Automatic Payment Instuctions

Open your browser (Internet Explorer, Firefox, Chrome, Safari) in your computer system and navigate to:

https://ccmunis.co.cumberland.nc.us/MSS/citizens/default.aspx

Log in to your Citizen Self Service account.

Continued on next page

Once logged in, click the plus sign beside your account number,

Then click the blue account number.

Continued on next page

On the Account Summary page, click Sign up for Automatic Payments.

This will take you to the Automatic Payments page.

Continued on next page

There is a list of banks pre-filled into the system. When you begin typing the bank name, the list should appear. The numbers beside the bank name are routing numbers. If your bank has more than one entry, please choose the one that includes your routing number. If you do not see your bank listed, please type in the name in the Bank Name field.

If your bank and routing number are already in the system, when you make that selection the system will fill in the routing number for you. If your bank and/or routing number was not in the system you must fill in this information.

Continued on next page

Next, enter your account number and confirm it,

Then the type of account that will be drafted.

Continued on next page

For Preferred Draft Day, select the day of the month you would like your payment to come out on. Please keep in mind that payments are due by the 10th of every month.

Fill in the Name field,

Continued on next page,

Then the Phone Number field,

And lastly the Email field. Then click "Continue".

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You will be taken to the "Review" screen. Please review all information entered for accuracy. If something needs to be corrected, please click "Modify". If everything is correct, please click "Submit"

Once you click "Submit" you will receive a confirmation that your request went through.

If you have any errors or questions, please contract Public Utilities at (910) 678-7682 (press 0 for the operator) or publicutilities@co.cumberland.nc.us