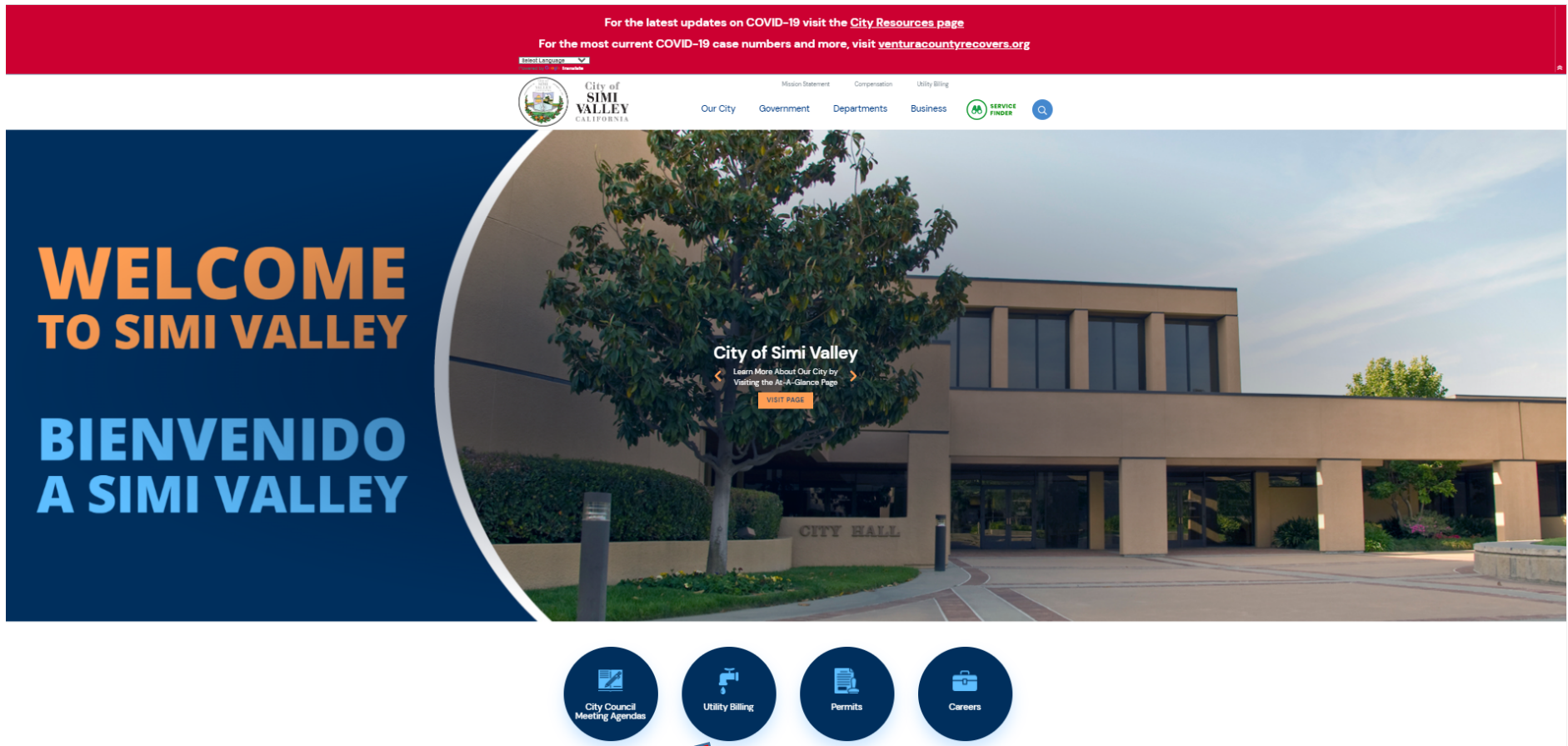



Navigate to simivalley.org and Click on “Utility Billing” link underneath picture.





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](http://venturacountyrecovers.org)

Select Language [Facebook](#)

 City of SIMI VALLEY CALIFORNIA

Mission Statement Compensation Utility Billing




Our City Government Departments Business  


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

Departments - Administrative Services - Customer Services

## Utility Billing

Print Size  [Share & Bookmark](#)  [Feedback](#)  [RSS](#)





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](#).

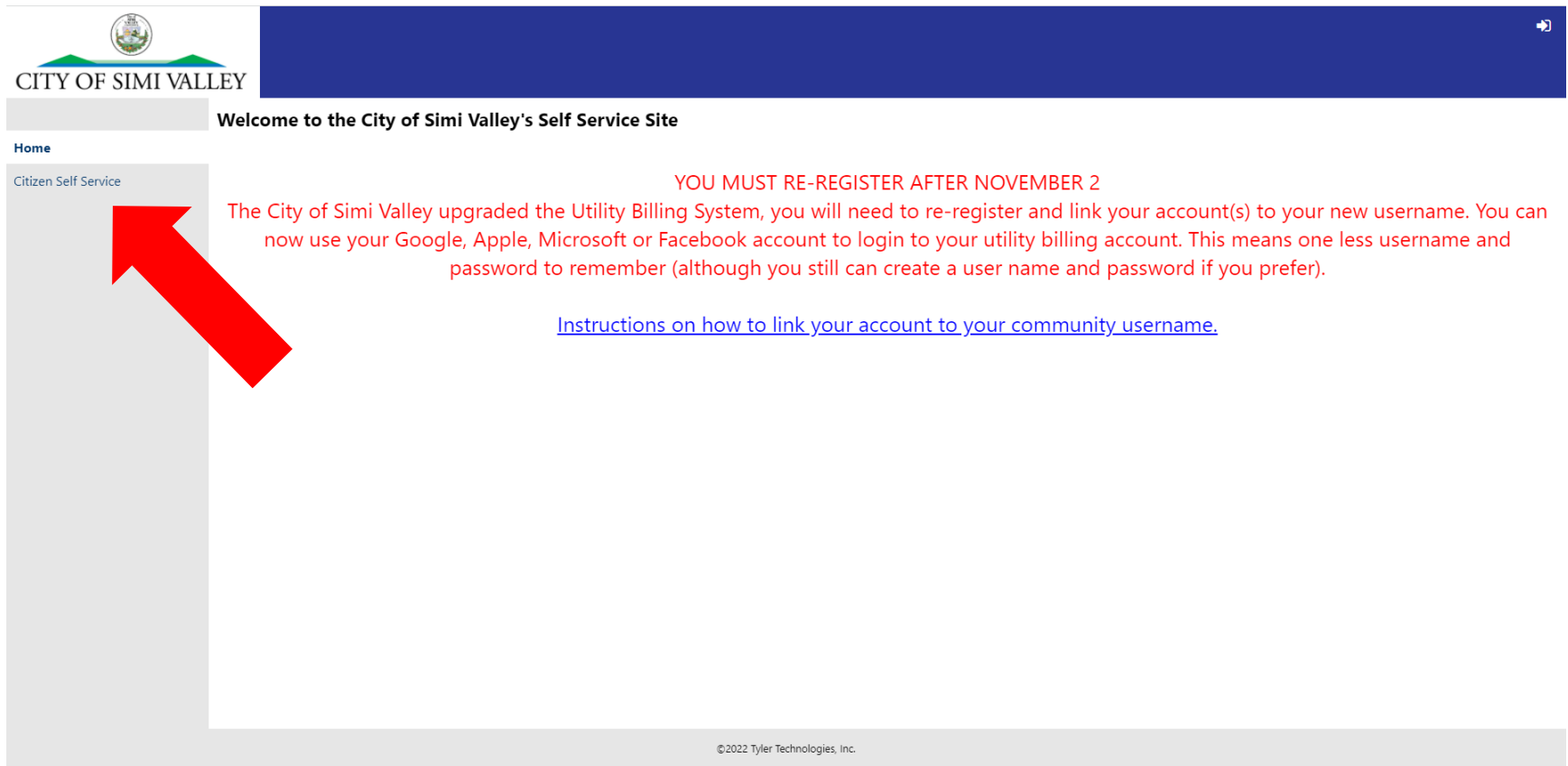
 **PAY BILL**

 **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 top of the City of Simi Valley website. On the left, there is a sidebar with a logo for the City of Simi Valley and a navigation menu. The menu items are "Home" and "Citizen Self Service". A large red arrow points from the "Citizen Self Service" link towards the center of the page. The main content area has a dark blue header with a white arrow icon on the right. Below the header, the text "Welcome to the City of Simi Valley's Self Service Site" is displayed. In the center, there is a red warning message: "YOU MUST RE-REGISTER AFTER NOVEMBER 2" followed by a paragraph explaining the utility billing system upgrade. Below this, there is a blue underlined link: "Instructions on how to link your account to your community username." At the bottom of the page, there is a small copyright notice: "©2022 Tyler Technologies, Inc."

**YOU MUST RE-REGISTER AFTER NOVEMBER 2**

The City of Simi Valley upgraded the Utility Billing System, you will need to re-register and link your account(s) to your new username. You can now use your Google, Apple, Microsoft or Facebook account to login to your utility billing account. This means one less username and password to remember (although you still can create a user name and password if you prefer).

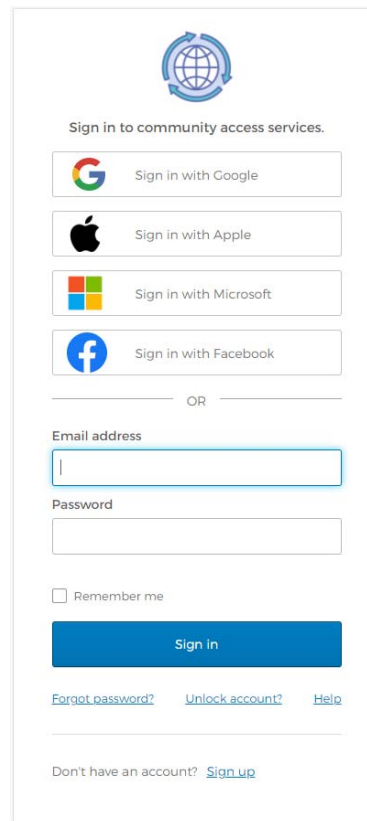
[Instructions on how to link your account to your community username.](#)

©2022 Tyler Technologies, Inc.

## WAYS TO REGISTER

There are now two ways to login to your account:

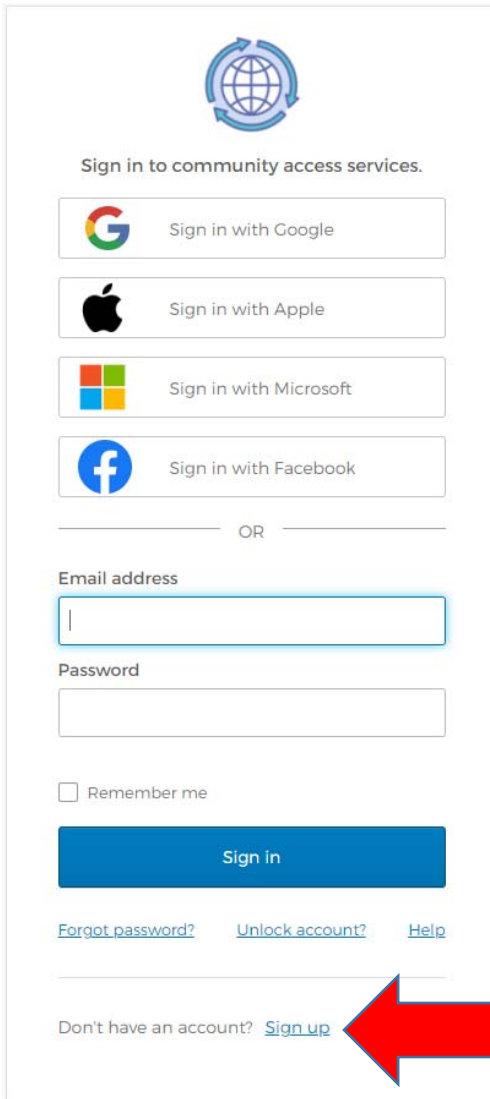
1. Register directly with the City of Simi Valley with an Email and Password as if you were a new customer. (Instructions starting on page 5)
2. Register using the community access service. The community access service allows you to use your Google (Gmail), Facebook (email used to log into facebook), 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 circular 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 buttons 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 circular arrows. Below it is the text "Sign in to community access services." There are four social login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator. There are two input fields: "Email address" and "Password". Below the password field is a "Remember me" checkbox. A blue "Sign in" button is present. At the bottom, there are links for "Forgot password?", "Unlock account?", and "Help". Below a horizontal line, there is the text "Don't have an account?" followed by a blue "Sign up" link. A large red arrow points from the right towards the "Sign up" link.

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

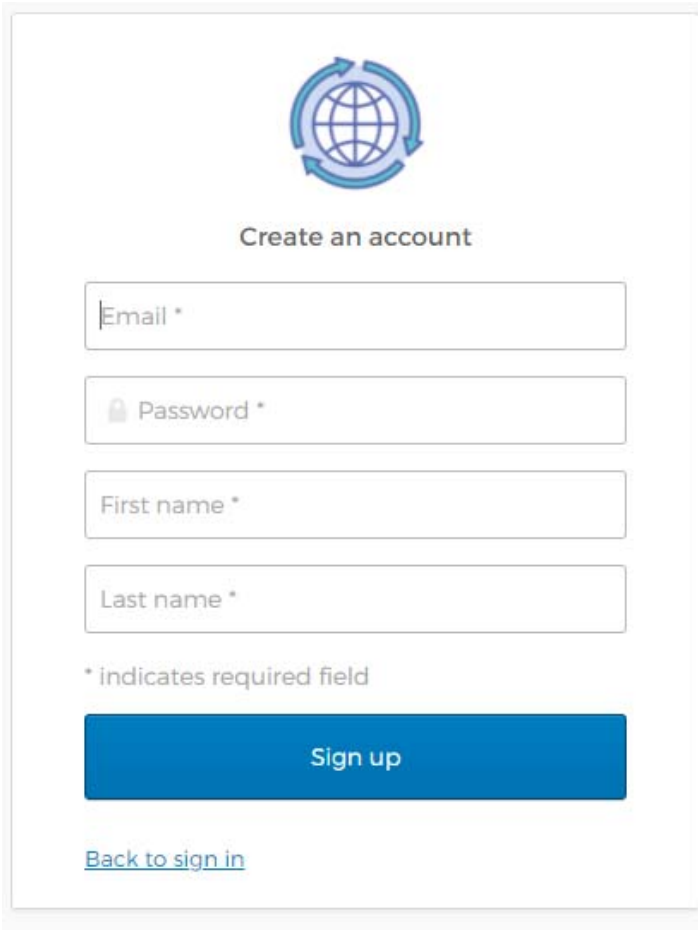
Remember me

Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

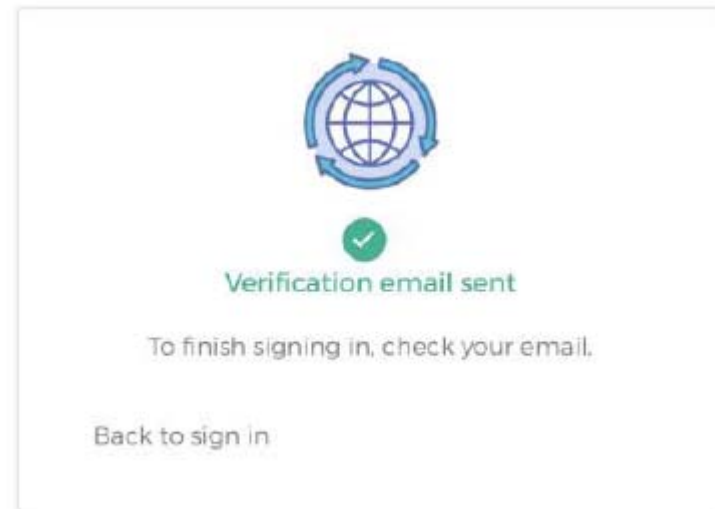
Don't have an account? [Sign up](#)

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

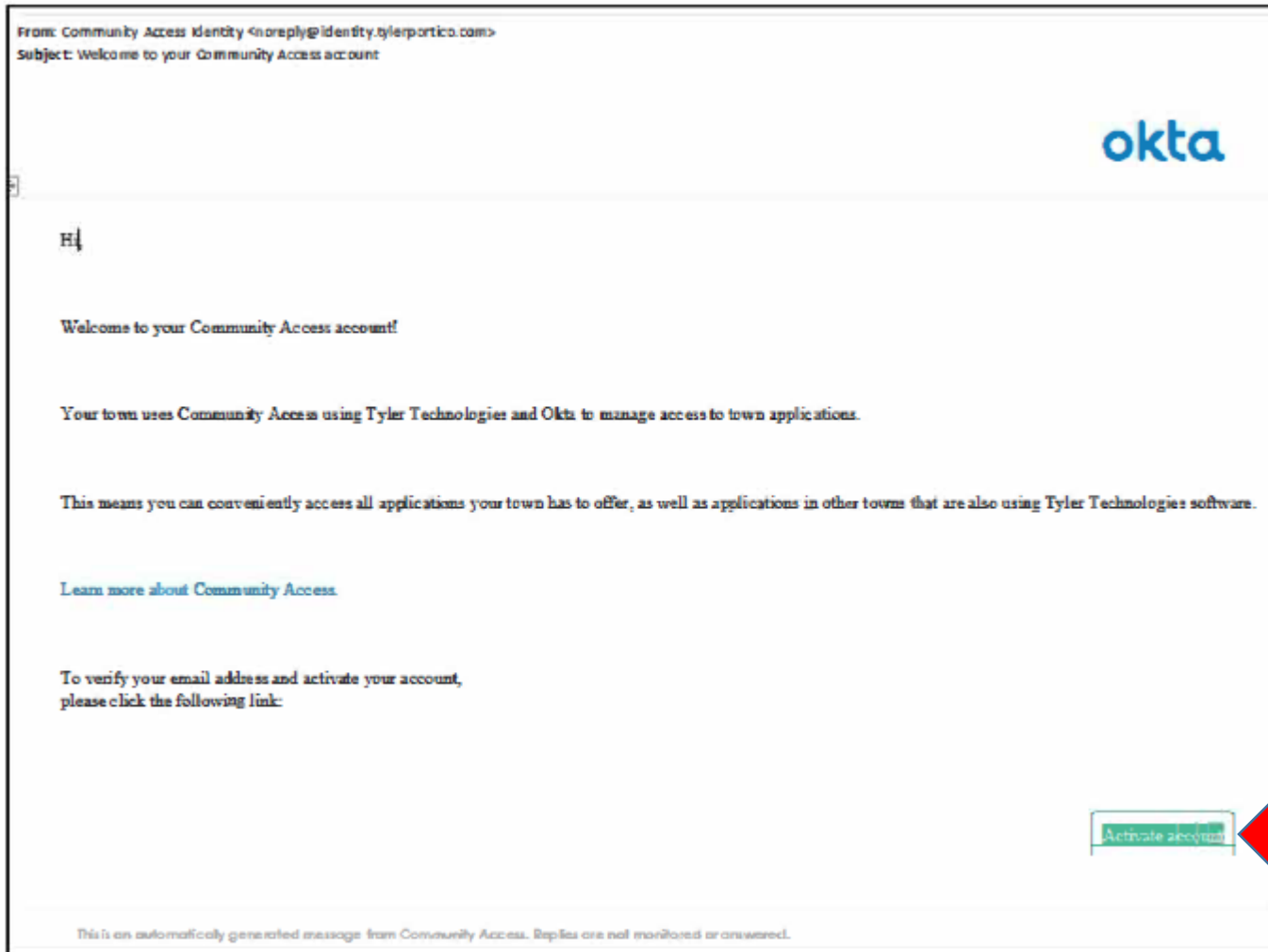


The form features a blue circular icon with a globe and arrows at the top. Below it is the heading "Create an account". There are four input fields: "Email \*", "Password \*", "First name \*", and "Last name \*". A note below the fields states "\* indicates required field". A blue "Sign up" button is positioned below the fields, and a "Back to sign in" link is at the bottom left.

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	<a href="#">Edit profile info</a> <a href="#">Delete profile</a>
Name	<input type="text"/>





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

Home

**Citizen Self Service**

Utility Billing

**Welcome to Citizen Self Service**

**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.

**CITY OF SIMI VALLEY**

Home  
Citizen Self Service  
**Utility Billing**  
Accounts  
Contact Us


**Utility Billing Accounts**

Select an account to work with.


[Link to Account](#)

**Linked accounts**

No Utility Billing accounts have been linked to this user.



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 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 sections for Billing Account, Service Address, Account Number, Bill Delivery Preference (set to Mail), Your Current Balance (Amount Due Now: \$0.00, Payment Due Date), and About Your Payments. The About Your Payments section contains a table with columns for Bill, Last Posted, Sum of Payments, and View Details. The table lists five recent payments with their respective dates and amounts. 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, which includes 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	<a href="#">details</a>
	11/23/2021	\$239.99	<a href="#">details</a>
	9/8/2021	\$226.76	<a href="#">details</a>
	6/25/2021	\$187.07	<a href="#">details</a>
	4/28/2021	\$173.84	<a href="#">details</a>

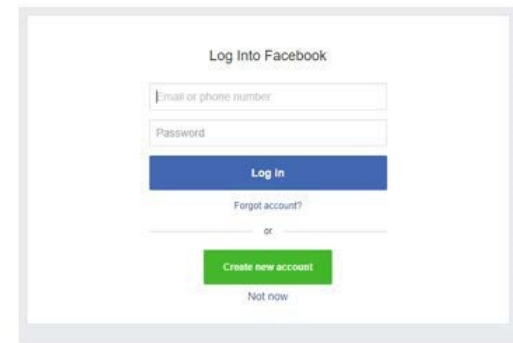
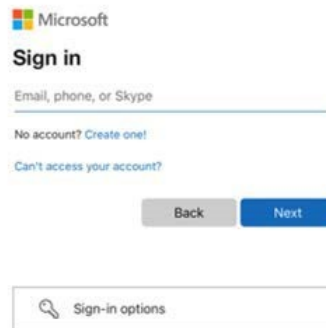
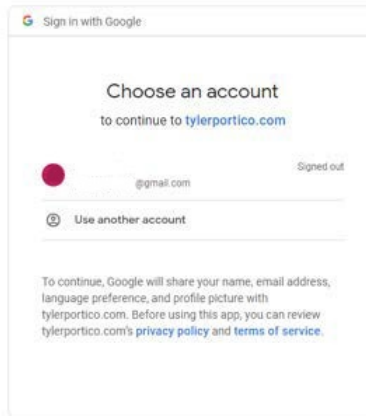
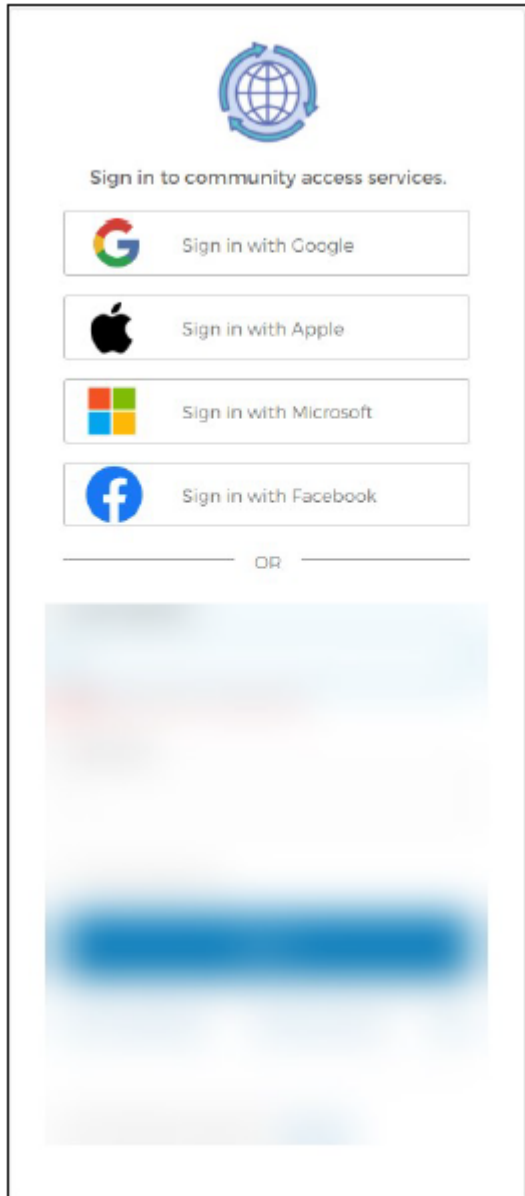
*Showing the 5 most recent payments only.*

**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

Home

**Citizen Self Service**

Utility Billing

**Welcome to Citizen Self Service**

**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.

  
CITY OF SIMI VALLEY

Home  
Citizen Self Service  
**Utility Billing**  
Accounts  
Contact Us


**Utility Billing Accounts**

Select an account to work with.

[Link to Account](#)


**Linked accounts**

No Utility Billing accounts have been linked to this user.





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 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 sections for Billing Account, Service Address, Account Number, Bill Delivery Preference (Mail), Your Current Balance (Amount Due Now: \$0.00, Payment Due Date), and a table of recent payments. The table lists five payments with columns for Bill, Last Posted, Sum of Payments, and View Details. A note at the bottom right of the table states 'Showing the 5 most recent payments only.' Below the table is a Customer Information section with fields for Name, Address, and Customer ID.

**City of Simi Valley**

**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	<a href="#">details</a>
	11/23/2021	\$239.99	<a href="#">details</a>
	9/8/2021	\$226.76	<a href="#">details</a>
	6/25/2021	\$187.07	<a href="#">details</a>
	4/28/2021	\$173.84	<a href="#">details</a>

Showing the 5 most recent payments only.

**Customer Information**

**Name**

**Address**

**Customer ID**

This ends the registering process for using Community Access.