

UTILITY BILLING SYSTEM UPGRADE

FREQUENTLY ASKED QUESTIONS

Using the System

I don't have my new account number. How can I get it?

You can either email admins@prcity.com with your name and service location or call us at 805-237-3996.

My online access does not display water and sewer bills. Will the system be updated so that I can see my water and sewer bills?

We expect bill images to be loaded to the system by January 2019. If you need copies of your utility bills, you can either email admins@prcity.com with your name and service location or call us at 805-237-3996.

I am having a hard time signing into and registering into your new online billing system. How can I get in?

Try entering in your new account number and just your last name.

What if I can't locate my water and sewer bill?

Be sure you are entering your new account number and at least a portion of your name as it appears on your billing statement.

Do I have to enter an email address to make a payment?

Yes, an email address is required so the payment confirmation can be delivered to your email inbox.

When I try to pay my bill, it asks for credit card information and I want to pay by electronic check.

Under "How would you like to pay" click on the drop-down box and choose EFT Check.

How can I make a partial payment?

Once your invoice is added to your cart, click Proceed to Checkout and select your payment method. Select Pay Other Amount and enter the amount you want to pay. Click Continue to Payment Information and enter your payment information. Click Continue to Review Payment and then submit your payment.

Will I receive a confirmation email that my bill has been paid?

Yes, you will receive a confirmation email.

Do I need to register to pay a bill?

No, registration is not required for One Time Payments. However, by registering you'll be able to view payment history, store payment information and set up automatic payments, if desired.

I forgot my Password. How do I access my account?

Click on "Forgotten Password?" at the bottom of the login screen. You will need your account number and email address to retrieve your password. If you're unable to locate this information, you may call us at 805-237-3996 and after verifying your identity, then we'll be able to assist.

Advanced Features

What is AutoPay?

AutoPay is a convenient option in which bills will be paid automatically each billing cycle on their due dates using your default credit card or bank account. This will avoid any late fees and free you from having to remember when to pay. If you were set up for AutoPay prior to November 1, 2019, no further action is required. If you would like to sign up for AutoPay, login to your account and click on AutoPay to enroll.

Can I cancel AutoPay?

Yes, simply login to your account and click on AutoPay. Next select Edit, change the status to “No, I do not want AutoPay” and save. To modify, go into your profile and uncheck the AutoPay box that you had previously checked when you elected to opt in.

Security**Is my information secure?**

Invoice Cloud uses the highest standards in Internet security. Account information displayed within the payment portal is truncated to protect confidential data. Any information retained is not shared with third parties.

Is my credit card and checking account information safe when I pay online?

Absolutely. Invoice Cloud will safely store your financial information using Payment Card Industry (PCI) Compliant systems. This includes truncating (abbreviating) account numbers so that even we do not see your complete account information.

What is PCI Compliance and why is it so important?

PCI stands for Payment Card Industry, and compliance with the industry standards is a requirement for those that accept the major credit cards and for software providers who have applications which involve the transmission and/or storage of credit card information.

General**What are some of the benefits of receiving my bill electronically?**

It is convenient, saves time and allows you to receive bills anywhere at any time. Plus, it helps the environment.

What are some of the benefits of paying a bill online?

Paying online with a credit/debit card or electronic check gives you the flexibility to pay how and when you want. It saves you the trouble from writing and mailing a check or driving by our office. In addition, for a faster payment experience, you may choose to store your information for future use.