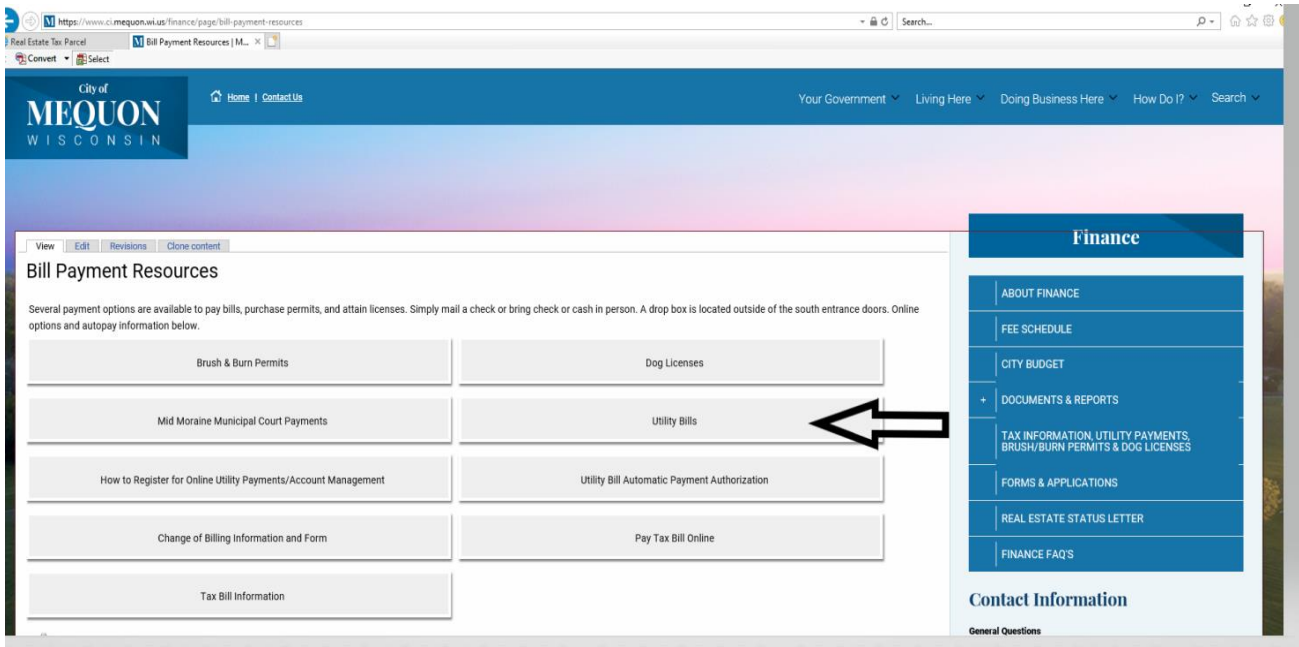


Pay Utility Bill

On the Finance Department page

Click on Utility Bills button on main page

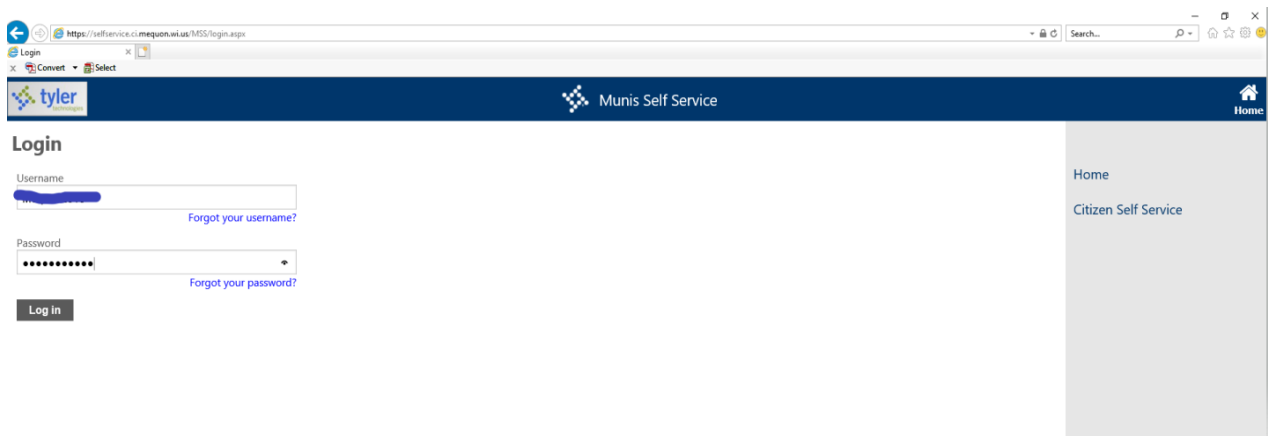


Click on the Self Service Link

Utility Bills

Online utility payments can be made with a credit card or E check by accessing the [City of Mequon payment site](#). This option is not a recurring payment, customers will need to return to the site each quarter to pay their bill. Fees apply for credit card and electronic check payments. *PLEASE NOTE: Payment must be made before midnight Central Time of the due date to be considered timely.*

Payment Site Link: selfservice.ci.mequon.wi.us/MSS/login.aspx



Select the Utility Account to pay (check box)

Welcome to Citizen Self Service

Announcements

Welcome to Mequon's Online Self Service site. Currently [Utility Billing] (listed in the menu on the left) is available for you to manage your UB Account(s). General help instructions and informational documents are available under "Resources" (on the upper right end of the this section's window) The "Resources" option is also available in other screens you may be using and may have different information helpful for those specific areas of this site you are currently using.

Profile Information

Profile information not found.

Utility Billing Accounts

[Redacted]

Citizen Self Service

Utility Billing

Select Manage Bills

Welcome to Citizen Self Service

Announcements

Welcome to Mequon's Online Self Service site. Currently [Utility Billing] (listed in the menu on the left) is available for you to manage your UB Account(s). General help instructions and informational documents are available under "Resources" (on the upper right end of the this section's window) The "Resources" option is also available in other screens you may be using and may have different information helpful for those specific areas of this site you are currently using.

Profile Information

Profile information not found.

Utility Billing Accounts

717101

Customer Name	Service Address	Account	Customer	Parcel	
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Manage Bills



Select the Bill (check box) and select "Add to Cart" to begin a payment process.

   My Cart (1 item)  Resources

Choose to review and pay

Make adjustments or remove from cart, as you desire, then click "Pay"

Pay Bills

[Return to Citizens page](#)

Select Payment Method

Payment by Credit Card is subject to a 2.5% processing fee. An electronic check is authorizing withdrawal from your bank account. There is a flat fee of \$1.59 for this service.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

Select on of the methods of payment

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amou
Utilities	2021	10/8/2021	361175	11/4/2021	\$586.78	\$586.78	\$ 586.78

[Continue](#)

[Cancel](#)

Follow the payment site's prompting to complete your payment

Make sure to print your receipt and you will also get one in your email that you provided on the payment site

You will get a "Success" message when completed and processed

Your payment status on the site will indicate "***payment pending" until the City processes the payment with the bank. Typically, 1 to 2 days.