How to Pay Your Utility Bill Using a MOBILE DEVICE

This guide is intended to help you pay your Utility Bill while using a mobile device, such as a cell phone or a tablet. If you are paying your bill using a computer, please use the other guide since the steps are slightly different.

**Step 1: Welcome to Citizen Self Service**

1) On the left-hand side, select “Expand Menu”

2) Your menu will expand, then you will select “Utility Billing”
Step 2: Utility Billing Portal

1) After selecting Utility Billing, you will need to enter your:
   a. Account Number
      i. This number will be found on the top right or bottom left of your Payment Coupon.
   b. Customer ID
      i. This number will be found on the top right or bottom left of your Payment Coupon.

2) These numbers can also be found on:
   a. A delinquent bill
   b. A past receipt you may have from the city
Step 3: Utility Billing – Search Results / Manage Bills

1) Verify the account is Correct.

2) Select “Manage Bills”
   a. You may need to scroll to the right.

3) Select the bill you need to pay.

4) Select “Add to Cart”.

Step 4: Utility Billing – Check out

1) After you “Add to Cart”, you will receive this notification.

2) Click on “My Cart”

3) Select “Checkout”
Step 5: Pay Bills

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

2) Enter your Payment Information.

3) Select “Continue”
Step 5: Pay Bills

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

5) Select “Continue”
Step 6: Pay Bills Confirmation

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

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1a)

Utility Billing

Pay Bills

Your payment has been successfully processed

Payment submitted on 4/6/2020

Your Confirmation Number is 111111111
Your Authorization Code is

Your payment has been approved. Thank you for your business.

You may want to print this page for your records.

Payment Amount

<table>
<thead>
<tr>
<th>Bill Description</th>
<th>Due Now</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilities 012345</td>
<td>$80.50</td>
<td>$80.50</td>
</tr>
</tbody>
</table>

Subtotal

$80.50

Total

$80.50

Payment Method

Mastercard **************1111

Billing Address

Name CITY OF WASCO

Address 746 8th ST

WASCO, CA, 93280

Phone Number 6617587214