Village of Pleasant Prairie

Utility Billing Web Site Instructions

To use the Village web site to review Utility Bills, Water Consumption, Payments it is necessary to create an account. Please follow the directions below.


2. The Village site is updated frequently so the screen may vary from what is pictured below. You will find The “Pay” link under “How Do I” in the upper left corner. Click on it and it will take you to the payments screen.

3. Click on “if you need more detailed instructions click here” to open instructions and then on “Utility Bills”
4. This takes you to a page labeled “Munis Self-Serve”.

5. A page similar to this will display. Click on “Citizen Self Service”

6. If you are a returning Customer enter the User Name and Password you previously created and skip forward to step 14. If this is the first time you are visiting the site click on “Register”
7. Fill in the form completely. Keep a copy of the User Name and Password you create in a safe place. Village personnel will not be able to provide it to you should you lose it. For this example I have picked a user ID of “TSawyer”, you should pick something that is unique, that you will remember. The password I chose is “HuckFinn”, so my hint is “Best Buddy”. Enter an e-mail address that you check regularly. Be sure to enter the 4 digit number that appears on your screen in the last box. Click Save.

8. Click on “Utility Billing”

9. Click Accounts

10. Click Link to Account
11. Enter your Account # and Customer Id. You can find this information on your bill.
12. A screen similar to this will display.

13. At this point you may review your bill, water consumption, payments made, pay an outstanding balance, Sign up for automatic payments or link to additional accounts.

14. Returning Customers will see a page similar to this
15. If you have not linked to an account, return to step 8 for directions on linking to your account. Click on the plus sign before the account number.

16. Click on the Account Number to access the Billing Information (see step 12), click on Manage Bills to go directly to the page where the bill may be paid.

17. For a onetime payment click on Pay. You will be re-directed to the authorize.net website.
   a. Please complete the form. Note: It will be necessary to complete this process each month to pay by e-Check. To setup a re-occurring payment, please follow the directions in step 18.
b. Once authorize.net has processed the payment you will receive the following. Please save for your records.
18. To sign up for automatic payments each month Click on “Sign up for Automatic Payments”

19. Complete all fields. The Routing number and Bank Account Number can be found on the bottom line of your check. The Routing number will fill in automatically when the Bank Name is entered. Here is a Sample of what a check might look like:

20. If you receive an error on the Bank Name, Please contact Utility Billing at 262-925-6705 to have the bank’s name added.

Please address the following validation issue(s):
  • Bank was not found in the system. Select a bank name from the list that appears when typing in the Bank name text box.

Bank name  
1st Bank of Hannible