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.

CITY OF SIMI VALLEY

Welcome to the City of Simi Valley's Self Service Site

Please click the **Citizen Self Service** link located on the menu to the left to begin.

Home

Citizen Self Service

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.

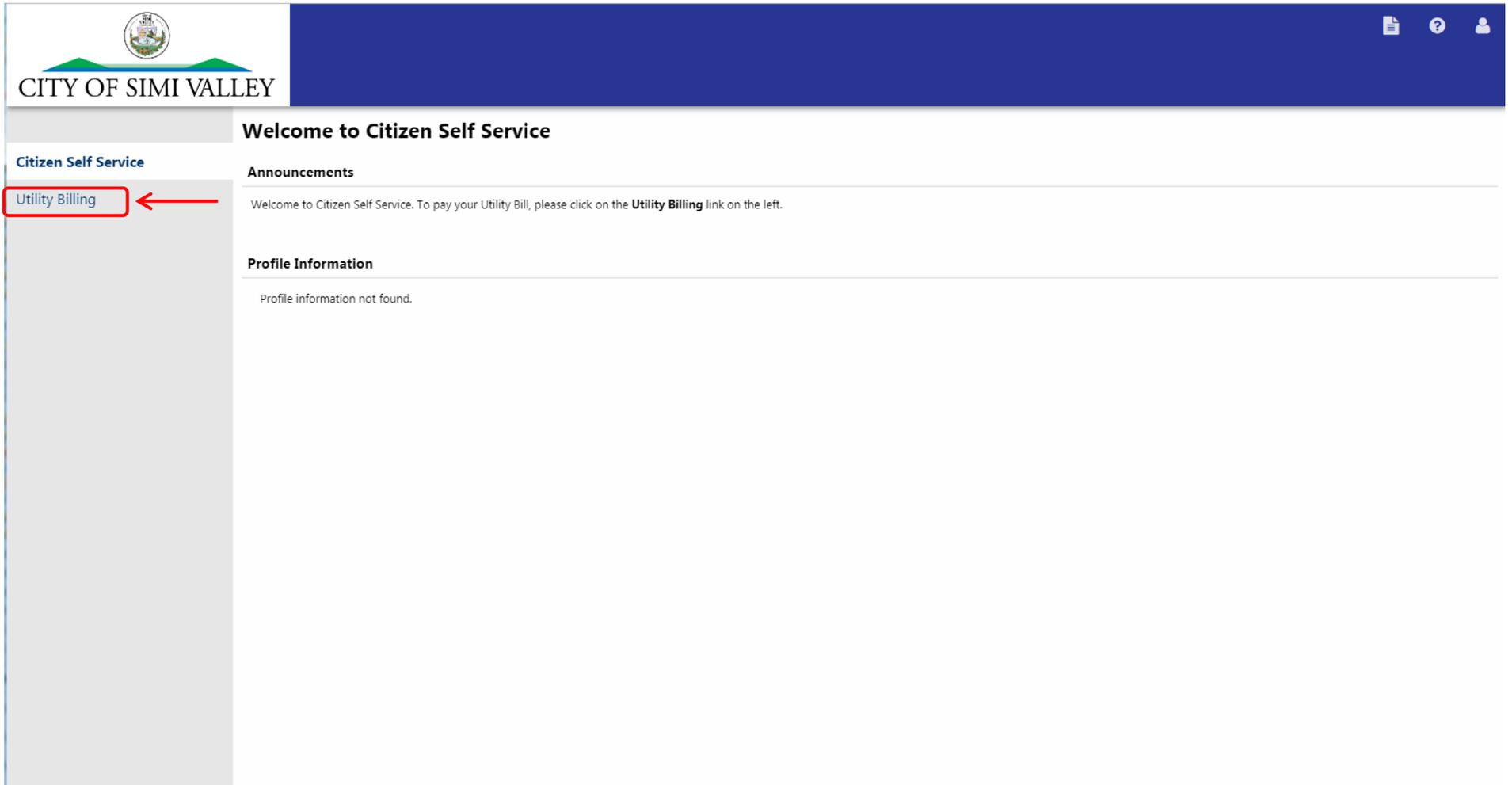**STEP 4:** Fill in all the required fields *, enter validation numbers, then select Save.

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

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

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

Citizen Self Service

Select an account to work with.

Utility Billing

Link to Account

Accounts

Linked accounts

Contact Us

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
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

Citizen Self Service

Utility Billing

Accounts

Contact Us

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) *

Submit   Cancel

* indicates required field

*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.

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.

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.

3ʳᵈ OPTION: Change of Address
Fill in all required fields (*) and click Submit.
Please note:
- This is only a <u>change of mailing address</u> 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.

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.

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.

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**

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

CITY OF SIMI VALLEY

Citizen Self Service

Utility Billing

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

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.

CITY OF SIMI VALLEY | One Time Payment | Account Information

Verify Account Information

Payment Type

Utility Bill

Please verify your Account Number

Account Number

Customer Number

[Continue]

Paymentus

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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

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 $**

CITY OF SIMI VALLEY   One Time Payment   Confirm Payment

Confirm Payment

Payment Method	MasterCard ************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

Paymentus

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STEP 14: Confirmation of Payment (automatically emailed)

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

CITY OF SIMI VALLEY | One Time Payment | Payment Receipt

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

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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.