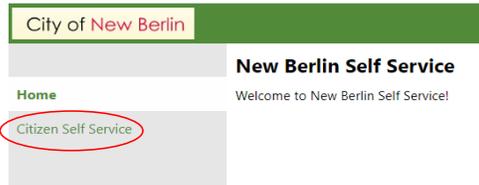


City of New Berlin Citizen Self Serve Utility Billing Account Instructions

1. From the City of New Berlin Website/Finance Department/Acceptable Payments Page select the link for "Citizen Self Service" or visit: <https://newberlincitizens.munisselfservice.com/>
2. From the New Berlin Self Service web-page - click on **Citizen Self-Service**.



3. If this is the first time you are using New Berlin Self Service enter your e-mail address and click on "**Create an Account**". (If you are a returning customer please use your previously created user-name and password).

A screenshot of the login page for the City of New Berlin Self Service. The page title is 'Sign in to community access services for City of New Berlin'. There are four social login options: 'Sign in with Google', 'Sign in with Apple', 'Sign in with Microsoft', and 'Sign in with Facebook'. Below these is an 'OR' separator, followed by an 'Email address' input field, a 'Keep me signed in' checkbox, and a 'Next' button. At the bottom, there are links for 'Unlock account?' and 'Help', and a 'Create an account' link circled in red.

4. Fill in the account information and click **Sign up**. Please keep in a safe place, city personnel will not be able to retrieve usernames or passwords. Please make note of the password requirements listed below and use an e-mail address that you have access to.

A screenshot of the 'Create an account' page. The page title is 'Create an account'. There are four input fields: 'Email', 'First name', 'Last name', and 'Mobile phone' (Optional). Below these is a 'Password' input field with an eye icon. Underneath the password field, there are 'Password requirements' listed: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', and 'No parts of your username'. At the bottom, there is a blue 'Sign up' button.

5. An e-mail will be sent to the address provided with a code to enter into the next screen.

We sent an email to **gmail.com**. Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)
[Back to sign in](#)

6. Once the account is verified you can now link your user to your City of New Berlin accounts. Click on the user menu on the right hand corner and choose **My Account**.

City of New Berlin

New Berlin Self Service

Welcome to New Berlin Self Service!

Home

Citizen Self Service

AMY MILLER

Home

My Account

Log Out

7. Click the "link to account" hyperlink for the account(s) you would like access to.

City of New Berlin

Account Settings

Account Information

New logged in as

Last successful login

Email address

Linked Accounts

Existing accounts can be linked to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user control over account linking, hyperlinks such as link to account or remove will appear below. Click a module's link to account to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

There are currently no linked accounts. [link to account](#)

Permits and Inspections Accounts

There are currently no linked accounts. [link to account](#)

Personal Property Taxes Accounts

There are currently no linked accounts. [link to account](#)

Utility Billing Accounts

Account Customer [link to account](#)

There are currently no linked accounts. [link to account](#)

8. Enter the account ID and CID (customer ID) exactly as it appears on your bill, **without the dashes** - click submit.

City of New Berlin

Utility Billing Account Link Setup

If you have moved since you last bill, MAKE SURE TO UNLINK OLD ACCOUNT, and go through the linking process again with your new account number.

What is the account ID? *

What is the CID? *

Submit Cancel

* indicates required field

9. Once your accounts are linked you will see your account number listed.

City of New Berlin

Account Settings

Account Information

New logged in as

Last successful login

Email address

Linked Accounts

Existing accounts can be linked to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user control over account linking, hyperlinks such as link to account or remove will appear below. Click a module's link to account to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

There are currently no linked accounts. [link to account](#)

Permits and Inspections Accounts

There are currently no linked accounts. [link to account](#)

Personal Property Taxes Accounts

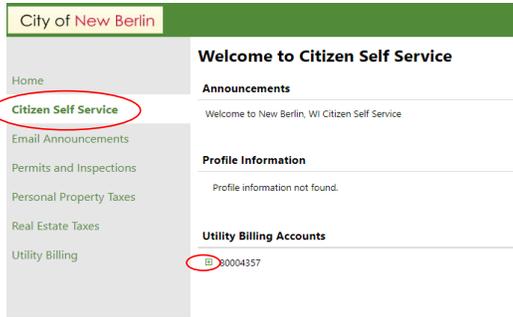
There are currently no linked accounts. [link to account](#)

Utility Billing Accounts

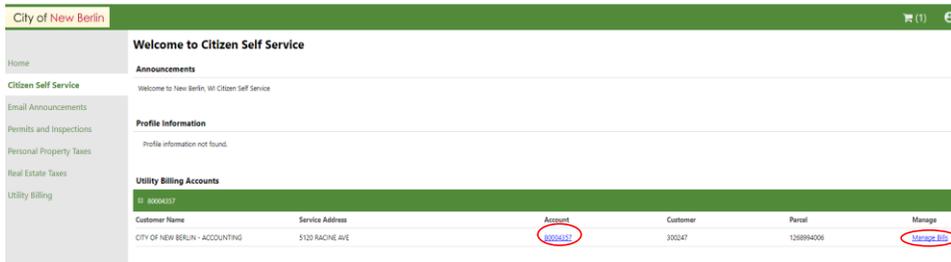
Account Customer [link to account](#)

10020201 [view account details for account 10020201](#) [remove](#)

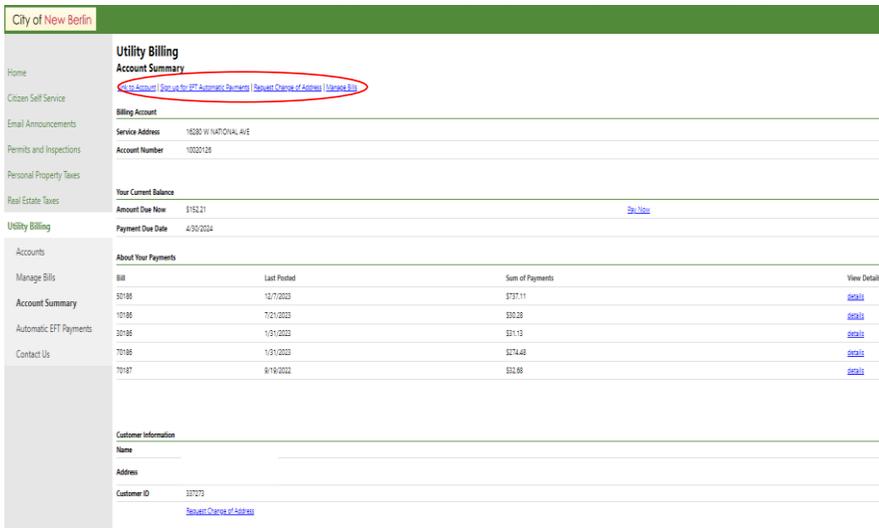
10. To view your account click on **Citizen Self Service**. Click the + to the left of the account to expand your account information.



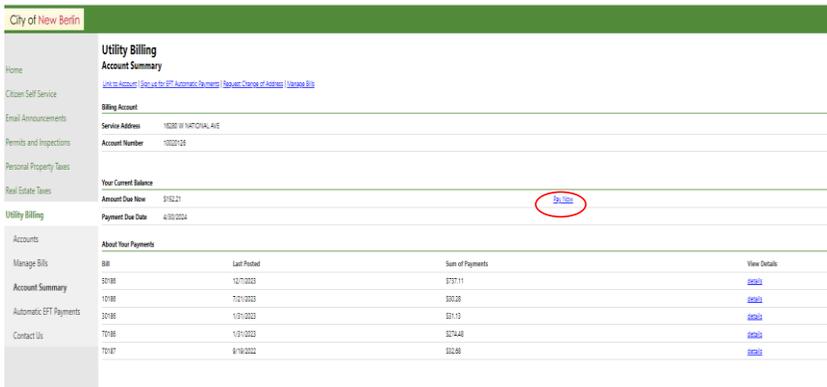
11. Once the account information is expanded click on the account number to view account detail or click on Manage bills to view or pay your bill.



12. From the Account link you can see payment history, request change of address, sign up for EFT Automatic Payments, and Manage bills.



13. To make a payment you can click on **Pay Now** in the Account Summary screen or go to **Manage Bills**.



14. Check the bills you would like to pay and click **Add to Cart**.

City of New Berlin

Utility Billing

Manage Bills

Service Address: 16228 W NATIONAL AVE
Account Number: 10022128
As of: 05/31/2024

Outstanding Bills (Bill years: 2023 to 2024)

Pay Bill	Bill	Bill Date	Pay By	Charge	Pending	Balance Due	Details
<input type="checkbox"/>	70188	1/5/2024	1/30/2024	\$145.00	\$0.00	\$145.00	View Details
<input type="checkbox"/>	10188	4/5/2024	4/29/2024	\$0.00	\$0.00	\$0.00	View Details
						Total Due \$152.21	

Add to Cart

15. Click on the shopping cart in the right hand corner and click **Checkout**.

City of New Berlin

Utility Billing

Manage Bills

Service Address: 16228 W NATIONAL AVE
Account Number: 10022128
As of: 05/31/2024

Outstanding Bills (Bill years: 2023 to 2024)

Pay Bill	Bill	Bill Date	Pay By	Charge	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	70188	1/5/2024	1/30/2024	\$145.00	\$0.00	\$145.00	View Details
<input checked="" type="checkbox"/>	10188	4/5/2024	4/29/2024	\$0.00	\$0.00	\$0.00	View Details
						Total Due \$152.21	

Add to Cart

Checkout

16. Please make note of the \$5.95 convenience fee to pay by credit card or a \$1.95 fee for e-check. Click **Continue** to make payment or cancel to terminate the transaction.

City of New Berlin

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2024	7/5/2024	38399	7/31/2024	\$2.22	\$2.22	\$ 2.22

Continue **Cancel**

17. Make your payment selections for paying now or later, and credit card or e-check as payment method. Click **Continue**.

Payments | City of New Berlin

Enter your payment information

When would you like to pay?

Now
 Later

How are you going to pay?

Enter new credit card
 Enter new eCheck

Where should we send your receipt?

Email for receipt*

You will not be charged until you review your payment on the next step

Back **Continue**

18. Enter the payment information and click **Continue**.

E-check payment option:

Enter your payment information

When would you like to pay?
 Now
 Later

How are you going to pay?
 Enter new credit card
 Enter new eCheck

Account type

Bank name

Account number

Confirm account number

Routing number

Confirm routing number

Name on account

Where should we send your receipt?
Email for receipt*

You will not be charged until you review your payment on the next step.

Credit Card payment option:

Enter your payment information

When would you like to pay?
 Now
 Later

How are you going to pay?
 Enter new credit card

Card number

MM

YYYY

Cardholder name

Address

Billing ZIP code

Security code

Enter new eCheck

Where should we send your receipt?
Email for receipt*

You will not be charged until you review your payment on the next step.

19. Review and **Submit** to complete the transaction.

Complete your payment

Review your payment method
Checking account ending in

Summary of charges

2023 Utilities - General #70186	\$2.00
Subtotal	\$2.00
Processing fee	\$1.95
Total	\$3.95

By clicking **Submit payment**, you agree to the following [terms and conditions](#).

20. You will receive a message summarizing your payment.

Thank you for your payment

Allow five to seven business days for funds to be withdrawn from your account.
An email confirmation was sent to finance@newberlin.org.

City of New Berlin
3805 S Casper Drive New Berlin, WI 53151
262-786-8610
<https://www.newberlinwi.gov/>

Transaction details
Date: May 31, 2024 04:05 PM CDT

2023 Utilities - General #70186	\$2.00
Subtotal	\$2.00
Processing fee	\$1.95
Total	\$3.95