Step 1: Welcome to Citizen Self Service

Welcome to the city of Wasco Citizen Self Service Site, where you can easily manage your bills. As Citizens, you are very important to us, so your feedback on this site will be extremely useful. Let us know if there is anything that we can do to make this site better for you. THANK YOU

1) On the right-hand side, select “Utility Billing”.
   a. You will be redirected.
**Step 2: Utility Billing Portal**

Your Customer ID (CID) and Account Number is located on the top right of your monthly invoice. If you can't locate your CID and Account Number please email isperez@ci.wasco.ca.us

**IMPORTANT!!** ----> Please pay your OLDEST invoices first, even if you have a dispute on an invoice. If you do not pay the oldest invoice, your water may be shut off.

<table>
<thead>
<tr>
<th>Account Number*</th>
<th>01234567890</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer ID *</td>
<td>123456</td>
</tr>
</tbody>
</table>

1) Enter your bill's Account Number.
   a. This number will be found on the top right of your monthly invoice.
   i. Please see bill example below.

2) Enter your bill's Customer ID.
   b. This number will be found on the top right of your monthly invoice.
   i. Please see bill example below.

3) Select “Search”
   a. If you have questions or concerns please email isperez@cityofwasco.org

*Tip:*
If you don’t have your bill, you can also find these numbers on an old receipt you may have from the city. (see example on the right ➔)
Step 3: Utility Billing – Search Results / Manage Bills

1) Verify the account is Correct.
   a. Select “Manage Bills”

2) Select the bill you need to pay.

3) Select “Add to Cart”.
Step 4: Checkout

1) Select “Checkout” from your cart.

2) Verify all the information on your Bill is correct.
   a. Select “Continue”.

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The City of Wasco

Utility Billing

Manage Bills

Account Summary

Contact Us

Search Results

New Search

Pay Bills

Step 1 of 4: Payment amount

<table>
<thead>
<tr>
<th>Bill Description</th>
<th>Bill Year</th>
<th>Bill Date</th>
<th>Bill Number</th>
<th>Due Date</th>
<th>Balance</th>
<th>Due Now</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilities</td>
<td>2020</td>
<td>3/1/2020</td>
<td>012345</td>
<td>3/20/2020</td>
<td>$88.00</td>
<td>$88.00</td>
<td>$88.03</td>
</tr>
</tbody>
</table>
Step 5: Pay Bills

1) Enter your Payment Information.

2) Select “Continue”

3) Enter your Billing Address information.
   a. Items with an * are required.

4) Select “Continue”
Step 6: Review & Confirmation

1) Verify all information is correct, one final time.
   a. Select “Submit”.

2) Payment has been submitted.
   a. Save a copy of your Confirmation as a personal reference.