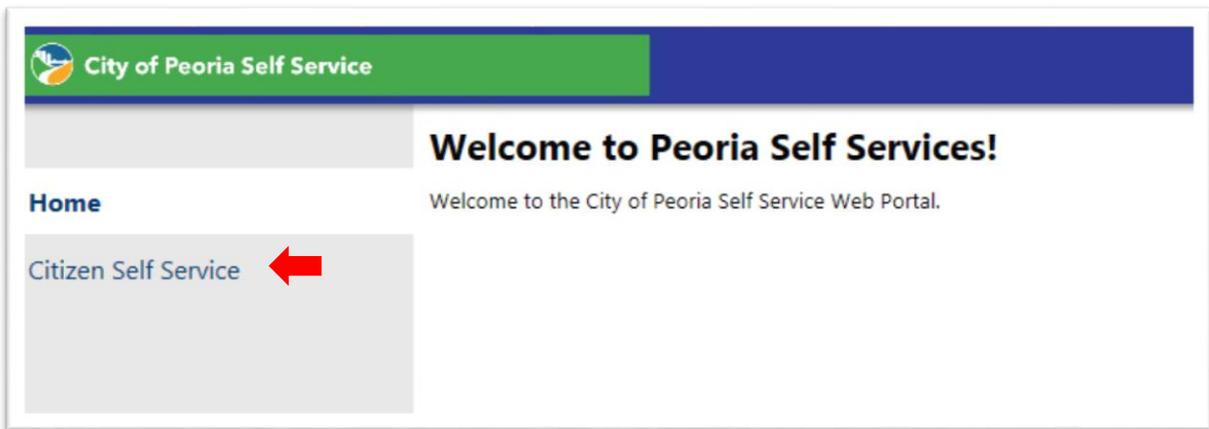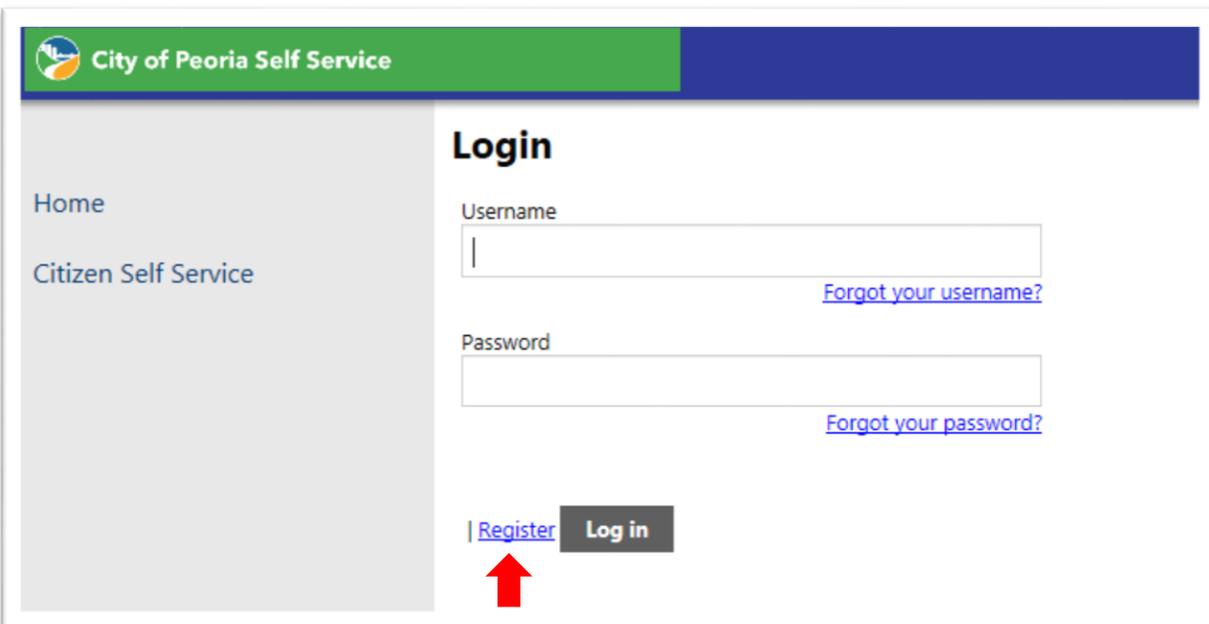# Welcome to the City of Peoria Citizen Self Service

You must register on our website in order to access your utility billing account. See below for detailed instructions:

1. Visit the website: https://selfservice.peoriagov.org/mss/

2. Click on 'Citizen Self Service'

3. Click 'Register'

4. Enter a user ID, password (*we recommend a strong password containing 7-15 characters, a letter, a capital and a special character*), re-enter your password for verification, a password hint and your e-mail address. You will also need to enter the validation numbers in the box and save.

5. You will need to link your utility accounts now. Click 'link to account.' You will need your utility bill to continue to the next step. (Please see next page for a sample bill.)

Your utility bill contains your account ID and Customer ID (CID). On the sample bill, these numbers are bolded and in red.

✂ Detach and return the portion below with your payment ✂

CITY OF PEORIA

City Treasurer
419 Fulton St.
Peoria, IL 61602
309-494-8807

UTILITY BILL

REMIT PORTION

Please write your Account Number-Customer Number on your check and enclose this portion of bill with your payment.
Make Checks Payable to City of Peoria

Service Address	Bill Number	Account Number	Customer Number	Due Date	Amount Due
1000 EXAMPLE ST	10000	**55555**	**66666**	10/01/2018	**$23.40**

☐ Check here for change of billing address only and note changes below

SAMPLE CUSTOMER
1000 EXAMPLE ST
PEORIA, IL 61604

CITY OF PEORIA
PO BOX 6390
PEORIA, IL 61601

0000604201800001001640000000091496

6. After clicking 'link to account,' you will need to enter your account ID and Customer ID (CID) found on your utility bill.

Please enter your account number and customer number, which are located on your utility bill.

Utility Billing

Accounts

Contact Us

What is the account ID? *   555555

What is the customer ID (CID)? *   666666

Submit   **Cancel**

* indicates required field

7. Click 'submit.'

8. You will be taken to your account details after you press submit. You are able to utilize the menu bar on the left of the website to complete tasks such as setting up automatic payments, paying bills, changing your billing address, and requesting information from City of Peoria staff.

For additional information on the stormwater utility please visit www.peoriastormwater.com or for billing questions call 309-494-8807.