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TUESDAY, MARCH 8, 2016 | 7:14 AM | 42.0° FAIR

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Visitor Info & Events



Submit a Service Request

Sign Up for Email Alerts

*Email Address

Submit

Video Tour of BENICIA



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THE CITY OF BENICIA CALIFORNIA



JOBS / CAREERS | ONLINE SERVICES | FORMS & PERMITS | MUNICIPAL CODE | FAQs | CITY PROJECTS | E-NOTIFICATIONS

Select ONLINE SERVICES

TUESDAY, MARCH 8, 2016 | 7:18 AM | 45.0° FAIR

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THE CITY OF BENICIA CALIFORNIA

In Residents & Visitors:

- Residents
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 - Election Information
 - Garbage & Recycling
 - Home Improvements
 - Online Services
 - Street Cleaning
- City Calendar
- Transportation
- Emergency Services
- Connect
- Neighborhoods
- Weather Reports

Online Services

Traffic Accident Report Database

The Benicia Police Department now offers citizens and insurance companies an on-line service that allows them to order, pay for, and print traffic accidents from their computers.

Benicia Recreation Online - Registration

The City of Benicia Parks & Community Services Department is excited to provide this new registration service to our community. BeniciaRecOnline gives you the flexibility of recreation program registration 24 hours a day, 7 days a week! Due to course prerequisites, some courses are not available for Online Registration.

Benicia Utilities e-Care - Pay Bills Online - View Your Account

With this system you can view your account history, make a one-time payment, sign up for Auto-Pay and eBill. You can make payments using your VISA, MasterCard or eCheck.

- [Click here](#) for step-by-step instructions on using the e-Care system.

Business License Information

Citizens Online Police Reporting System

If this is an Emergency please call 911. The Benicia Police Department is proud to provide this online service. This online citizen police report system allows you to submit a report immediately and print a copy of the

Select Benicia Utilities

Account Login - Windows Internet Explorer

https://ubills.ci.benicia.ca.us/login.asp

File Edit View Favorites Tools Help

Account Login

Account Login

Sign up now to access your account online!
Click here.

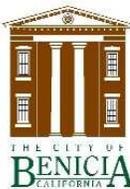
Forgot your PIN?
Click here and we will email it to you!



To access your account,
enter your account number and
your PIN.

Account Number: -

Personal Identification Number:



**THE CITY OF
BENICIA
CALIFORNIA**

[Contact Us](#)

Fill in the information below from your bill - Make sure you include leading zeros

How do I setup my account for online access? - Windows Internet Explorer

https://ubills.ci.benicia.ca.us/help/d_logininfo.asp

File Edit View Favorites Tools Help

How do I setup my account for online access?

Enable Online Account Access

To enable online access for your account, you must have a copy of your bill handy and complete the following information.

All of the required information is on your bill and **MUST APPEAR EXACTLY AS SHOWN.**

Name:(as it appears on the bill)

Account Number: -

Postal Code:

Meter Number (any one from your bill):

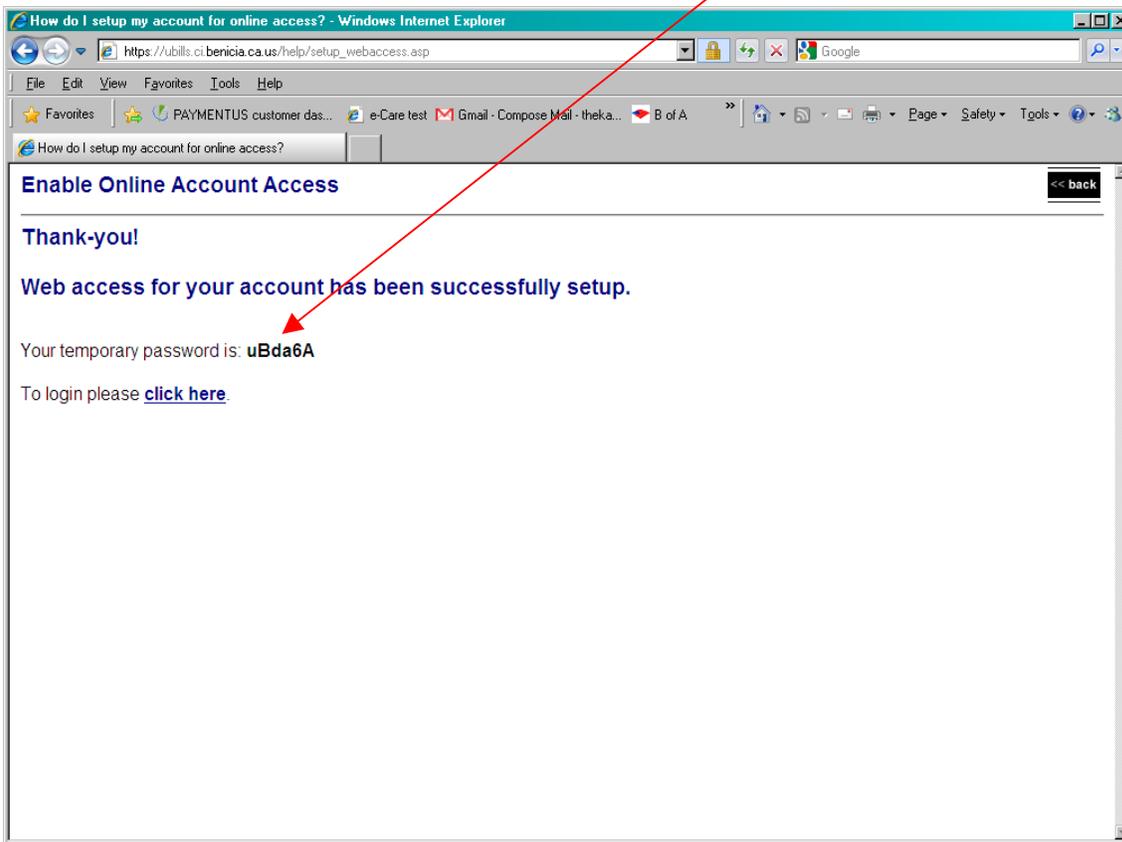
Please enter your email address, so we can send your PIN to you:

Note:

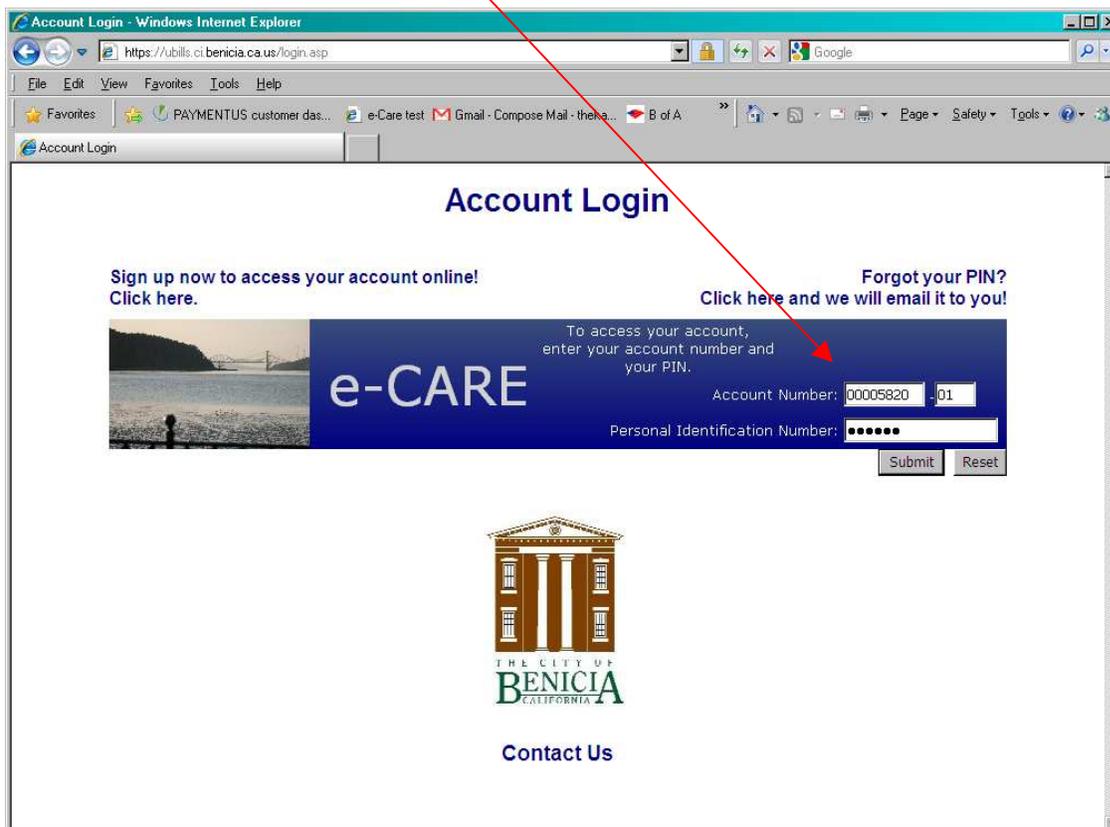
Account Number is 8 digits followed by 2 digits

Meter Number is 10 digits

You will receive a temporary password. Write this down!



Now you can log into your e-Care account using your temporary password



You have the option of changing your password to something more familiar if you wish.

If not, make sure you keep your assigned password in a safe place!

All passwords should be a minimum 6 digit/character combination

The screenshot shows the eCARE website interface. At the top right, the user's name is JOHN DOE, Account #00005820-01, with a balance of \$236.02 and a due date of Sep 03, 2010. The service address is 563 CAPITOL DRIVE, BENICIA CA 94510. The main content area displays the Billing History table and a bar chart. A red arrow points to the 'Change Password' link in the left navigation menu.

Billing Date	Bill Amount	Brought Forward	Bill Total	Web Bill
Jul 26, 2010	\$236.02	\$0.00	\$236.02	View Web Bill
May 26, 2010	\$136.48	(\$15.08)	\$121.40	View Web Bill
Mar 26, 2010	\$125.33	(\$0.41)	\$124.92	View Web Bill
Jan 27, 2010	\$129.44	(\$9.85)	\$119.59	View Web Bill
Nov 24, 2009	\$153.68	(\$3.53)	\$150.15	View Web Bill
Sep 28, 2009	\$337.66	(\$36.10)	\$301.56	View Web Bill
Jul 23, 2009	\$192.38	(\$13.43)	\$178.95	View Web Bill
May 28, 2009	\$175.18	(\$38.61)	\$136.57	View Web Bill
Mar 26, 2009	\$121.22	(\$9.83)	\$111.39	View Web Bill
Jan 26, 2009	\$128.07	(\$37.90)	\$90.17	View Web Bill
Nov 21, 2008	\$185.93	(\$63.83)	\$122.10	View Web Bill
Sep 25, 2008	\$185.93	(\$49.75)	\$136.17	View Web Bill

Bar Chart Data:

Billing Date	Dollar Amount (\$)
Sep25,2008	185.93
Nov21,2008	185.93
Jan26,2009	128.07
Mar26,2009	121.22
May28,2009	175.18
Jul23,2009	192.38
Sep28,2009	337.66
Nov24,2009	153.68
Jan27,2010	129.44
Mar25,2010	125.33
May26,2010	136.48
Jul26,2010	236.02

TO SET UP AUTO-PAY...

The screenshot shows the eCARE website interface, identical to the previous one. A red arrow points to the 'Sign Up For Auto-Pay' link in the left navigation menu.

eCARE - Windows Internet Explorer
 https://ubills.ci.benicia.ca.us/menudir/main_Menu.asp

JOHN DOE
 Account #00005820-01 Balance: \$236.02
 Service Address: Pay your bill here.
 563 CAPITOL DRIVE Due Date: Sep 03, 2010
 BENICIA CA 94510

Main

- Home
- Logout / Signoff
- Change Password

Account Options

- Billing History
- Meter Reading History
- Usage History
- Service Information
- Balance History
- Donation History

Online Services

- Make a One Time Payment
- Add/Change eBill
- Sign Up For Auto-Pay
- Sign Up For Auto-Pay

Other

- Contact Us
- Help

Paymentus

We are pleased to offer an auto-pay option for customers interested in having their utility payment automatically paid on the due date or on a customized schedule. Customers have the opportunity to make payments by using their Visa, MasterCard and electronic check. We have partnered with Paymentus Corporation to bring you this convenience. Paymentus is a third party automated payment service.

How do I access the Auto-Pay feature?

OnLine

[Click here](#) to be transferred to a secure web page powered by our bill payment partner, Paymentus Corporation.

Follow these simple steps to set up your account:

- Click on the "sign up now" link
 - Enter your profile information
- Log on with your email and password
- Click on the "schedule a payment" tab at the top
- Enter your 10-digit utility billing account number (include leading zeros and no dash)
- Select your frequency
 - Click on the "schedule a payment" tab at the top

Customer Dashboard - Windows Internet Explorer
 https://secure1.paymentus.com/epd/stde/cobc

Customer Dashboard

Please enter your email and password and click: Login.
 If you are not enrolled, please [sign up now](#).
 If you forgot your password, please follow this [link](#).

Email:

Password:

Login

City of BENICIA, CA

© 2005 Paymentus Instant Payment Network. Transforming the Way BillPay Works.

Fill in all of the information requested.
Here you can create your own unique password

The screenshot shows a web browser window titled "Customer Dashboard - Windows Internet Explorer" with the URL "https://secure1.paymentus.com/epd/stde/enrollment.do". The page header includes "City of BENICIA, CA". A green banner at the top of the form area says "Please enter all of the information below and click Sign Up." Below this is a section titled "My Profile Information". The form contains the following fields:

- First Name: JOHN
- Last Name: DOE
- Email Address: johndoe@yahoo.net
- Phone Number: (707) 123 - 4567 ext. []
- ZIP Code: 94510
- Language Preference: English
- Password: []
- Re-enter password: []
- Security Question 1: What is your best friends name? []
- Security Answer 1: Jane []
- Security Question 2: Which City you were born in? []
- Security Answer 2: Doeville []

At the bottom of the form are two buttons: "Sign Up" and "Cancel".

Verification and enrollment confirmation

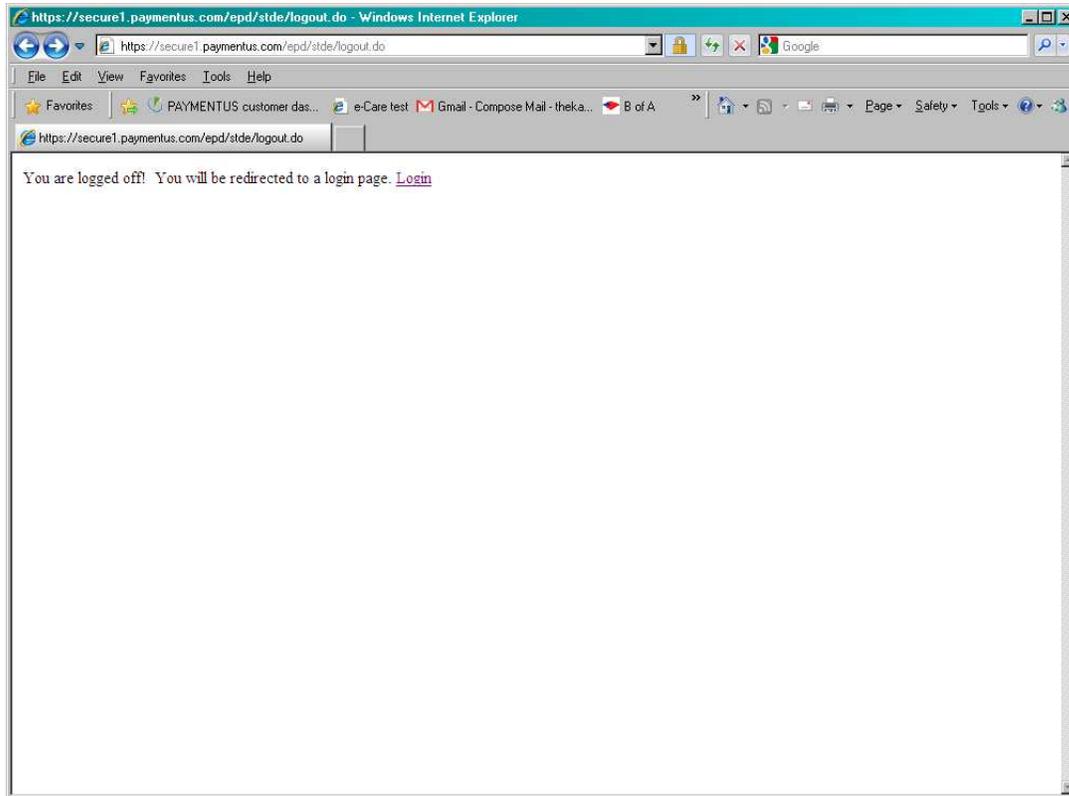
The screenshot shows the same web browser window, but the URL is "https://secure1.paymentus.com/epd/stde/enrollment-confirmed.do". The page header remains "City of BENICIA, CA". A green banner at the top of the form area says "You are now enrolled". Below this, the user's profile information is displayed in a list format:

- First Name: JOHN
- Last Name: DOE
- Email Address: johndoe@yahoo.net
- Language: English
- Phone Number: (707) 123-4667
- Security Question 1: What is your best friends name?
- Security Answer 1: ****
- Security Question 2: Which City you were born in?
- Security Answer 2: ****

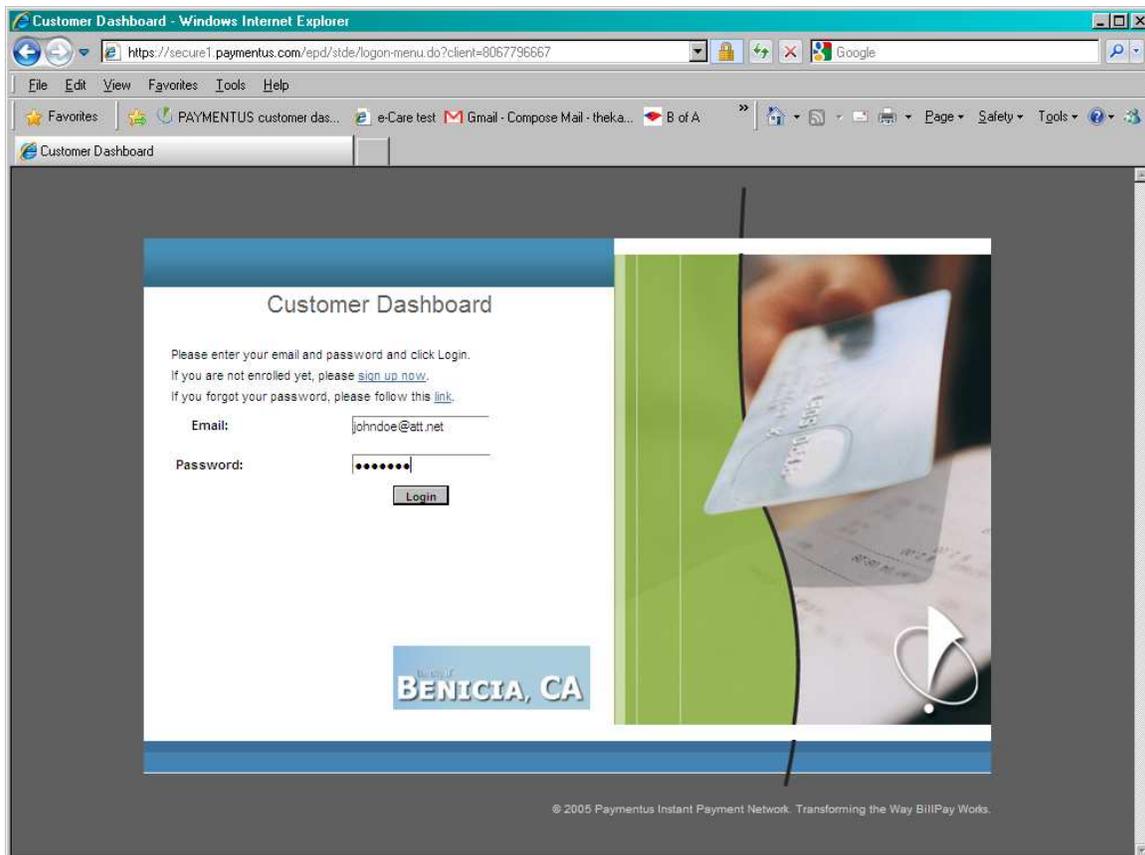
At the bottom of the form area, there is a red arrow pointing to a button labeled "Back to Login".

At the very bottom of the page, there is a blue footer bar with the text: "Powered by Paymentus - The most effective way to pay."

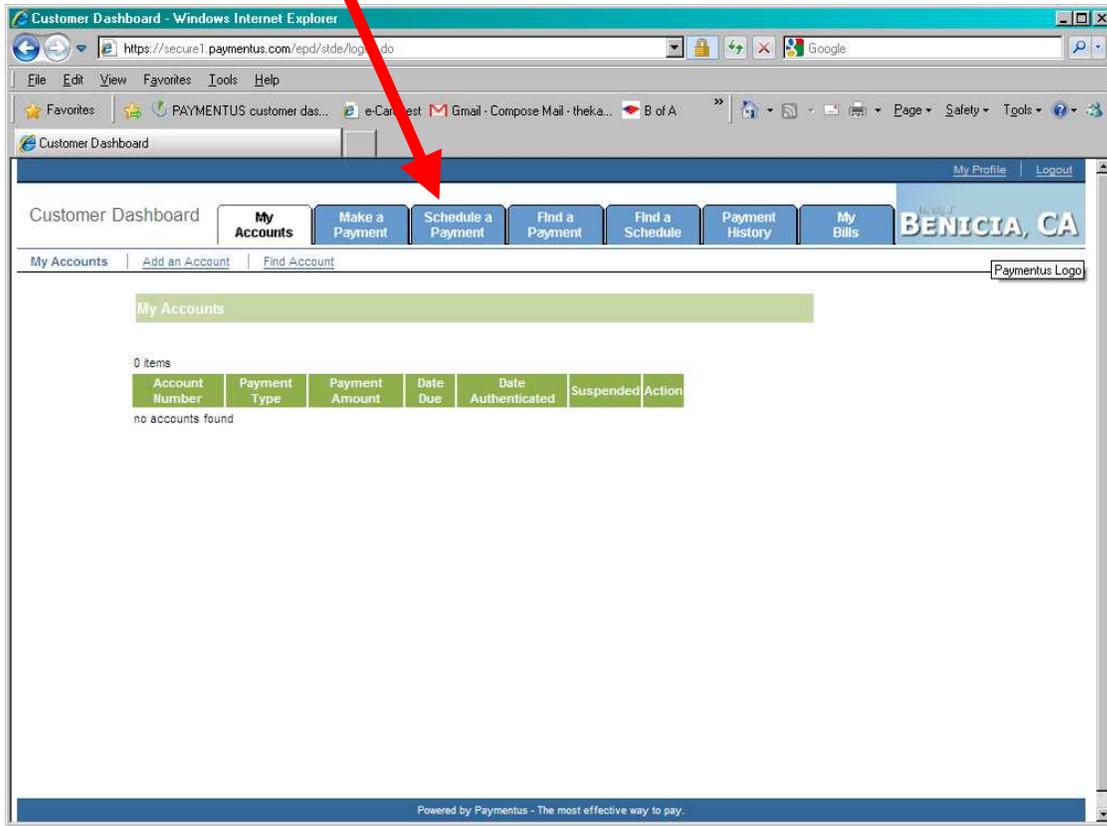
You will now be prompted to login using your newly established password



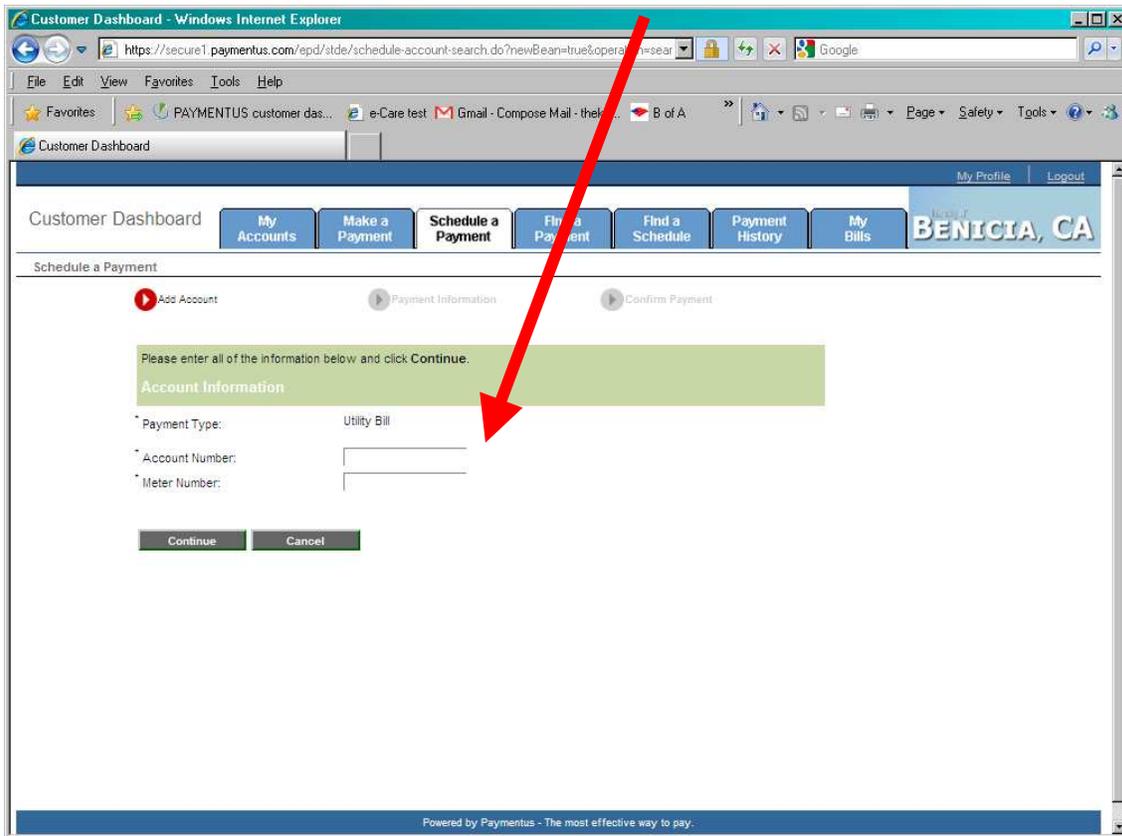
You may now login to establish your AutoPay details



To schedule AutoPay...



Enter your 8 digit + 2 digit account number without a dash and your 10 digit meter number.



You may select to pay your entire bill on the due date each month or....

You may also choose to pay a monthly flat amount that fits your budget.

If you pay a flat monthly payment, make sure it will be enough to cover your bill to avoid late charges

The screenshot shows a web browser window titled "Customer Dashboard - Windows Internet Explorer" with the URL "https://secure1.paymentus.com/epd/stde/schedule-account-menu.do". The browser's address bar and menu bar are visible. The page content includes a navigation bar with buttons for "My Accounts", "Make a Payment", "Schedule a Payment", "Find a Payment", "Find a Schedule", "Payment History", and "My Bills". A "My Profile" and "Logout" link are also present. The main heading is "Customer Dashboard" and the location "BENICIA, CA" is displayed. Below this is a "Schedule a Payment" section with three steps: "Select Account", "Payment Information", and "Confirm Payment". The "Payment Information" step is active. A green box contains the instruction "Please enter all of the information below and click Continue." The "Schedule Information" section has a "Frequency:" dropdown menu with options: "-SELECT-", "On the due date of each bill", and "Monthly - fixed amount". The "End Date:" field is empty. The "Payment Information" section has a "Payment Method:" dropdown menu with the option "-SELECT-". At the bottom of the form are "Continue" and "Cancel" buttons. The footer of the page reads "Powered by Paymentus - The most effective way to pay."

Continued on next page

The end date is the date you want the AutoPay process to stop paying your bill
It is not the due date of your bill. Pick a date into the future.

The screenshot shows a web browser window titled "Customer Dashboard - Windows Internet Explorer" with the URL "https://secure1.paymentus.com/epd/stde/schedule-account-menu.do". The page is for "Schedule a Payment" and includes a navigation bar with buttons for "My Accounts", "Make a Payment", "Schedule a Payment", "Find a Payment", "Find a Schedule", "Payment History", and "My Bills". The "Schedule a Payment" section is active, showing a progress indicator with "Payment Information" selected. The form contains the following fields:

- Schedule Information:**
 - Frequency: On the due date of each bill
 - End Date: 12 - December 31 2050
- Payment Information:**
 - Payment Method: A dropdown menu with options: --SELECT--, Credit Card, Debit Card, and E-Check.

A red arrow points from the text above to the "End Date" field. At the bottom of the page, it says "Powered by Paymentus - The most effective way to pay."

You may select to pay with VISA, MASTERCARD (Debit or Credit) E-Check

Select your payment preference and follow the simple steps to establish your payment method

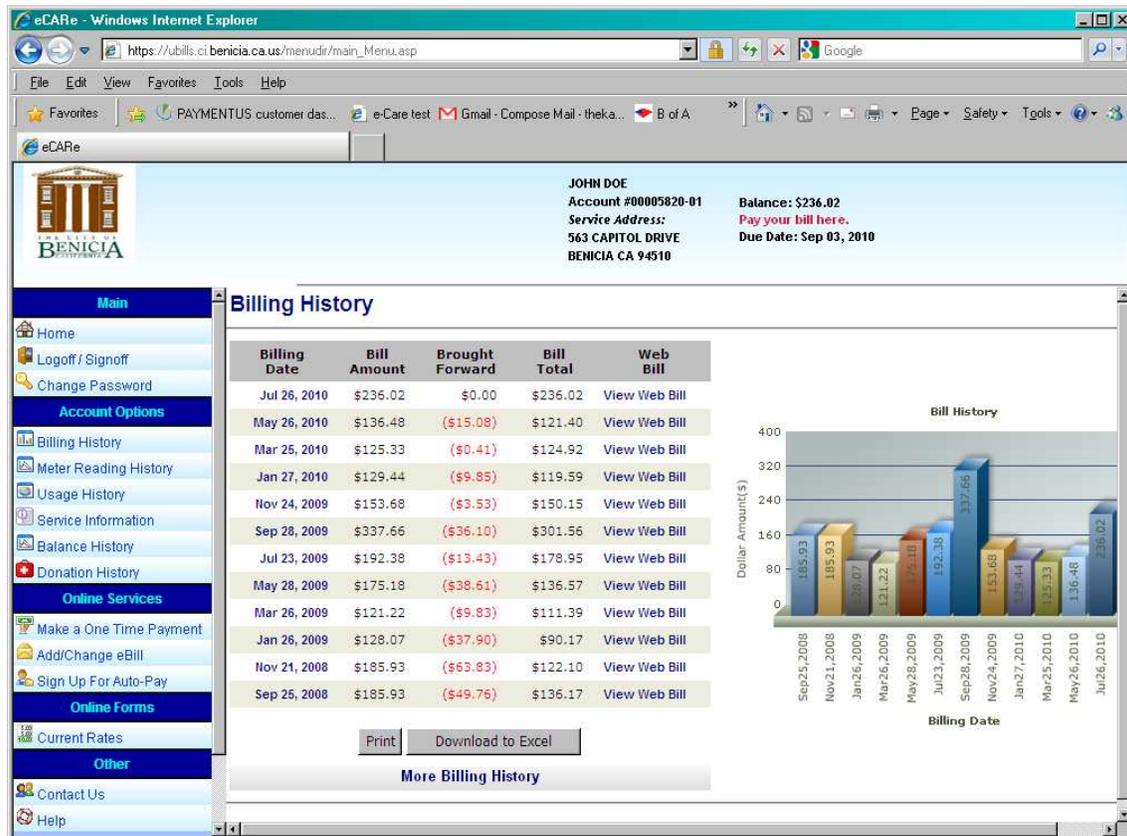
You will see a verification screen of the information you entered

If all looks accurate, Click the box "I agree to the terms and conditions"

ALL DONE!

GO GREEN and SIGN UP FOR e-Bill

If you would like to discontinue your paper bill, simply



The screenshot shows the eCARE website interface. At the top, the user is identified as JOHN DOE with account #00005820-01. The current balance is \$236.02, with a due date of Sep 03, 2010. The service address is 563 CAPITOL DRIVE, BENICIA CA 94510.

The 'Billing History' section contains a table with the following data:

Billing Date	Bill Amount	Brought Forward	Bill Total	Web Bill
Jul 26, 2010	\$236.02	\$0.00	\$236.02	View Web Bill
May 26, 2010	\$136.48	(\$15.08)	\$121.40	View Web Bill
Mar 25, 2010	\$125.33	(\$9.41)	\$114.92	View Web Bill
Jan 27, 2010	\$129.44	(\$9.85)	\$119.59	View Web Bill
Nov 24, 2009	\$153.68	(\$3.53)	\$150.15	View Web Bill
Sep 28, 2009	\$337.66	(\$36.10)	\$301.56	View Web Bill
Jul 23, 2009	\$192.38	(\$13.43)	\$178.95	View Web Bill
May 28, 2009	\$175.18	(\$38.61)	\$136.57	View Web Bill
Mar 26, 2009	\$121.22	(\$9.83)	\$111.39	View Web Bill
Jan 26, 2009	\$128.07	(\$37.90)	\$90.17	View Web Bill
Nov 21, 2008	\$185.93	(\$63.83)	\$122.10	View Web Bill
Sep 25, 2008	\$185.93	(\$49.76)	\$136.17	View Web Bill

To the right of the table is a bar chart titled 'Bill History' showing the dollar amount for each billing date. A green arrow points to the 'Sign Up For Auto-Pay' option in the 'Online Services' menu on the left side of the page.

AND FOLLOW THE PROMPTS.