

PRESS RELEASE

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NEW USER-FRIENDLY UTILITY BILLING SYSTEM ANNOUNCED August Launch Set

Benicia, CA (June 19, 2020) – The City of Benicia is changing to a new user-friendly billing system for water and sewer utility service, which will make it much easier for Benicia customers to review their bill and update their payment method.

“We are excited to launch the new user-friendly billing system. We've seen an increase in customer need to update credit card information. We expect that users will find navigating through the new online payment system to be much easier,” said Finance Director Cindy Mosser.

The current online and phone payment system will deactivate on Wednesday, August 5, 2020. After which, account information will be converted to the new Citizen Self Service (CSS) system and go live on Monday, August 17, 2020.

Current customer credit card payment information will not convert to the new system. If customers use their credit card to make a onetime payment or set up reoccurring payment by autopay or e-check, they will need to register in the CSS system after it goes live, entering their new account number and electronic payment information to ensure payment is credited on time.

Important Dates:

- August 5 at 4 p.m.: Current online water/sewer utility payment system will deactivate.
- August 5 – 16:
 - Customers may pay by mail,
 - in person at City Hall Finance Department or
 - use the convenient secure drop-box in front of City Hall.
 - Pay by phone will no longer be available.
- August 17: Online payments resume using the new Citizen Self Service (CSS) system.

Customers may update their utility payment information in the new CSS system, beginning August 17, by going to <https://BeniciaCA.MunisSelfService.com> and using the new account number on their bill or call the Finance Department at 707.746.4225 for the new account number. In addition to paying by mail, using the drop-box and paying in person, once registered, users can:

- ✓ Make a one-time payment by credit card or set up reoccurring credit card payments.

- ✓ Pay by electronic fund transfer (EFT) from their checking account.
- ✓ Easily update credit card or EFT information anytime.

Beginning Monday, August 17, the City of Benicia Finance Department will have dedicated Call Center staff at 707.746.4225 to answer questions and help customers get set up in the new Citizen Self Service system.

To view and manage customer water usage, visit <https://Benicia.WaterInsight.com>.

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