



Operations Services Department

The City of Pleasanton offers a Customer Web Portal for Online Credit Card Payments of your Utility Bill with a Visa or Mastercard, and access to your Account and Consumption History [HERE](#). Please follow these steps to register and log on to the Citizen Self-Service Portal. Contact our Customer Service Center at PWD@cityofpleasantonca.gov or 925-931-5500 with any questions, comments or feedback on this service.

Registration Process in Customer Self-Service

Step 1 – Start by clicking the above link or entering <https://selfservice.cityofpleasantonca.gov/mss/default.aspx> in your preferred browser. You will immediately find this log in page. Click the blue Register link below. This will allow you to create a new user name and password.



Login

User name

Password

[Forgot your password?](#) | [Register](#)

[Log in](#)

Step 2- Complete the Self-Registration page by entering a personal User Name (User ID) and Password, Email address then clicking the Save button:



Self-Registration

*User ID

(between 1 and 20 characters)

*Re-type user ID

*Password

(between 8 and 15 characters)

*Re-type password

*Password hint

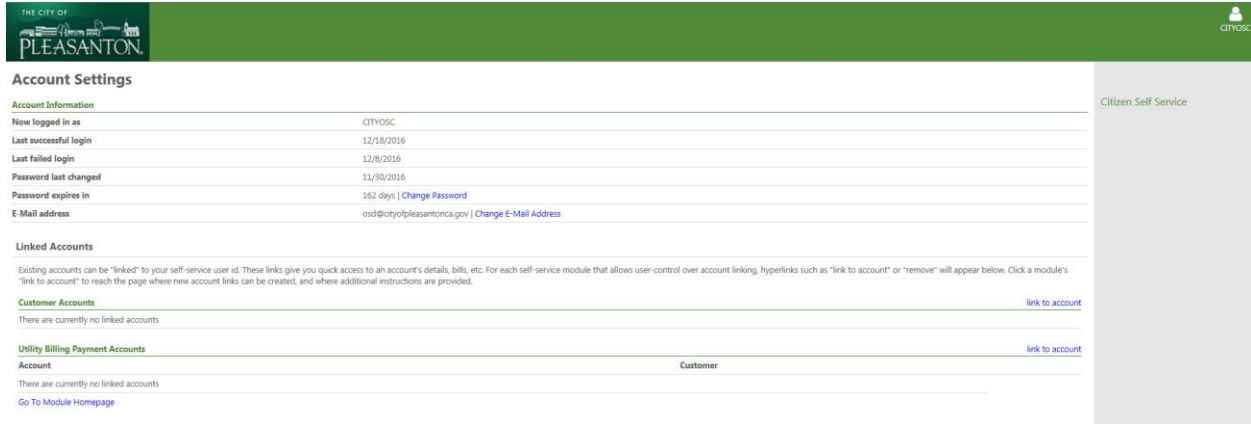
*Email address

Enter these validation numbers into the box below them



Save


Step 3 – The following page will allow you to make changes to your password and email and link multiple accounts to a single Customer Identification Number. To link accounts, select Utility Billing Payment Accounts, **NOT Customer Accounts**. Once additional accounts are added, continue by selecting the blue link below labeled [Go to Module Homepage](#). If you do not wish to link additional accounts, you can simply continue by clicking the same link.




Step 4- After selecting the blue [GO To Module Homepage](#) button, enter Account Number and Customer Number found on the top portion of the utility bill in to the labeled fields on the Utility Billing Payment window (See Figure A below). Customer Number is also known as Customer ID. Check the box to the left of the message: “Remember these values.” This will ensure that you will not need to repeat this step every time you log in:



Figure A

		CITY OF PLEASANTON P.O. BOX 520 PLEASANTON, CA 94566		UTILITY BILL CITY OF PLEASANTON	
Customer Name CITY OF PLEASANTON			Service Address ALAMEDA DR - IRR PLEASANTON, CA 94566-0000		
Bill Number 98465	Account Number - Customer Number 28624 - 405583		Statement Date 11/30/2016	Current Billing Due Date 01/23/2017	
Meter Number 68596455	Previous Read Date 09/19/2016	Current Read Date 11/18/2016	Previous Meter Read 0	Current Meter Read 8	Usage (Units) 10
Contact us: CUSTOMER SERVICE CENTER 3333 Busch Road MON - FRI 7:00 AM to 3:30 PM Business Hours; (925)931-5500 After Hours: (925)931-5100 (POLICE)			PLEASANTON WATER FIXED CHARGE 90.35 PLEASANTON WATER VAR CHARGE IRRIGATION 4.26 REPLACED METER #1470066610. ZONE 7 COST 31.50 RECYCLED WATER 1.00		1 Unit = 1 CCF = 748 Gallons
www.cityofpleasantonca.gov					

Step 5-Click search to go to see the account information. Select the blue [Manage Bills](#) link to view detailed account information and make a payment.

					My Cart (0 Items) CITYCSC	
Utility Billing Payment						
Search Results						
Modify Search New Search						
1 found						
Customer Name CITY OF PLEASANTON	Service Address 0 ALAMEDA DR - IRR	Account Number 28624	Customer ID 405583	Parcel ID		Manage Bills
					Citizen Self Service	
					Utility Billing Payment	
					Accounts	
					Contact Us	
					Search Results	
					New Search	

Step 6- Once on the Manage Bills page, you can click Add to Cart to make a payment or select the blue [Bill Details](#) link to see detailed charges or view a copy of your bill. **See Page 8 for additional Features**

The screenshot shows the 'Utility Billing Payment' page. At the top, there's a green header with 'THE CITY OF PLEASANTON' logo and 'My Cart (0 items) CITYOSC' on the right. Below the header, the page title is 'Utility Billing Payment' with a sub-header 'Manage Bills'. There are links for 'Sign up for Automatic Payments' and 'Account Summary'. The 'Service Address' is '0 ALAMEDA DR - IRR' and 'Account Number' is '28624'. The 'As of' date is '12/13/2016'. A table titled 'Outstanding Bills (Bill years 2015 to 2017 only)' shows one bill with a balance due of \$127.11. A blue 'Bill Details' link is next to the bill. At the bottom right, there is an 'Add to Cart' button with a tooltip that says 'select bills you would like to pay now, then click "Add to Cart"'. A sidebar on the right contains navigation links: 'Citizen Self Service', 'Utility Billing Payment', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic Payments', 'Contact Us', 'Search Results', and 'New Search'.

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 98465	11/30/2016	1/23/2017	\$127.11	\$127.11
				Total Due: \$127.11

Step 7- Find and click the “My Cart” icon on the top right corner of the page. This will display the bill or bills you have opted to pay. Click the Checkout button (See Figure B).

This screenshot is similar to the previous one but shows the 'My Cart' icon in the top right corner with a notification 'My Cart (2 items) CITYOSC'. A green notification bubble says 'New items (2) were added to your shopping cart. To proceed with payment, click "My Cart" then click "Checkout".' The sidebar on the right now highlights 'Utility Billing Payment' and 'Manage Bills'.

Figure B

Figure B shows a pop-up window titled 'My Cart (2 items) CITYOSC'. It lists two items: 'Utilities: 98820' for \$134.46 and 'Utilities: 98465' for \$127.11. The total is '\$261.57'. There are two buttons: 'Review Cart' and 'Checkout'.

Item	Amount
Utilities: 98820	\$134.46
Utilities: 98465	\$127.11
Total:	\$261.57

Step 8- Once on the Pay Bills Page, review the amount and click continue:

The screenshot shows the 'Pay Bills' page. The header is 'THE CITY OF PLEASANTON' and 'CITYOSC'. The page title is 'Pay Bills'. A table lists bills to be paid. At the bottom, there is a 'CALCULATE SUBTOTAL' button showing '\$261.57' and 'Continue' and 'Cancel' buttons. The sidebar on the right highlights 'Utility Billing Payment'.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2017	9/26/2016	98820	12/10/2016	\$134.46	\$134.46	\$134.46
Utilities	2017	11/30/2016	98465	1/23/2017	\$127.11	\$127.11	\$127.11

Step 9- You will now have 10 minutes to complete the payment transaction by securely entering your information in the fields in the BILLING INFORMATION Window shown below. Please do not forget to click the MAKE PAYMENT Button at the bottom of the page.

BILLING INFORMATION

Time left: 9 minutes, and 48 seconds

(Must match the billing address for your credit card)

Name: *

Address:

Address:

City:



State / Zip: /

Phone:

Email:

Total:

PAYMENT INFORMATION

Payment Method:

Powered by [Bridgepay Network Solutions.](#)

Thank you! You have now successfully registered and made a payment on our Customer Web Portal!

The next time you log in,

Click the Utility Billing Payment option (Figure C) and it will take you directly to the account entry page. If you previously saved your account/customer information, it should appear in the fields shown in Figure D. If not, enter the appropriate information and Click Search.

Figure C

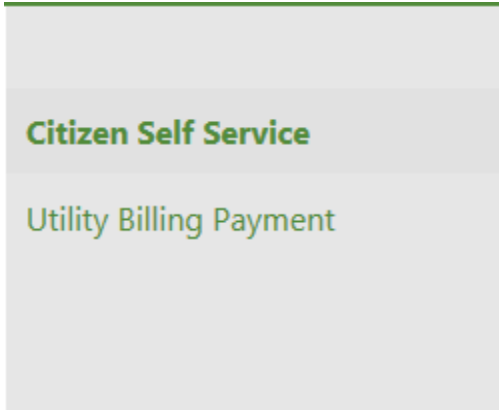
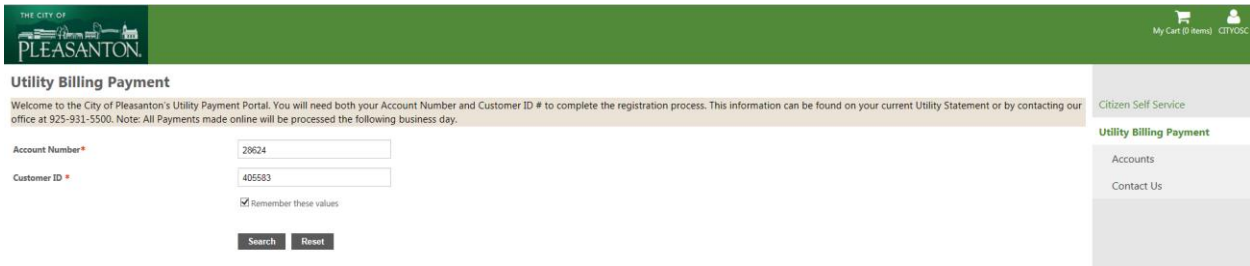
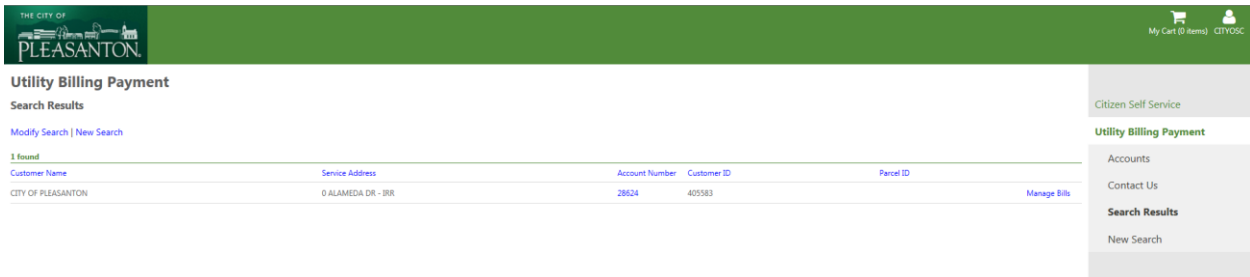


Figure D



From here, you can refer to steps 5-9 to complete your next transaction:



Additional Features

From the Manage Bills Page you can perform the following functions by selecting the appropriate blue link:

- Link Accounts
- Request a change of Address
- Pay Now
- See Bill Details
- View your Billed Consumption History

The screenshot shows the 'Utility Billing Payment Account Summary' page for the City of Pleasanton. The page includes a navigation menu on the right with options like 'Citizen Self Service', 'Utility Billing Payment', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic Payments', 'Contact Us', 'Search Results', and 'New Search'. The main content area is divided into several sections: 'Billing Account' (Service Address: 0 ALAMEDA DR - IRR, Account Number: 28624), 'Your Current Balance' (Amount Due Now: \$127.11, Payment Due Date: 1/23/2017, with a 'Pay Now' link), 'About Your Payments' (a table with columns for Bill, Last Posted, and Sum of Payments), 'Customer Information' (Name: CITY OF PLEASANTON, Address: 123 MAIN STREET, PLEASANTON, CA 94566-7320, Customer ID: 405583, with a 'Request Change of Address' link), and 'Services' (a table with columns for Service, Code, Start Date, Stop Date, Status, and Consumption History).

Bill	Last Posted	Sum of Payments
35932	8/26/2016	\$134.46 details

Service	Code	Start Date	Stop Date	Status	Consumption History
PLEASANTON WATER FIXED CHARGE	10000	11/13/1995		ACTIVE	None
PLEASANTON WATER VAR CHARGE IR	15000	11/13/1995		ACTIVE	View Consumption