CARSON CITY UTILITIES

CHANGES ARE COMING TO YOUR UTILITY BILL



Click2Gov is gone!

(on-line payment portal)

The new Citizen Self-Service Portal is here!

Create and manage your new account now. Go to:

Selfservice.carson.org

To set up your new account — instructions on back

or

Visit us at:

Carson.org/Treasurer or Carson.org/Utilitybilling To view our "How-To" video

Accounts currently on Auto-Payment from a checking account will continue as is.

Recurring credit card payments will not continue; you will need to set up this process again.

We appreciate your patience during this time of transition as we work to make your utility bill experience better!

Billing Questions: Carson City Utility Billing – (775) 887-2355, ext. 2 <u>utilitybilling@carson.org</u> Payment Questions: Carson City Treasurer – (775) 887-2092 <u>treasurer@carson.org</u>

<u>TO SET UP YOUR ACCOUNT:</u> Selfservice.carson.org – create your log in: <u>Click on Citizen Self Service,</u> create your User Name and Password. Click <u>Register.</u>

2.

Click on **<u>Utility Billing</u>** on left side of screen and then <u>**Link Account**</u> on the right.

Password

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Utility Billing Accounts		
Select an account to work with.		
	Link to Accou	8
Linked accounts		
No Utility billing accounts have been linked to this user.		
	Utility Billing Accounts Select an account to work with. United account United accounts No Utility Billing accounts have been linked to this user.	Utility Billing Accounts Select an account to work with. Initial accounts United accounts No Utility Billing accounts have been initiad to this user.

 Enter your <u>Account Number</u> (after dash) and <u>Customer ID Number</u> (before dash). Click <u>Submit</u>. To add additional accounts, click <u>Link Accounts</u> again.

Carson City Utility Billing / Admin Office	Home	Utility Billing Account Link Setup
Carson City, Nevada 89701	Citizen Self Service	ACCOUNT #: is the 2nd half of your account number *
(775) 887-2355, ext. 2	Utility Billing	CUSTOMER ID: is the 1st half of your account number *
CUSTOMER NAME ACCOUNT NUMBER PARCEL ID	Accounts	Submit
SAMPLE CUSTOMER 123456 - 654321 CUSTOMER ID "CID" - ACCOUNT NUMBER	Contact Us	* indicates required field

4. From here, you can set up automatic payments from a checking account. Click on the <u>Sign up for</u> <u>EFT Automatic Payments.</u>

Citizen Self Service	Utility Billing Account Summary
Utility Billing	Link to Account Sign up for EFT Automatic Payments Bill Delivery Preferences Manage Bills
	Billing Account

You can also set up recurring credit card payments from here. Select <u>**Pay Now**</u> and enroll your credit card.

5. You have now completed the on-line bill pay process. From the Utility Billing screen, you can also view your account information, consumption history and manage your bills.

	Citizen Self Service	Utility Billing Account Summary	
		Utility Billing	Link to Account Sign up for EFT Automatic Payments Bill Delivery Preferences Manage Bills
EW	~	Accounts	Billing Account
Nº cl		Accounts	Service Address 201 N CARSON ST
LEE		Manage Bills	Account Number 14850
		Account Summary	Bill Delivery Preference Mail
	· ·	Automatic EFT Payments	
•			Your Current Balance
		Contact Us	Amount Due Now \$0.00
			Payment Due Date