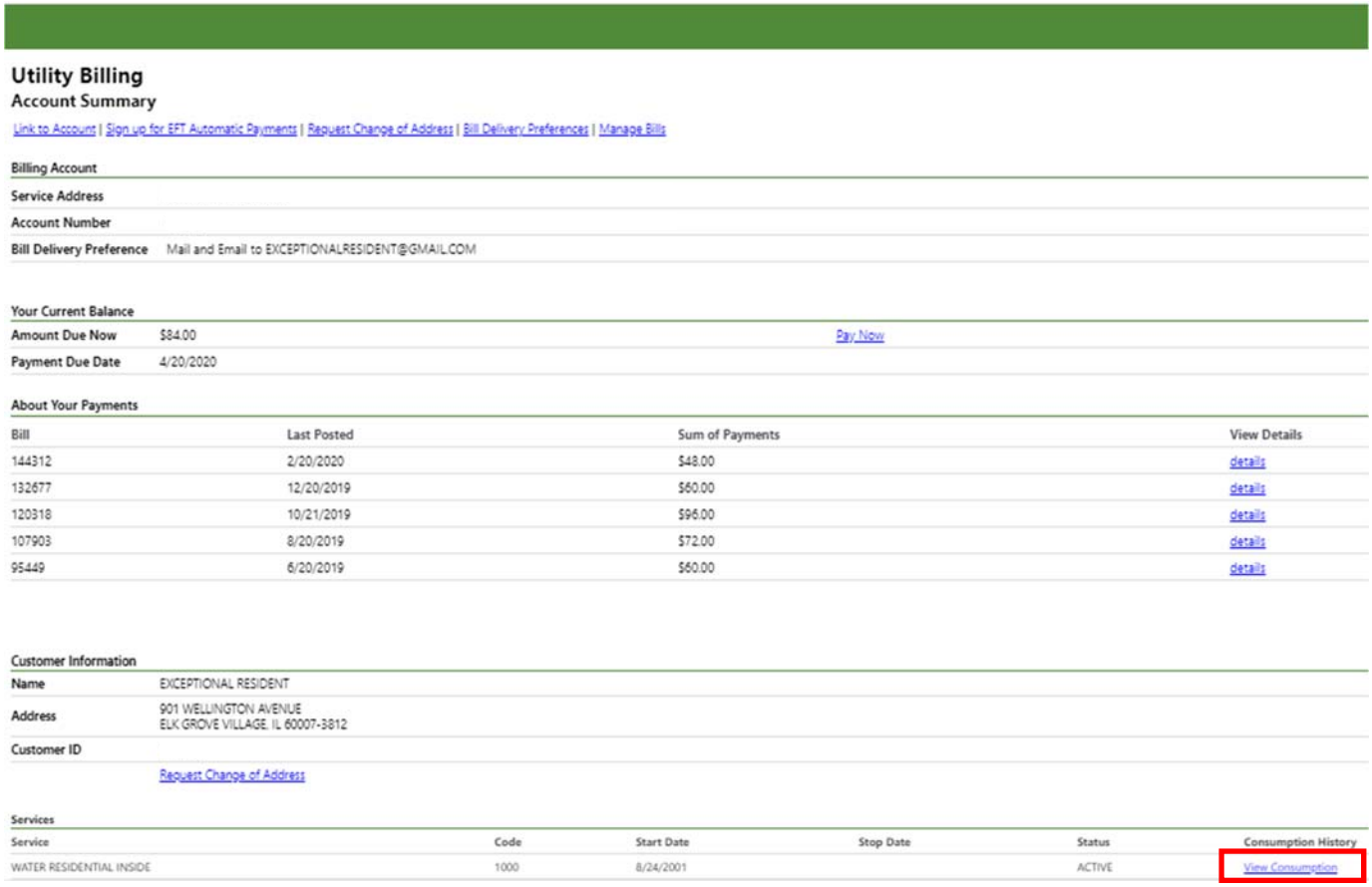
1) Click on “Utility Billing” on the navigation pane to the left.
2) Click on “Accounts” on the navigation pane to the left.
3) Click on “Bill Delivery Preference” at the top of the screen.



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

Consumption Detail/History and View Bill Images

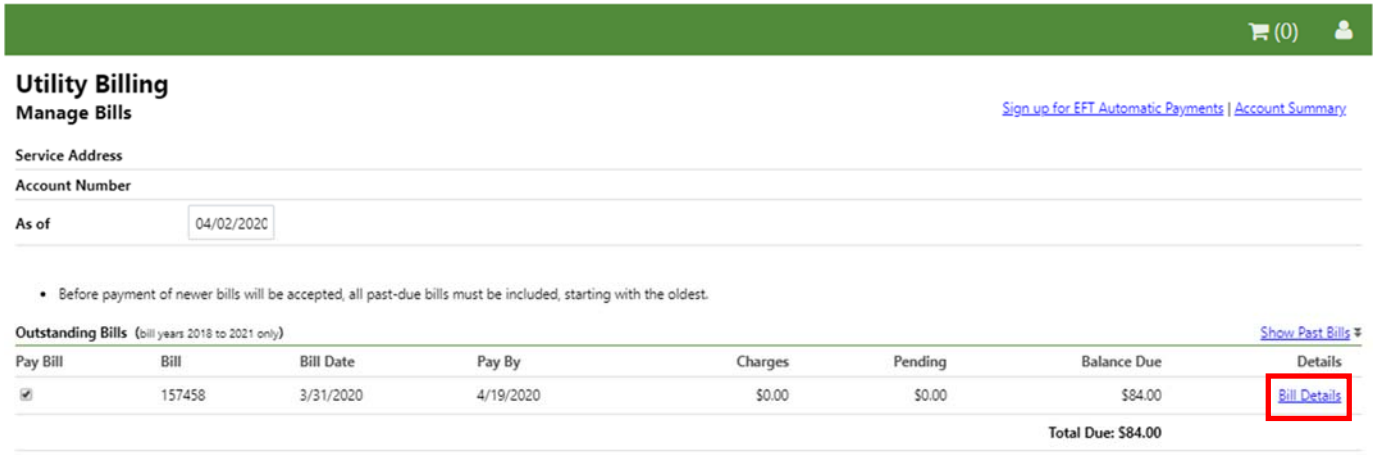
1) Click on “Utility Billing” on the navigation pane to the left.
2) Click on “Accounts” on the navigation pane to the left.
3) Click on “View Consumption” on the lower right of the screen (you may need to scroll down).



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

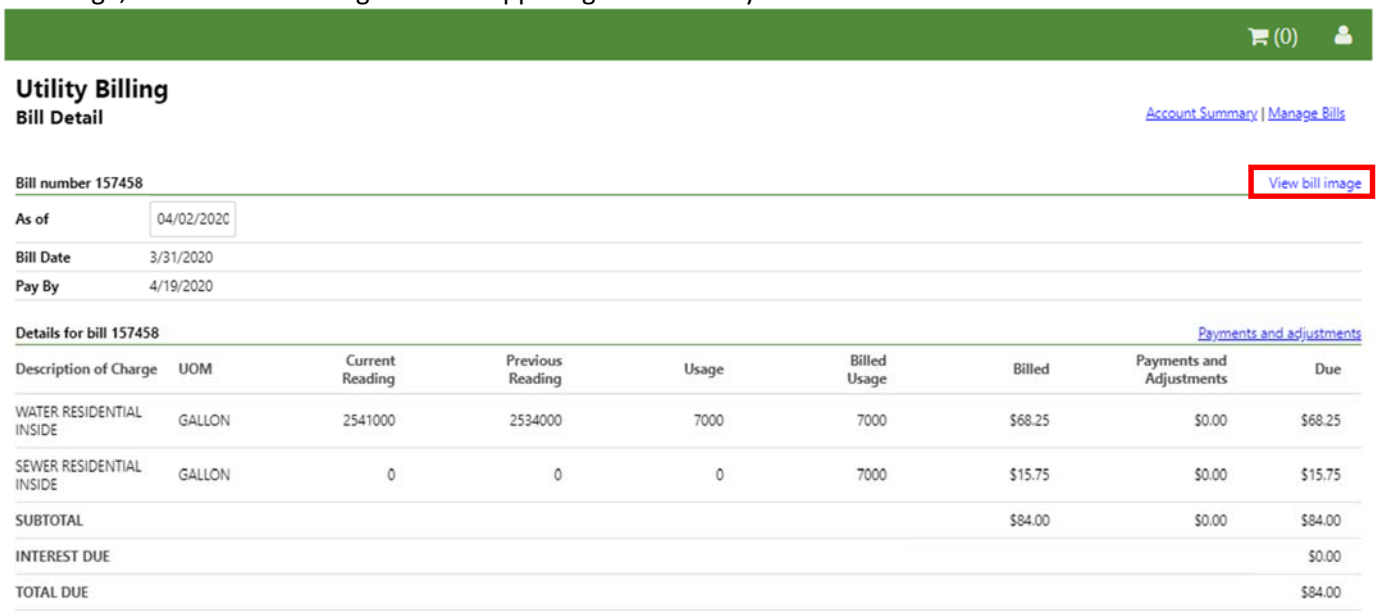
Looking for more detail on your water meter reads?

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.

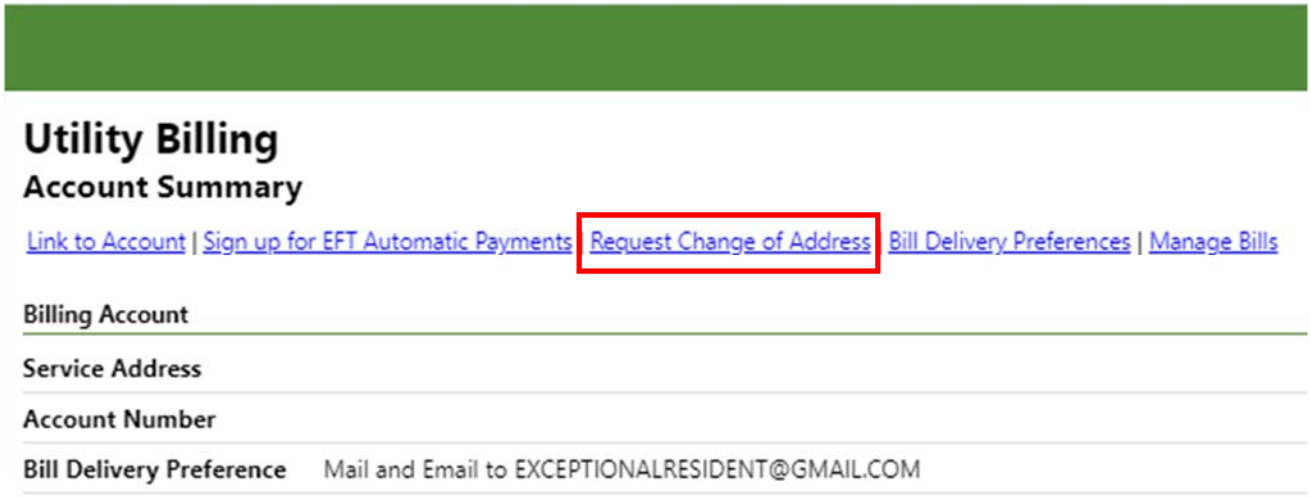
5) Current and previous reads are presented, along with billing and payment detail. If you’d like to view your actual bill image, click “View bill image” on the upper right corner of your screen.



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.



4) Click “Submit.”

Questions?

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