

# PRESS RELEASE

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## FOR IMMEDIATE RELEASE

**Date:** Monday, July 2nd, 2018  
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## Gurnee Launches Citizen Self-Service for Online Bill Pay

**GURNEE, IL** –Gurnee residents and businesses will now be able to access their utility bill online through the new “Citizen Self-Service” (CSS) portal. The Village of Gurnee “went live” on the new software on July 2<sup>nd</sup>, 2018.

Citizen Self-Service is free to all residential and commercial customers and is available 24/7. This online self-service will allow residents to view their accounts, consumption history, past and current bills, and pay any outstanding balances on their accounts.

“We are excited to launch the Citizen Self-Service application as it will give users more control over their accounts and their utility bills” said Erica Wells, Assistant to the Finance Director. “Software has evolved in the last few years and we want to provide our utility users with real-time data and convenient solutions for managing their accounts”.

To use this service, visit [www.gurnee.il.us](http://www.gurnee.il.us) and click on the “\$ Pay Online” button at the top of the website. From there, select “Pay Water/Sewer Bill”. Users will be brought to the new Citizen Self-Service website, which will require they enter their utility account number (located on a previous bill).

After entering account information, residents will have access to the following payment software features:

- View current utility bill due
- View utility bill detail (per bill)
- View past utility bills
- View past utility payments
- View water consumption trends
- Make a payment on a water/sewer bill

For more information, utility users can visit [www.gurnee.il.us](http://www.gurnee.il.us) or call Gurnee Water Billing at 847-599-7500.

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