

# How to Submit a New Service Request or Termination Request using Citizen Self Service

## City of Allen Citizen Self Service

### City of Allen - NEW Citizen Self Services (CSS)

The City of Allen's Citizen Self Services portal was successfully updated on Aug. 20, 2023. Customers who log in after this day will be prompted to verify and relink their account information.

View step-by-step instructions on how to submit a new service request or termination request using Citizen Self Service. View instructions [here](#).

If you need assistance creating your account or starting/terminating utility services using this portal, please contact City of Allen Utility Billing staff at [COUtilities@cityofallen.org](mailto:COUtilities@cityofallen.org) or calling 214.509.4560 during normal business hours.

City of Allen Utility Billing

From the home page, you will click on "Log In"

Home

Citizen Self Service



Sign in to community access services for  
City of Allen, TX.



[Sign in with Google](#)



[Sign in with Apple](#)



[Sign in with Microsoft](#)



[Sign in with Facebook](#)

OR

Email address

Keep me signed in

Next

[Unlock account?](#) [Help](#)


Create an account

**FOR NEW CUSTOMERS  
AND FIRST TIME USERS:**  
You will need to click on  
"Create an Account"



Fill in the boxes with the requested information to create your online account. Click on "Sign Up" when finished.



  
**Sign up**

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

[Already have an account?](#)

# Welcome to Citizen Self Service

## Profile Information

Profile information not found.

On this page you will click on "Utility Billing"



Home

## Citizen Self Service

Utility Billing

# Utility Billing

Account Number \*

Customer ID \*

Remember these values

Now, you will click on "Service Requests" to start a new service or terminate an existing service.



- Home
- Citizen Self Service
- Utility Billing**
  - Accounts
  - Service Requests
  - Contact Us

# Utility Billing Service Requests

Click on the link below to start, stop, or transfer Utility Services for the City of Allen. Please note this is intended for NON-EMERGENCY requests. If there is an emergency then please contact Customer Service at 214-509-4530.

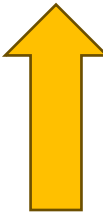
**Submit new request**  
**Start Request**

**Search existing request**

Request ID \*

Daytime Phone \*

**Search**



On this page you will click "Start Request"

- Home
- Citizen Self Service
- Utility Billing**
- Accounts
- Service Requests**
- Contact Us

## Utility Billing Service Requests

### Step 1 of 3: Enter contact information

Step **1** 2 3

*This form is not for reporting emergencies.*

Name \*

Mailing Address \*

City \*

State \*

Zip \*

Phone \*

Email \*

Social Security/Tax ID \*

Drivers License # \*

Drivers License State \*

Date of Birth \*

MM/DD/YYYY

← 1

2 →

Remember me on this computer

Cancel

Continue

Step 1 : Please enter the required contact information. Enter the date of birth in the format as shown (1). **DO NOT** select “Remember me on this computer” if you are using a public computer (2).



## Utility Billing

### Service Requests

Step 2 of 3: Enter request details

Step 1 2 3

Please attach a copy of the applicants Drivers License or Government ID.

Type of request \*

New Service Request

Request date \*

Additional information \*

IF NO ADDITIONAL INFORMATION PLEASE TYPE N/A

Ongoing request? \*

Yes  No

First time reported? \*

Yes  No

Number of Trash Polycarts \*

Number of Recycle Polycarts \*

Sign up for automatic payments? \*

Yes  No

#### Service Address

Street number \*

Street name \*

Unit/Apt. type (if applicable)

City/Town \*

#### Attach one or more documents

Use the *Browse...* button to select a document to attach. \*

Attachments:

Browse...

Cancel

Back

Continue

### Step 2:

- Select the type of request New Service or Termination of Service.
- Please fill out the requested information.
- Once you fill the requested information click Continue.

If your requested start/termination date is not available, please select the next available date on the calendar. In the Additional information field, let us know your actual desired date. (Mon-Fri only)

Please indicate the number of carts present at the house.

Select yes if you wish to set up for bank draft and fill out the required information.

Here you will fill out the service address

You will need to upload your Driver's License or Government ID here in PDF format or a Word document **ONLY**.

## Utility Billing Service Requests

Step 3 of 3: Confirm request details

Step [1](#) [2](#) **3**

Name	ORTIZ, GLADYS
Mailing Address	123 main st ALLEN , TX 75013
Phone	2145094561
Email	GORITZ@CITYOFALLEN.ORG
Social Security/Tax ID	XXXXX1111
Drivers License #	XXXX1111
Drivers License State	TX
Date of Birth	01/26/1970
Type of request	New Service Request
Request date	1/20/2020
Additional information	NA
Ongoing request?	Yes
First time reported?	Yes
Number of Trash Polycarts	1
Number of Recycle Polycarts	1
Sign up for EFT Automatic Payments?	No
Service address	123 main st allen
File Attachment(s)	

Type the following validation code into the box provided \*

Enter these validation numbers into the box below them



1

Validation number

2

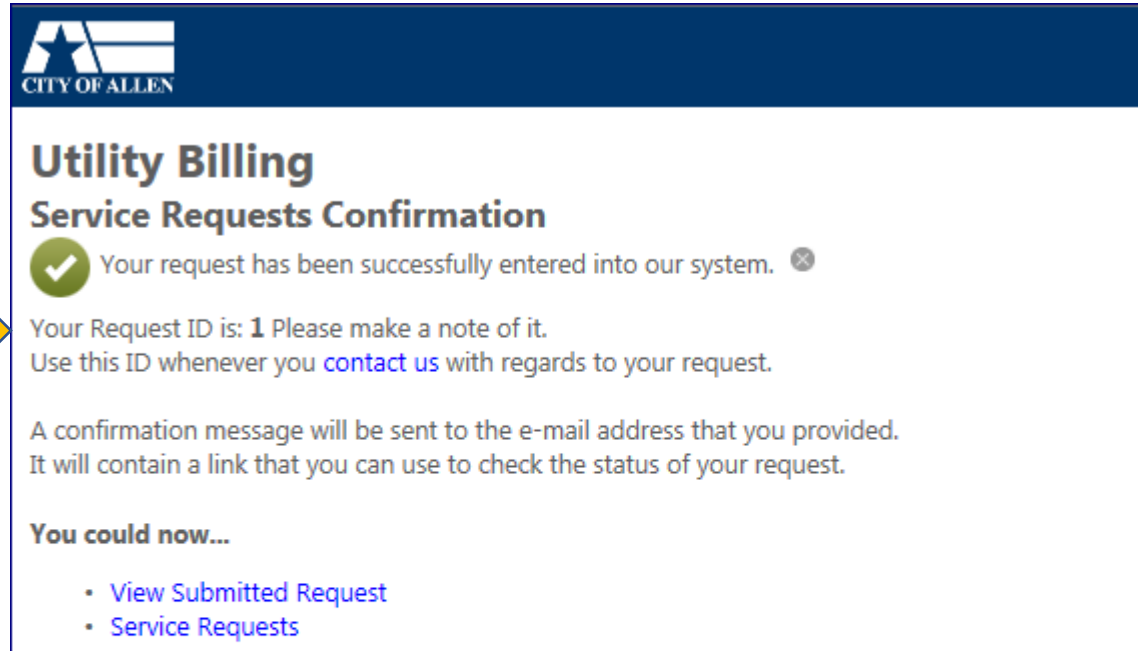
By clicking below, I verify that the information on this form is true and correct, and that I am providing my electronic signature.


Cancel

Back

Submit



Please review the details of your request and enter the validation number (1). Click on the square to verify all information is correct (2). Click on Submit.



 CITY OF ALLEN

## Utility Billing

### Service Requests Confirmation

 Your request has been successfully entered into our system. 

Your Request ID is: **1** Please make a note of it.  
Use this ID whenever you [contact us](#) with regards to your request.

A confirmation message will be sent to the e-mail address that you provided.  
It will contain a link that you can use to check the status of your request.

**You could now...**

- [View Submitted Request](#)
- [Service Requests](#)

Once your request has been submitted successfully, you will receive this confirmation page, please make note of your *Request ID*. A confirmation message will **NOT** be sent to your email as stated above. To check the status of your request, you can contact our office via email or phone. You are **NOT** able to check the status through the portal as stated above.

You will receive a “Welcome Packet” via email when your request is processed, on or around your selected start date.