

- Upgraded invoice with NEW CUSTOMER ACCOUNT NUMBERS
- Additional payment options (DSSS will NO LONGER use FirstBilling as the payment portal for Utility Billing). See below for more details.
- Duplicate billing for tenants will cease as Sanitary Sewer utility bills are the sole responsibility of the owner.

PAYMENT CUT OFF DATE IS OCTOBER 19. PAYMENTS RECEIVED AFTER THIS DATE CAN NOT BE APPLIED TO YOUR ACCOUNT. PAYMENT PROCESSING WILL RESUME MID-NOVEMBER.

Any form of payment received after October 19, 2023, cannot be applied until mid-November due to integration of new billing software.

We are recommending customers who use Bill Pay through their bank not to submit payments until they receive their new bill and account number. DSSS cannot apply payments to the old account numbers after October 19.

Payments can be made through FirstBilling until October 19, 2023, at 6:59 p.m. Thereafter, no payments can be made until the new payment portal, Citizens Self Service (CSS) is available, tentatively scheduled mid-November. CSS provides web-based access to municipal services and information. Using CSS, customers can view or pay their bills. More details to follow including first-time user instructions to access CSS and to create an account.

\*Note: Flat Rate Customers or accounts that have water services provided by Aqua Shepard Hills, Silver Lake, Lakemore or Munroe Falls will not receive their October sanitary sewer bill until November with no penalties. The next cycle billing will resume as scheduled in January of 2024.

Customers may call 330-926-2400 with questions.