

STEP 1: To access your Utility Account, visit <https://selfservice.simivalley.org/MSS/default.aspx>

STEP 2: From the Home screen, select the Citizen Self Service link.

The screenshot shows the City of Simi Valley Self Service Site. At the top left is the city logo and the text "CITY OF SIMI VALLEY". A dark blue navigation bar contains icons for home, help, and back. Below this, a grey sidebar on the left contains a "Home" link and a "Citizen Self Service" link. The "Citizen Self Service" link is highlighted with a red box and a red arrow pointing to it. The main content area has a heading "Welcome to the City of Simi Valley's Self Service Site" and a sub-heading "Home" with the text "Please click the **Citizen Self Service** link located on the menu to the left to begin."

STEP 3:

- A) All City of Simi Valley utility customers will need to register in the new system.
 - a. Select register as shown below to register your account.
- B) If you have already registered, type your Username and Password in the boxes and select Log In.
- C) Username is at your own discretion. However, email address is preferred and recommended.

The screenshot shows the 'Welcome to Citizen Self Service' page. On the left is a navigation menu with 'Home', 'Citizen Self Service', and 'Utility Billing'. The main content area has a header 'Welcome to Citizen Self Service' and a sub-header 'Log in to access' with a bullet point for 'Utility Billing'. Below this are two input fields: 'Username' and 'Password', each with a 'Forgot your [username/password]?' link. At the bottom are two buttons: 'Register' and 'Log in'. Two red callout boxes with arrows point to the 'Register' and 'Log in' buttons, and another red callout box with arrows points to both the 'Username' and 'Password' input fields.

Home

Citizen Self Service

Utility Billing

Welcome to Citizen Self Service

To pay your Utility Bill, please click on the **Utility Billing** link on the left. If you are new to the site, please click the **Register** link below to create a login.

Log in to access

- Utility Billing

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

[Register](#) [Log in](#)

Already registered? Type in Username and Password and select "Log in".

First time user? Select Register.

STEP 4: Fill in all the required fields *, enter validation numbers, then select Save.

Registration

- *User ID (between 1 and 100 characters)
- *Re-type user ID
- *Password (between 4 and 15 characters)
- *Re-type password
- *Password hint
- *Email address

Enter these validation numbers into the box below them

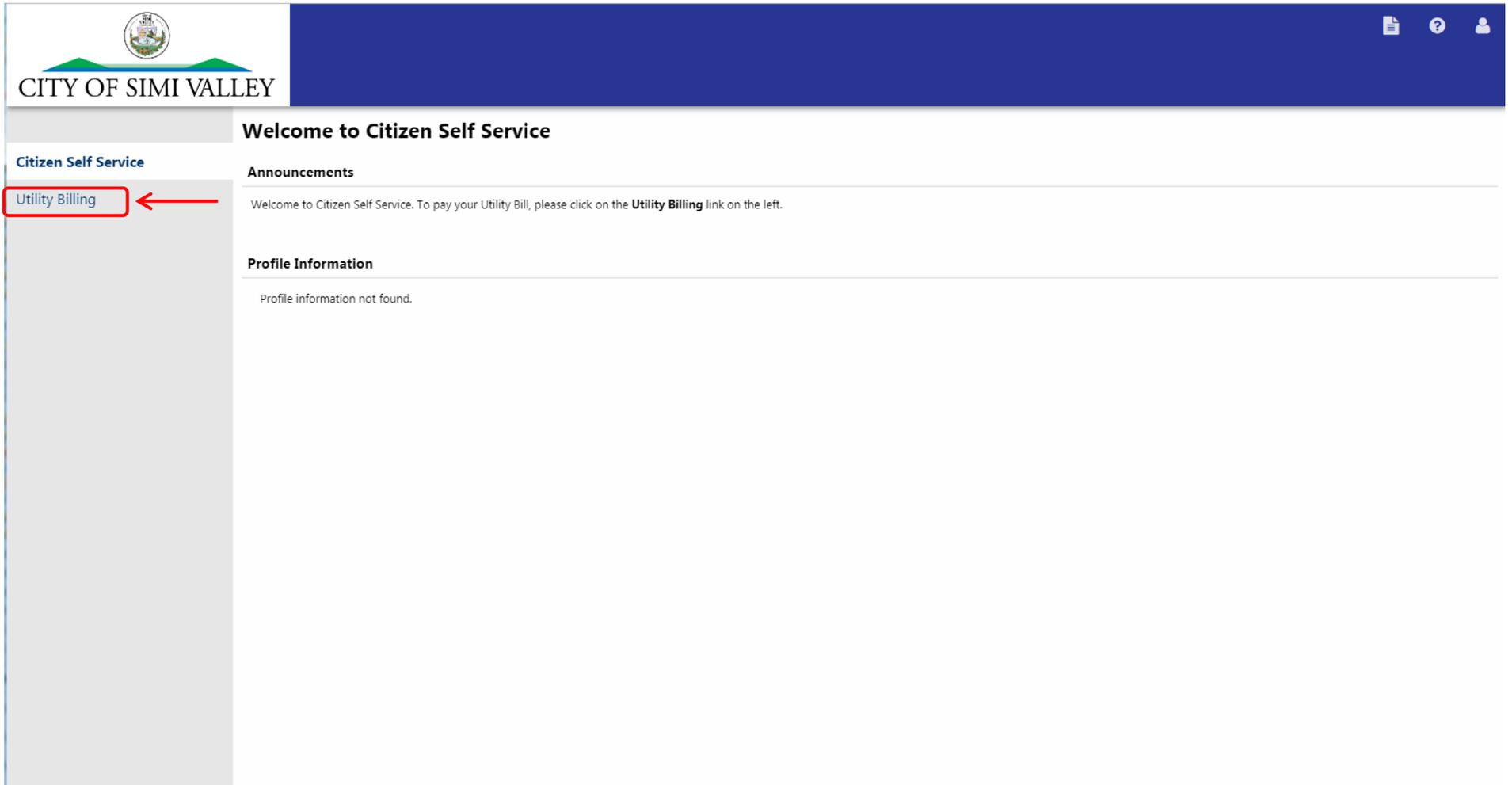
0955

0955

Save

Once you have registered or logged in, the Announcements page will appear.

STEP 5: Select Utility Billing from the menu on the left.



CITY OF SIMI VALLEY

Welcome to Citizen Self Service

Citizen Self Service

Utility Billing ←

Announcements

Welcome to Citizen Self Service. To pay your Utility Bill, please click on the **Utility Billing** link on the left.

Profile Information

Profile information not found.

The Utility Billing Accounts screen will appear.

STEP 6: From the Utility Billing Accounts page select Link to Account to add your utility account.

CITY OF SIMI VALLEY

Utility Billing Accounts

Select an account to work with.

[Link to Account](#)

Accounts

Contact Us

Linked accounts

No Utility Billing accounts have been linked to this user.

STEP 7: Enter your Account Number and Customer Number, then select Submit.

CITY OF SIMI VALLEY

Utility Billing
Account Link Setup

Please provide the information below from your utility bill:

What is the Account Number? (number to the left of the dash) *

What is the Customer Number? (number to the right of the dash) *

* indicates required field

City of Simi Valley
2929 Tapo Canyon Road
Simi Valley, CA 93063
Customer Service 805-583-6736

CITY OF SIMI VALLEY

UTILITY BILL
Pay By Phone 24 hours a day: 1-855-288-149;
Pay Online: www.simivalley.org/onlinebille

Customer Name		Service Address		
WATER CUSTOMER		1 MAIN ST		
Bill Number	Bill Date	Account Number	District	Current Billing Due Date
70032581	06/12/2019	100000-51000000	C	07/11/2019

***You will get an error message if invalid information is entered in either field.**

STEP 8: Once you have linked your account, the following options will appear as blue hyperlinks.

The next few pages will provide examples, depending on the options you selected.

City of Simi Valley

Citizen Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address [REDACTED] T

Account Number [REDACTED]

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$108.76 [Pay Now](#)

Payment Due Date 7/18/2019

About Your Payments

No payment activity found

Customer Information

Name [REDACTED]

Address [REDACTED] T
SIMI VALLEY, CA 93065

Customer ID [REDACTED]

[Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER SERVICE CHARGE	UB1000	6/17/1993		ACTIVE	None
WATER USAGE - RESIDENTIAL	UB1100	6/17/1993		ACTIVE	View Consumption

1st OPTION: Link to Account: This option will give you the ability to link several accounts under one email/user id.

Enter Account Number and Customer Number, then select Submit.

The screenshot shows the 'Utility Billing Account Link Setup' page on the City of Simi Valley website. The page includes a header with the city logo and name, a navigation sidebar, and a main content area. The main content area contains two input fields for 'Account Number' and 'Customer Number', both marked as required fields. Below the input fields are 'Submit' and 'Cancel' buttons. Red arrows point to the input fields and the Submit button.

CITY OF SIMI VALLEY

Utility Billing
Account Link Setup

Please provide the information below from your utility bill:

What is the Account Number? (number to the left of the dash) *

What is the Customer Number? (number to the right of the dash) *

* indicates required field

2nd OPTION: Automatic EFT Payments:
Fill in all required fields (*), then select Continue.

Please note:

- Once you have setup automatic payments, it should reflect on your next bill.

CITY OF SIMI VALLEY

Citizen Self Service

Utility Billing

Automatic EFT Payments

To sign up for automatic payments, please complete the form below.

Service Address [Redacted]

Account Number [Redacted]

Bank name * [Text input field] For auto-lookup, begin typing a bank name or routing number.

Bank routing number * (9 digits) [Text input field]

Confirm routing number * [Text input field]

Bank phone number * [Text input field]

Bank account number * [Text input field]

Confirm account number * [Text input field]

Bank account type * Checking Savings

Name on bank statement * [Text input field]

Phone number on bank statement * [Text input field]

Email address on bank statement * [Text input field]

Continue **Cancel**

3rd OPTION: Change of Address

Fill in all required fields (*) and click Submit.

Please note:

- This is only a change of mailing address and will go into effect on your next generated bill.
- If you need to move service to a new address, call Customer Service (805) 583-6736.
- If you need to update your email address for emailed statements, go to Bill Delivery Preferences.



CITY OF SIMI VALLEY



Citizen Self Service

Utility Billing

- Accounts
- Manage Bills
- Account Summary
- Automatic EFT Payments
- Contact Us

Utility Billing

Change of Address

Current Information

Name [Redacted]

Address [Redacted]

City State Zip SIMI VALLEY, CA 93065

New Information

Name 1 [Redacted]

Address 1 *

Address 2

City * SIMI VALLEY

State * CA

Zip code * 93065

Country

Phone number * required format 999-999-9999

Fax number

E-Mail address *

4th OPTION: Set Bill Delivery Preferences for this account.

Select to receive your bill by email or mail, then select Update.

A) By selecting **Email**, a box will populate where you can enter the email address you want your bill sent to.

B) Selecting **Mail** gives you the option to change your mailing address.

The screenshot displays the City of Simi Valley website interface. At the top left is the city logo and name. A dark blue header bar contains a help icon and a user profile icon. On the left, a navigation menu lists 'Citizen Self Service', 'Utility Billing', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic EFT Payments', and 'Contact Us'. The main content area is titled 'Utility Billing' and 'Set bill delivery preferences for this account'. It shows fields for 'Account Number', 'Customer Name', and 'Customer Number', all of which are redacted. The 'Delivery Preference' section has a dropdown menu set to 'Email' with the address 'NONE@SIMIVALLEY.ORG' entered. Below this are 'Update' and 'Cancel' buttons. A red box highlights the 'Update' button, and a red arrow points from a text box labeled 'Choose Email or Mail' to the dropdown menu.

5th OPTION: Manage Bills

- A) Select **Bill Details** at the bottom of the page to view details of your current or past bills.
- B) Select **Pay** to pay your current or past due bills.

CITY OF SIMI VALLEY

Citizen Self Service

Utility Billing
Manage Bills

[Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address [REDACTED]
Account Number [REDACTED]
As of 07/05/2019

Outstanding Bills (bill years 1999 to 2021 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	70016030	6/19/2019	7/18/2019	\$0.00	\$8.00	\$108.76**	Bill Details

Total Due: \$108.76

select bills you would like to pay now, then click "Pay"

** This bill has pending web payments that are not currently reflected in the payments amount.

This message will display if you have made a payment on the payment portal that has not yet posted to your account.

STEP 9: Making a Payment

- A) Check the box for the bill that is being paid
- B) Select **Pay**



CITY OF SIMI VALLEY

Citizen Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Utility Billing

Manage Bills

[Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address [REDACTED]

Account Number [REDACTED]

As of

Outstanding Bills (bill years 1999 to 2021 only) [Show Past Bills](#) ▾

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/> ←	70016030	6/19/2019	7/18/2019	\$0.00	\$8.00	\$108.76**	Bill Details

Total Due: \$108.76

→

select bills you would like to pay now, then click "Pay"

** This bill has pending web payments that are not currently reflected in the payments amount.

STEP 10: Verify the amount to pay, then select Continue.

CITY OF SIMI VALLEY

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2019	6/19/2019	70016030	7/18/2019	\$108.76	\$108.76	\$ 108.76

Continue **Cancel**

STEP 11: Verify the Account Number and Customer Number that populated are for the account you want to make a payment.
Select Continue.



One Time Payment

Account Information



Verify Account Information

Payment Type



Utility Bill

Please verify your Account Number

Account Number: [REDACTED]

Customer Number: [REDACTED]

Continue



Paymentus

© Paymentus Corp. All Rights Reserved

[Privacy Policy](#) [Website Conditions of Use](#) [Payment Authorization Terms](#)

STEP 12: Select E-check/Debit/Credit:

- A) Enter Payment Information and select a Payment Method
- B) Select Continue

Enter Payment Information

First Name Water	Middle Name
Last Name Customer	ZIP Code 93065
Email NONE@SIMIVALLEY.ORG	Re-Enter email NONE@SIMIVALLEY.ORG

Pay this Amount \$ 108.76

Payment Method

- VISA MasterCard DISCOVER Credit Card
- VISA DEBIT Debit Debit Card
- echeck eCheck / Bank Account

< Cancel without making a payment **Continue**

Paymentus

© Paymentus Corp. All Rights Reserved

[Privacy Policy](#) [Website Conditions of Use](#) [Payment Authorization Terms](#)

STEP 13: Confirm Payment

- A) Review Terms and Conditions and Check the Terms and Conditions box.
- B) Verify the Payment Amount is correct and select **Pay \$**

Confirm Payment

Payment Method  *****5454

Payment Date Now (07/05/2019)

Payment Amount **\$108.76**

[Click to read the Payment Authorization Terms](#)

I authorize payment and agree to the Payment Authorization Terms

Click the **PAY** button to complete your payment.

< Cancel without making a payment **Pay \$108.76**

STEP 14: Confirmation of Payment (automatically emailed)

You can opt to **Print** your Confirmation. Select **Done** to return to your Account Summary.

Payment Receipt

Your payment has been accepted

Confirmation #	37390714
Payment Type	Utility Bill
Account #	109915
Status	ACCEPTED
Payment Date	Jul 5, 2019 – 4:36:58 PM
Payment Method	MasterCard *****5454
Payment Amount	\$108.76

[Print](#) [Done](#)



Paymentus

STEP 15: Log off Citizen Self Service

When you have completed your activities in Citizen Self Service, log out by clicking on the person icon in the upper right corner and selecting Log Out.

Note: The system will automatically log you out after a period of inactivity.

