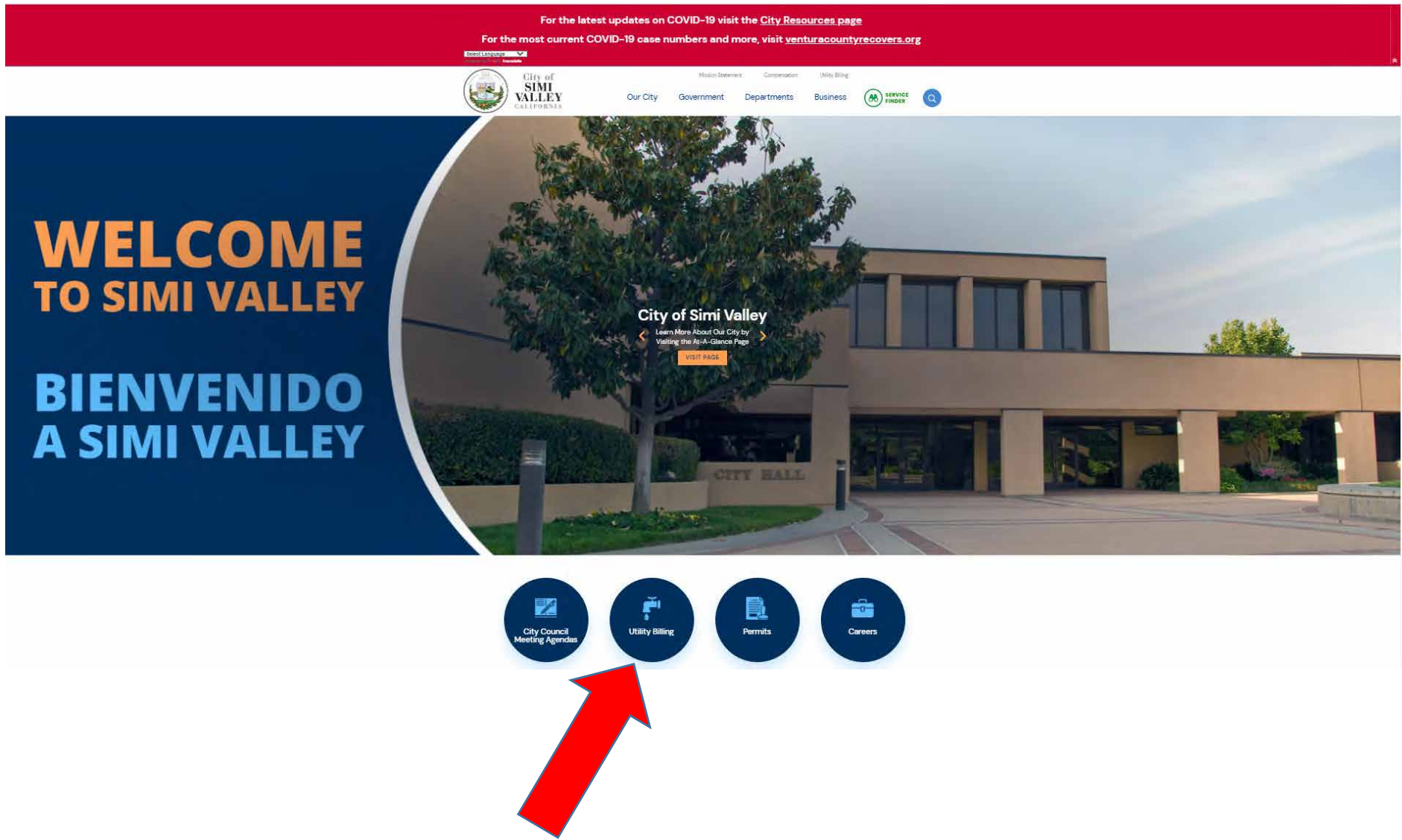


Navigate to simivalley.org and Click on “Utility Billing” link underneath picture.



Click on "Pay Bill" icon.

For the latest updates on COVID-19 visit the [City Resources page](#)
For the most current COVID-19 case numbers and more, visit venturacountyrecovers.org

City of SIMI VALLEY CALIFORNIA

Mission Statement | Compensation | Utility Billing


Our City | Government | **Departments** | Business | SERVICE FINDER

ADMINISTRATIVE SERVICES

- Fiscal Services/Accounting
- Support Services/Purchasing
- Budget
- Treasury
- Information Services
- Customer Services
 - Business Tax & Licensing
 - Online Bill Payment
 - Parking Citations
 - Utility Billing**
 - Service Directory
 - Admin Services Counter

Utility Billing

Print View | Check for Updates | Feedback | Help




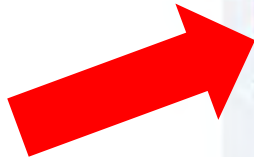
The City has upgraded its utility billing system.

The new system gives you the option to sign in to your utility account with your Google, Apple, Microsoft, or Facebook account. This means one less username and password to remember (although you still can create a user name and password if you prefer).

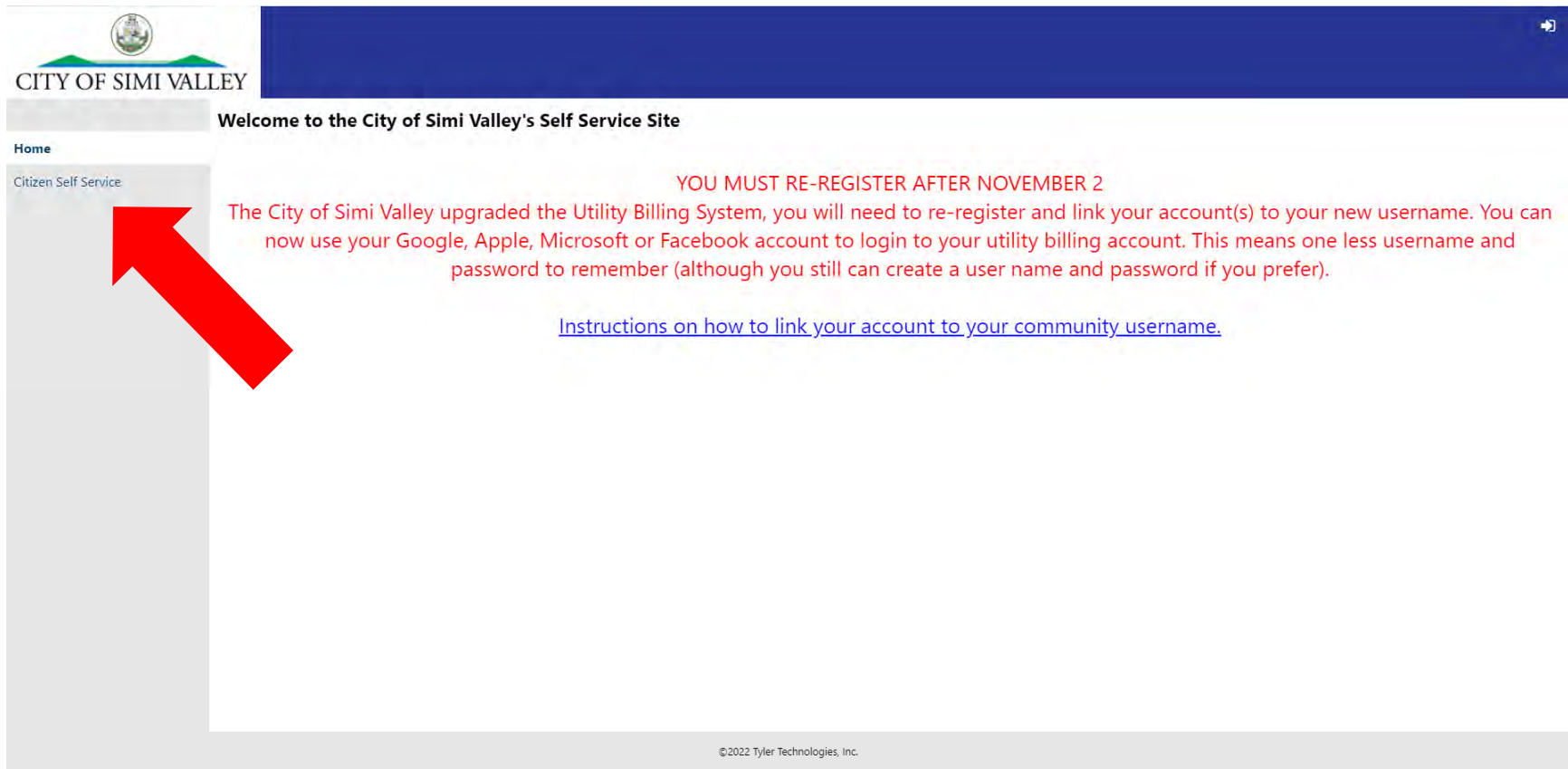
In order to use the online portal you must re-register and link your login information to your account number.

Please use the buttons below to pay your water bill, start or stop service, learn how to read your water bill, and learn about water conservation in Simi Valley. If you would like to pay your bill in person or by phone, please scroll down the page. Please note that these options are for Waterworks District Number 8 Customers. Golden State Water Customers can pay their bills on the [Golden State Water website](#).

PAY BILL **START OR STOP WATER SERVICE** **HOW TO READ YOUR BILL**



Click on "Citizen Self Service" on the left hand side. (If on mobile device click "expand menu" and then "Citizen Self Service")

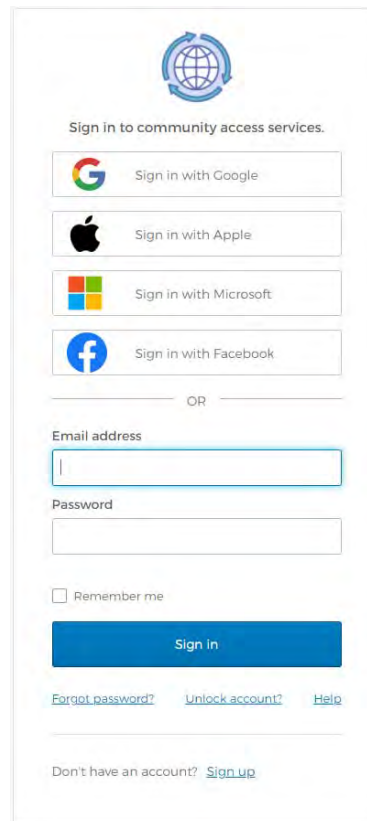


The screenshot shows the City of Simi Valley Self Service Site. At the top left is the City of Simi Valley logo. Below it is a navigation sidebar with links for "Home" and "Citizen Self Service". A large red arrow points to the "Citizen Self Service" link. The main content area features a blue header with the text "Welcome to the City of Simi Valley's Self Service Site". Below this, there is a red warning message: "YOU MUST RE-REGISTER AFTER NOVEMBER 2" followed by a paragraph explaining the utility billing system upgrade and the need to re-register and link accounts. A blue underlined link provides "Instructions on how to link your account to your community username." At the bottom of the page, there is a copyright notice: "©2022 Tyler Technologies, Inc."

WAYS TO REGISTER

There are now two ways to login to your account:

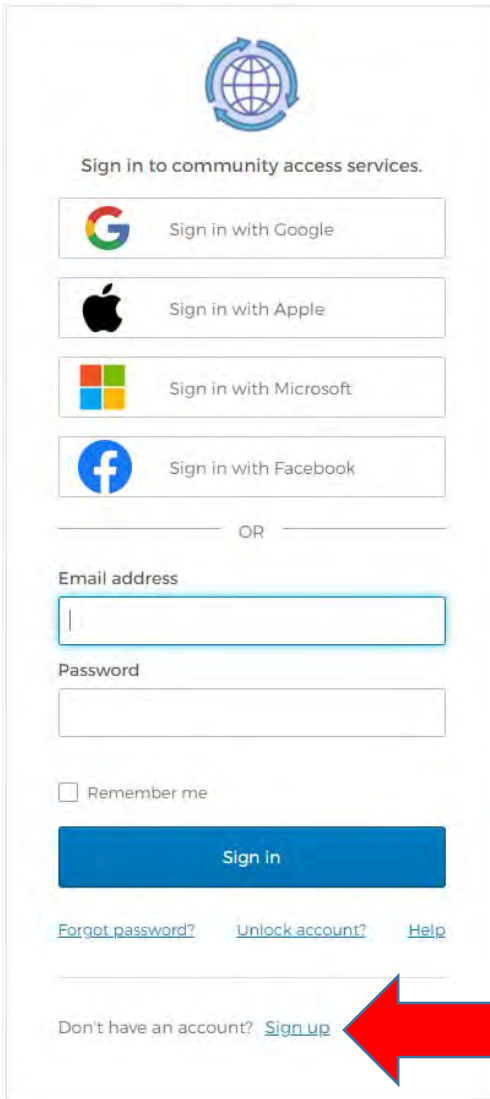
1. Register directly with the City of Simi Valley with an Email and Password as if you were a new customer. (Instructions starting on page 5)
2. Register using the community access service. The community access service allows you to use your Google (Gmail), Facebook (email used to log into facebook), Apple (Apple ID email) or Microsoft (Outlook email) so you will have one less password to remember. (Instructions starting on page 14)



The screenshot shows a login interface for community access services. At the top is a globe icon with arrows. Below it is the text "Sign in to community access services." There are four social login buttons: "Sign in with Google" (with the Google logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook logo). Below these is a horizontal line with "OR" in the center. Underneath are two input fields: "Email address" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign in" button is positioned below the checkbox. At the bottom of the form are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link "Don't have an account? Sign up".

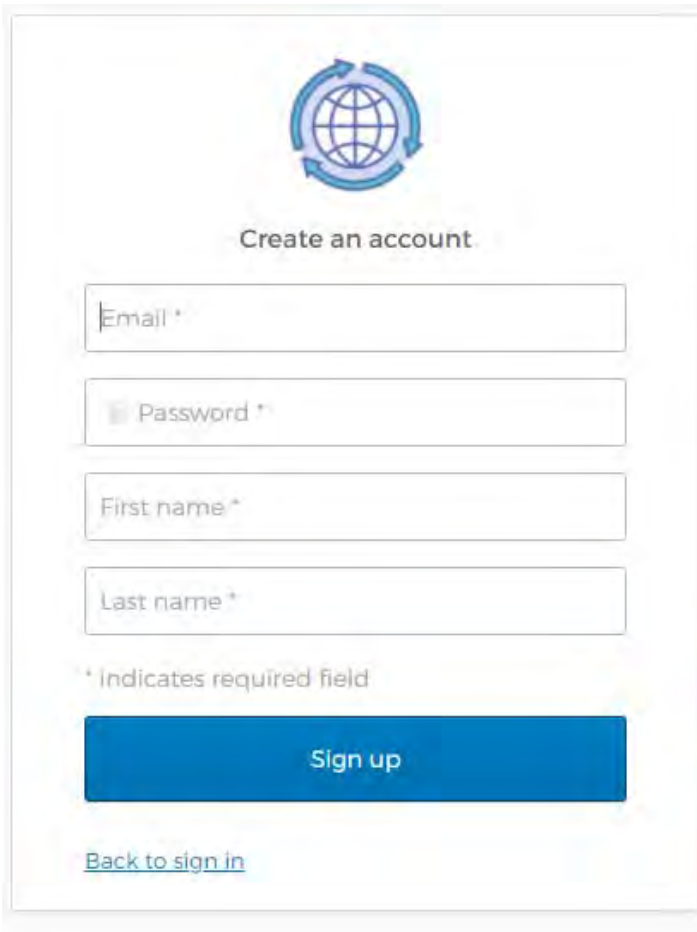
REGISTERING WITH AN EMAIL AND PASSWORD

1. Click on “Sign up”



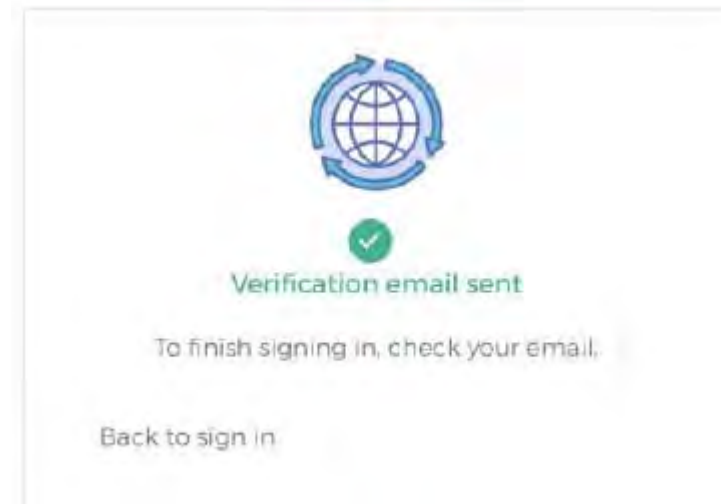
The image shows a sign-in interface. At the top is a globe icon with two circular arrows around it. Below it is the text "Sign in to community access services." There are four social login buttons: "Sign in with Google" (with the Google 'G' logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook 'f' logo). Below these is a horizontal line with "OR" in the center. Underneath are two input fields: "Email address" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign in" button is positioned below the checkbox. At the bottom of the sign-in section are three links: "Forgot password?", "Unlock account?", and "Help". Below a horizontal line, the text "Don't have an account?" is followed by a blue "Sign up" link. A large red arrow points from the right side of the page towards the "Sign up" link.

2. Enter your email address, Password you would like to use, First Name & Last name.

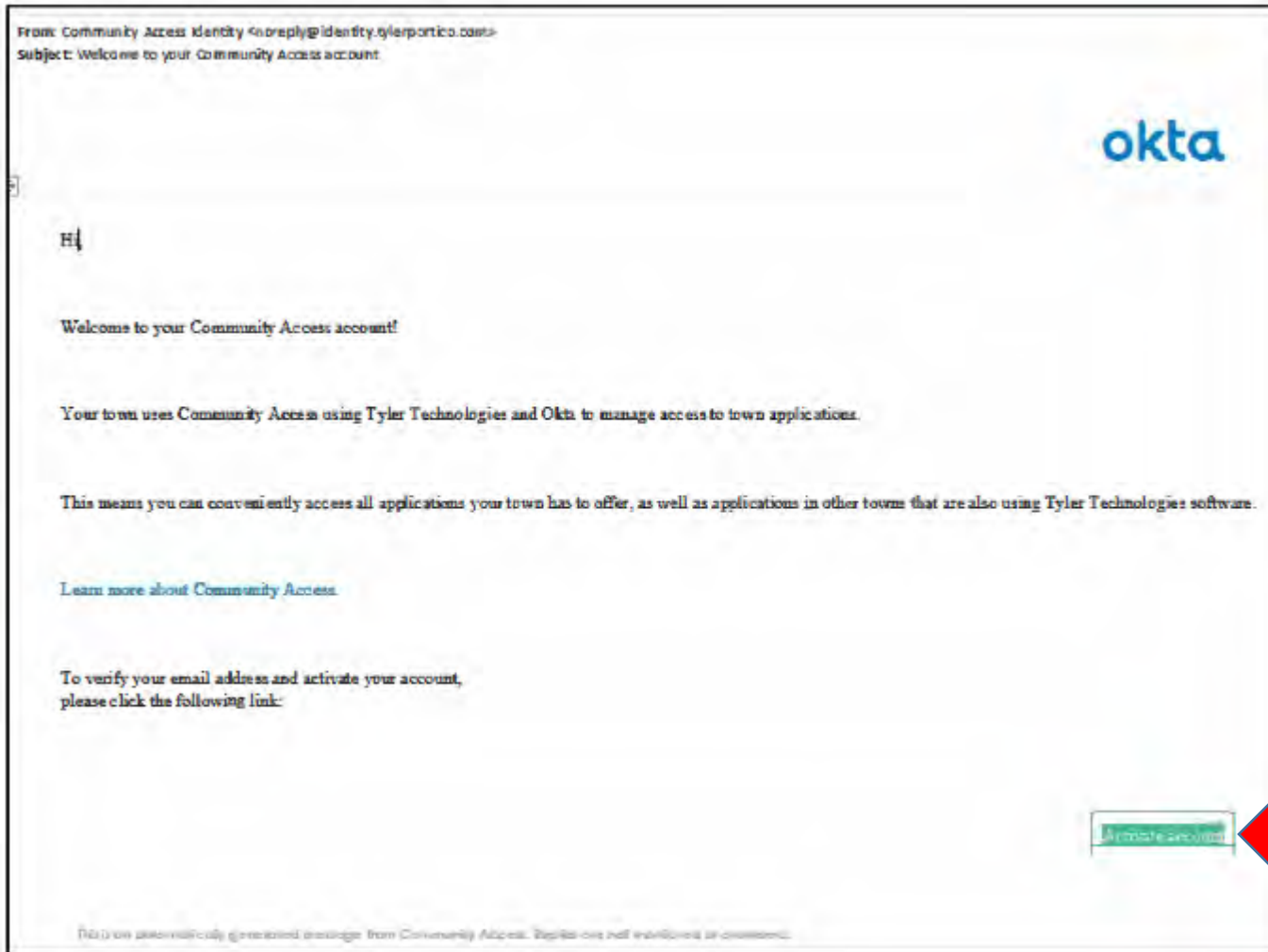


The image shows a 'Create an account' form. At the top is a blue circular logo with a globe and arrows. Below the logo is the text 'Create an account'. The form contains four input fields: 'Email *', 'Password *', 'First name *', and 'Last name *'. Below these fields is a note: '* Indicates required field'. At the bottom of the form is a blue 'Sign up' button and a link labeled 'Back to sign in'.

3. You will need to validate your email. Click “Back to sign in” before going to your email.



4. Verification email will be from "Community Access Identity noreply@identity.tylerportico.com, and may have "Okta" in the header. Click on the "Activate Account" link.



5. You may be redirected to the “User Profile” page. If you are redirected close this window and return to login page.



My Profile	
Profile information	Edit profile info Delete profile
Name	



Sign in to community access services.



Sign in with Google



Sign in with Apple



Sign in with Microsoft



Sign in with Facebook

OR

Email address

Password

Remember me

Sign in

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)

6. Enter in your email address and password and click "sign in".

7. Click on "Utility Billing" on the left hand side to access your account.

CITY OF SIMI VALLEY

Welcome to Citizen Self Service

Home

Citizen Self Service

Utility Billing

Announcements

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

[Instructions on how to link your account to your community username.](#)


Profile Information

Profile information not found.

If your account information did not populate click the “Link to Account” on the right hand side.

The screenshot displays the City of Simi Valley website interface. On the left, a navigation menu includes 'Home', 'Citizen Self Service', 'Utility Billing', 'Accounts', and 'Contact Us'. The 'Accounts' menu item is highlighted. The main content area is titled 'Utility Billing Accounts' and features a sub-section 'Linked accounts' with the text 'No Utility Billing accounts have been linked to this user.' A red arrow points to a 'Link to Account' button located on the right side of the page.

Enter your account number and customer number found on your bill (Both numbers are listed under “Account Number”). Once entered click submit.



CITY OF SIMI VALLEY

Home
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) *

* indicates required field

Your account will now be linked.

The screenshot shows the 'Utility Billing Account Summary' page for the City of Simi Valley. The page features a blue header with the city logo and name on the left, and a user profile icon on the right. A left-hand navigation menu includes links for Home, Citizen Self Service, Utility Billing, Accounts, Manage Bills, Account Summary, Automatic EFT Payments, and Contact Us. The main content area is titled 'Utility Billing Account Summary' and includes several sections: 'Billing Account' with links for account management; 'Service Address' and 'Account Number' fields; 'Bill Delivery Preference' set to 'Mail'; 'Your Current Balance' showing 'Amount Due Now' as \$0.00; and 'About Your Payments' which is a table of recent payments. The table lists five payments with their dates and amounts, each with a 'View Details' link. A note at the bottom right of the table states 'Showing the 5 most recent payments only.' Below the table is the 'Customer Information' section with fields for Name, Address, and Customer ID.

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
Account Number
Bill Delivery Preference Mail

Your Current Balance
Amount Due Now \$0.00
Payment Due Date

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
	1/7/2022	\$165.02	details
	11/23/2021	\$239.99	details
	9/8/2021	\$226.76	details
	6/25/2021	\$187.07	details
	4/28/2021	\$173.84	details

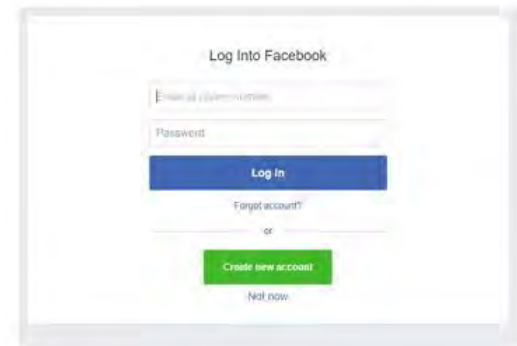
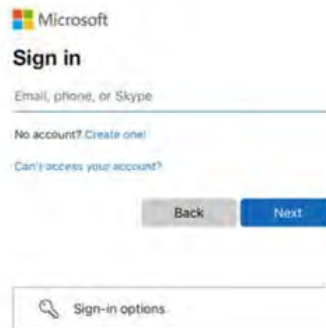
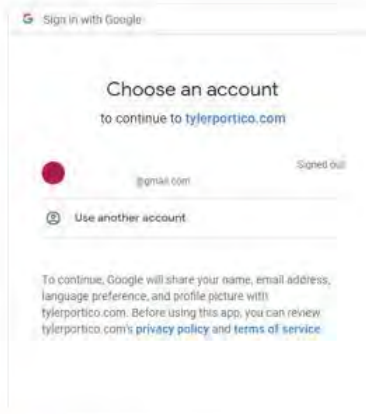
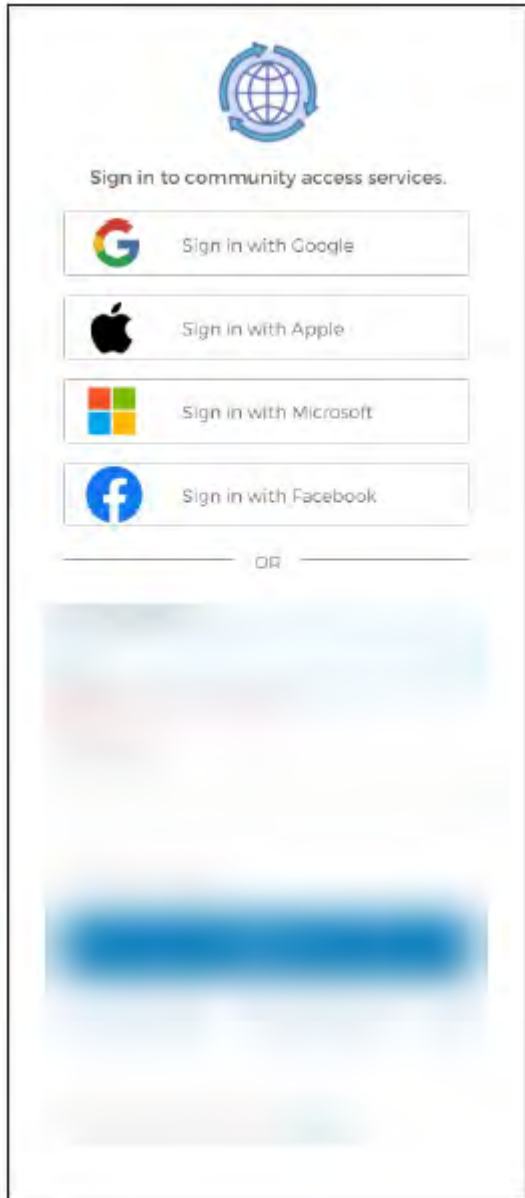
Showing the 5 most recent payments only.

Customer Information
Name
Address
Customer ID

This ends the registering process for using an email and password.

REGISTERING WITH COMMUNITY ACCESS SERVICES

1. Click on the "sign in with" you would like to use.



2. Click on “Utility Billing” on the left hand side to access your account.

CITY OF SIMI VALLEY

Welcome to Citizen Self Service

Home

Citizen Self Service

Utility Billing

Announcements

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

[Instructions on how to link your account to your community username.](#)

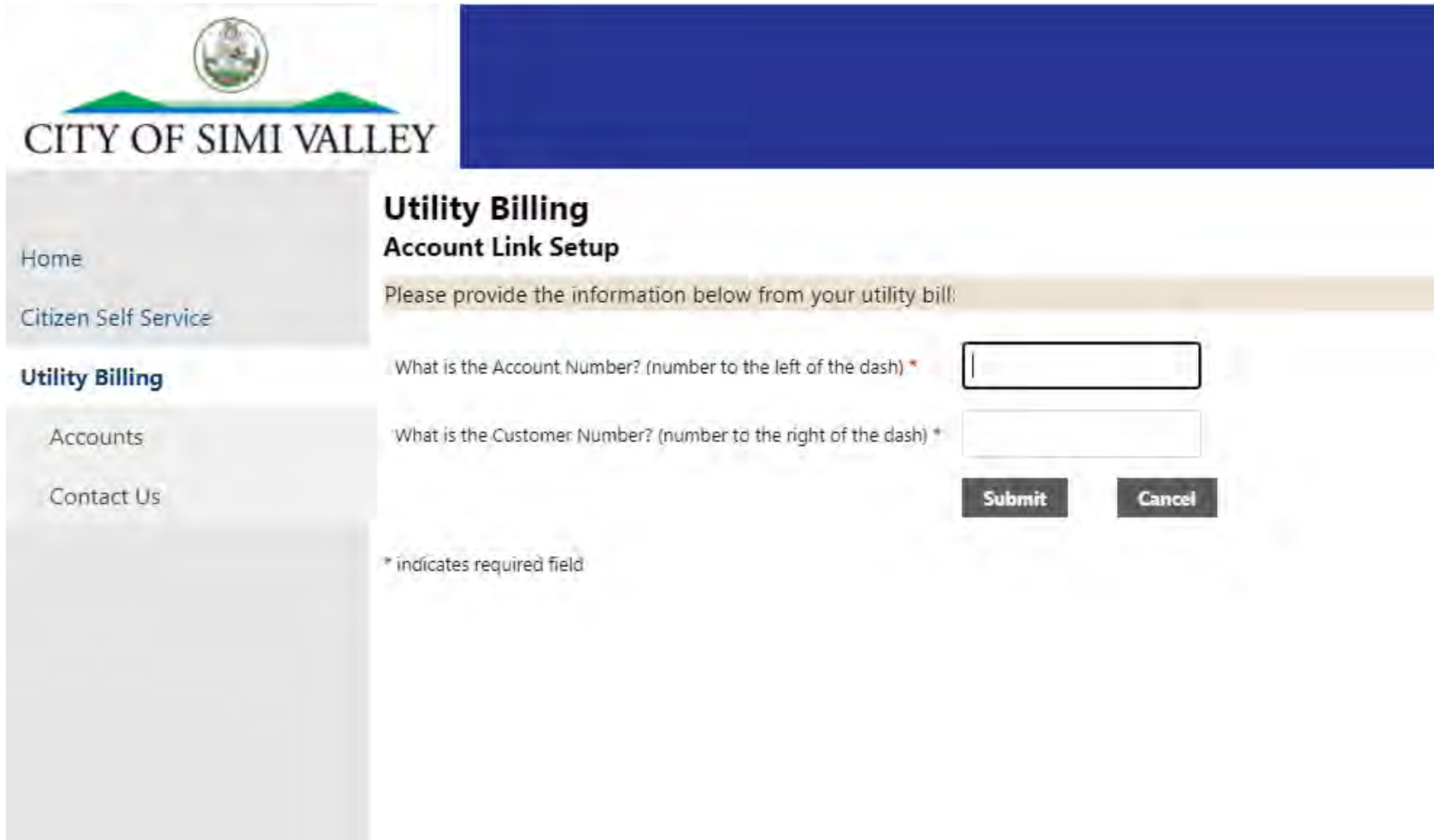
Profile Information

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If your account information did not populate click the “Link to Account” on the right hand side.

The screenshot displays the City of Simi Valley website interface. On the left, a navigation menu includes 'Home', 'Citizen Self Service', 'Utility Billing', 'Accounts', and 'Contact Us'. The 'Accounts' menu item is highlighted. The main content area is titled 'Utility Billing Accounts' and features a sub-section 'Linked accounts' with the text 'No Utility Billing accounts have been linked to this user.' A red arrow points to a 'Link to Account' button located on the right side of the page.

Enter your account number and customer number found on your bill (Both numbers are listed under “Account Number”). Once entered click submit.



The screenshot shows the City of Simi Valley website interface. At the top left is the city logo and name. A blue banner is at the top right. A left sidebar contains navigation links: Home, Citizen Self Service, Utility Billing (highlighted), Accounts, and Contact Us. The main content area is titled "Utility Billing Account Link Setup" and includes a light brown instruction bar: "Please provide the information below from your utility bill:". Below this are two required input fields: "What is the Account Number? (number to the left of the dash) *" and "What is the Customer Number? (number to the right of the dash) *". At the bottom right of the form are "Submit" and "Cancel" buttons. A footnote at the bottom left states "* indicates required field".

Your account will now be linked.

The screenshot shows the 'Utility Billing Account Summary' page for the City of Simi Valley. The page features a navigation menu on the left with options like Home, Citizen Self Service, Utility Billing, Accounts, Manage Bills, Account Summary, Automatic EFT Payments, and Contact Us. The main content area includes a header with the city logo and name, a user profile icon, and a title 'Utility Billing Account Summary'. Below the title are links for 'Link to Account', 'Sign up for EFT Automatic Payments', 'Request Change of Address', 'Bill Delivery Preferences', and 'Manage Bills'. The page is divided into sections: 'Billing Account' with fields for 'Service Address', 'Account Number', and 'Bill Delivery Preference' (set to Mail); 'Your Current Balance' showing 'Amount Due Now' as \$0.00 and 'Payment Due Date'; and 'About Your Payments' which is a table of recent payments. The table has columns for 'Bill', 'Last Posted', 'Sum of Payments', and 'View Details'. The last five payments are listed, with the most recent being from 1/7/2022 for \$165.02. A note at the bottom right of the table states 'Showing the 5 most recent payments only'. At the bottom of the page is a 'Customer Information' section with fields for 'Name', 'Address', and 'Customer ID'.

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

Account Number

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$0.00

Payment Due Date

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
	1/7/2022	\$165.02	details
	11/23/2021	\$239.99	details
	9/8/2021	\$226.76	details
	6/25/2021	\$187.07	details
	4/28/2021	\$173.84	details

Showing the 5 most recent payments only.

Customer Information

Name

Address

Customer ID

This ends the registering process for using Community Access.