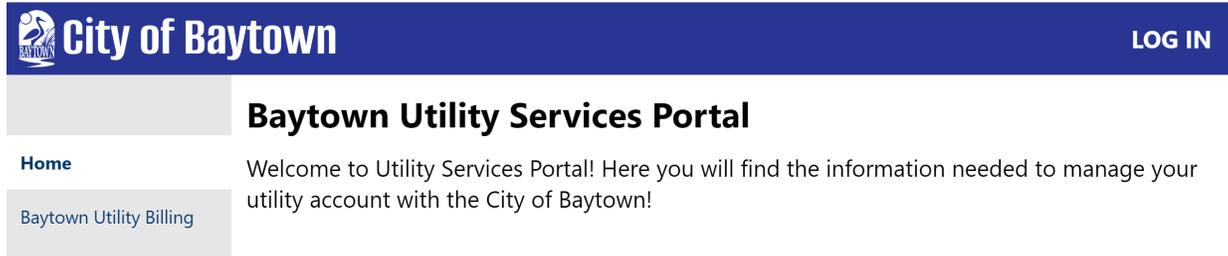Accessing your new Utility Bill is a two-part process:
1. Create a new user profile on Tyler Identity website
2. Link your utility accounts to your user profile

1. Creating your new user profile:

Click this link https://selfservice.baytown.org/css/ to go to the Baytown Utility Billing account access site

City of Baytown   LOG IN

Baytown Utility Services Portal

Home

Baytown Utility Billing

Welcome to Utility Services Portal! Here you will find the information needed to manage your utility account with the City of Baytown!

Click "LOG IN" in the upper right corner
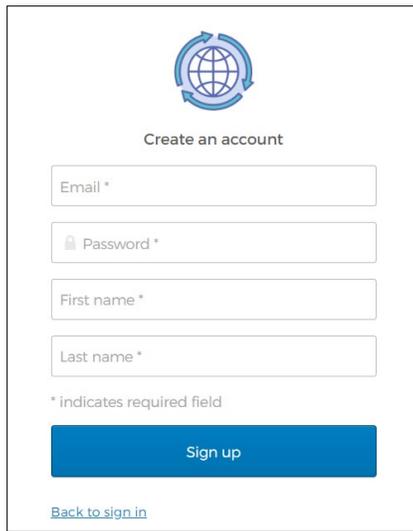The "Sign in to community access services" is presented
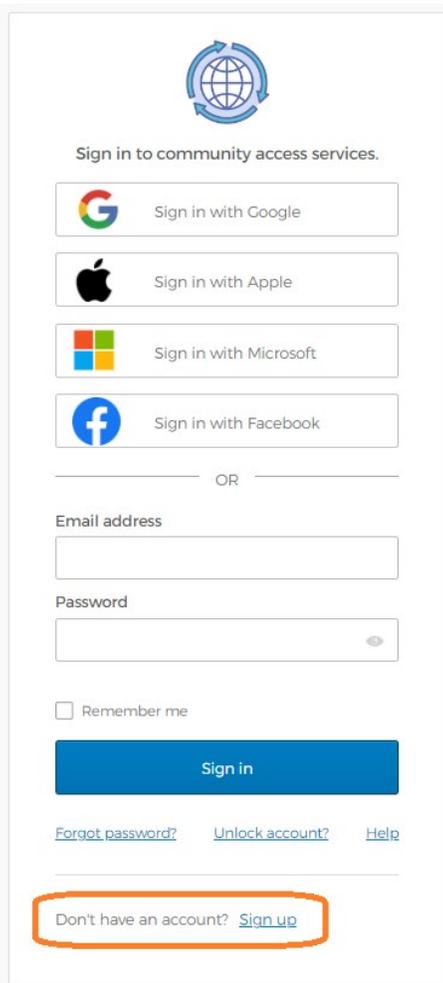
Sign in to community access services.

G   Sign in with Google

   Sign in with Apple

   Sign in with Microsoft

f   Sign in with Facebook

_____ OR _____

Email address

Password

☐ Remember me

Sign in

Forgot password?   Unlock account?   Help

Don't have an account? Sign up

If you have a Google, Apple, Microsoft, or Facebook account click the appropriate option, and provide your user name and password

If you don't have, or chose not to use, a Google, Apple, Microsoft, or Facebook account, click "Sign up" at the bottom of the page

The instructions on this page only apply if you selected "Don't have and account? Sign up". If you used your Google, Apple, Microsoft, or Facebook account go to the next page.
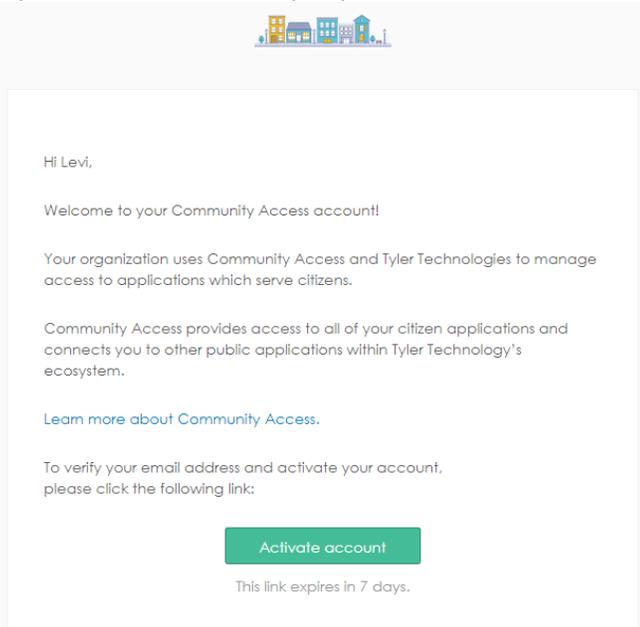
The "Create an account page" opens

Fill in requested information and click "Sign up"
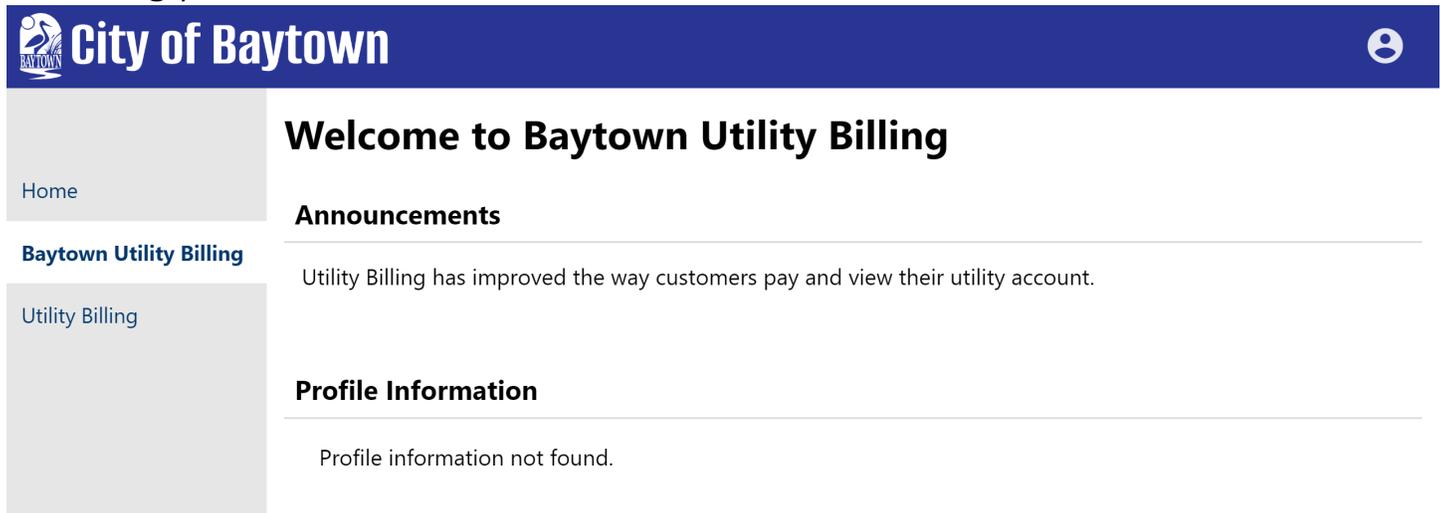You will see a notification that a verification email was sent
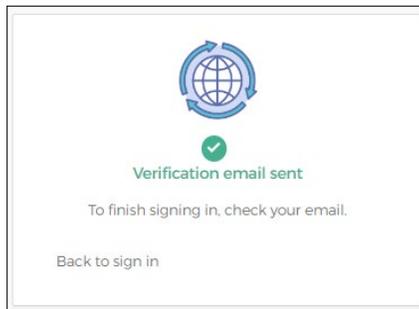
Open the email account you provided, look for the email from "Community Access Id."
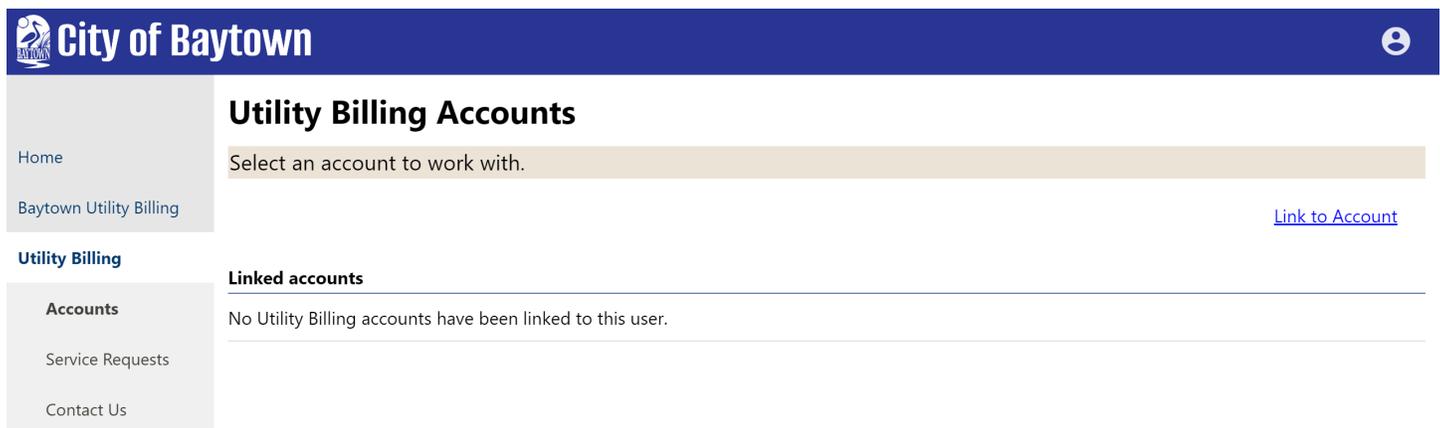

Click "Activate account"
This will open a browser window (ex. Chrome, Microsoft Edge) with the Baytown Utility Billing page.
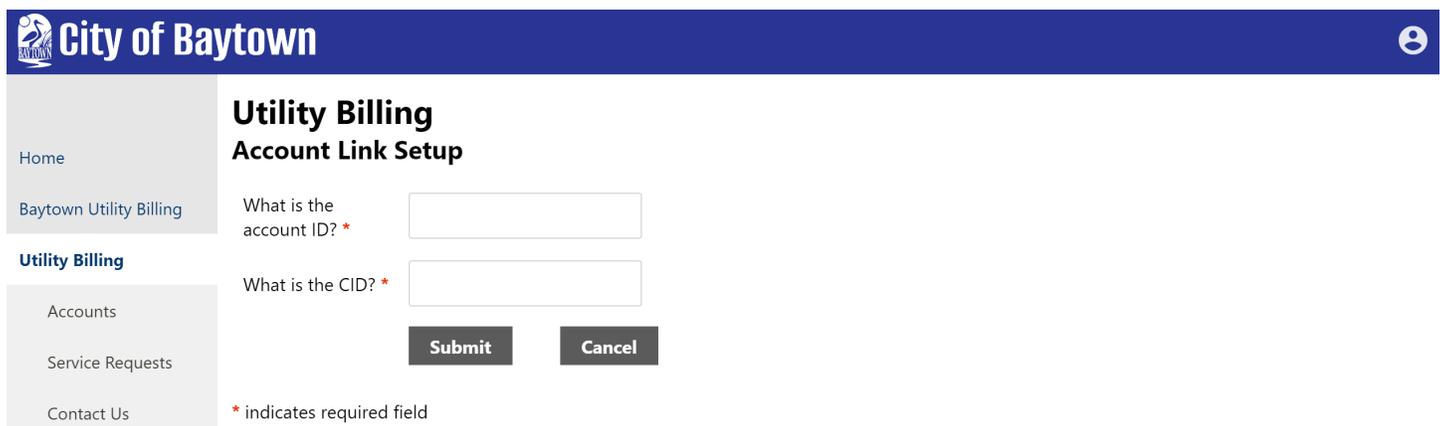
2. Linking your Account:

City of Baytown

Welcome to Baytown Utility Billing

Home

Baytown Utility Billing

Utility Billing

Announcements

Utility Billing has improved the way customers pay and view their utility account.

Profile Information

Profile information not found.

On the left side menu click "Baytown Utility Billing", then "Utility Billing", then click "Accounts" which brings up this page

City of Baytown

Utility Billing Accounts

Home

Baytown Utility Billing

Utility Billing

   Accounts

   Service Requests

   Contact Us

Select an account to work with.

Link to Account

Linked accounts

No Utility Billing accounts have been linked to this user.

On the right side of this page click "Link to Account" which brings up this page

City of Baytown

Utility Billing
Account Link Setup

Home

Baytown Utility Billing

Utility Billing

   Accounts

   Service Requests

   Contact Us

What is the account ID? *

What is the CID? *

Submit   **Cancel**

* indicates required field

Type in the "account ID" and "CID" provided in the letter mailed to your home, then click "Submit"

The creation of your user profile, and the linking to your utility billing account is now complete.