

The City of Simi Valley charges a 3.25% convenience fee, or \$2.50, whichever is greater, on all credit and debit card transactions. This fee applies to bills paid via the City's website, automated phone line (IVR), and in person at the counter. See below for Fee-free payment options.

Note: The City's website and IVR phone line will no longer accept one-time payments made using checking or savings accounts. This does not apply to automatic bank draft, bank bill pay, and payments made with a physical check.

Why am I being charged a convenience fee for payments made with a credit/debit card?

All credit card companies (VISA, MasterCard, Discover, etc.) charge the merchant (the City) fees to use their service.

Because the City is required to recover all costs, water utility transactions include any applicable credit card fees as part of that cost recovery. Those convenience fees are the responsibility of the customer.

Convenience Fee-Free Payment Options

Customers can pay without a fee using the following options:

- Automatic Bank Draft
- Bill Pay at their bank
- Mailing a personal check
- Paying in person at the City Hall Customer Services counter using cash, check, or money order.

If customers would like to enroll in [Bank Draft](#), follow the instructions listed on this form, complete and return to the City.