



## Visit Pico Rivera Virtual City Hall for online services

Type in City of Pico Rivera Virtual City Hall url

- Go to <https://www.pico-rivera.org/>
- From here, you can pay City bills, create service requests, sign up for city activities, and find information on licensing, permits, trash services, and other city information.

## Utility Bill Payments

- The City of Pico Rivera bills for water service through the **Pico Rivera Water Authority (PRWA)**.
- Water bills are issued and paid to the **City of Pico Rivera Water Department**.

**City of Pico Rivera**  
Water Department  
P.O. BOX 981385  
West Sacramento, CA 95798  
(562) 801-4316  
Office Hours: 7:30AM - 5:00PM, MON - THU

Account Number:	48765-001
Customer Name:	JOHN DOE
Service Location:	N/E COR PASS/WASH BL
Billing Date:	06/08/2022

Meter Number	Service Period	No. of Days	Meter Reading		Consumption
			Previous	Current	
B-14159341	03/24/2022 TO 05/31/2022	68	1775	1807	32

**Messages:**  
Please note that as of May 2022, our normal late fees and disconnection policies have resumed, with possible disconnections due to non-payment. If you have any questions about this bill or need a payment plan, please call (562) 801-4316.

**Account Summary**

<b>Previous Balance</b>	<b>212.07</b>
Payment - Thank You 04/26/2022	-212.07
<b>WATER SERVICE</b>	
Base Rate	59.04
Consumption	113.92
WRD/Power Charge	25.05
<b>Total Current Charges</b>	<b>198.01</b>

<b>Total Balance Due By 06/28/2022</b>	<b>198.01</b>
<b>Amount Due After 06/28/2022</b>	<b>208.01</b>

Payment is now due and payable. Account becomes delinquent if not paid by 5:00 P.M. on due date shown above. PAYMENTS RECEIVED AFTER THE DUE DATE WILL BE CHARGED A LATE FEE. See reverse side for important information.

Please take note of our new payment remittance address. Please update your records. Keep this portion for your records.

TO ENSURE PROPER CREDIT, DETACH AND RETURN THIS STUB WITH PAYMENT

Account Number:	48765-001
Service Location:	N/E COR PASS/WASH BL
Bill Date:	05/08/2022
Payment Due:	06/28/2022
Past Due After:	06/28/2022

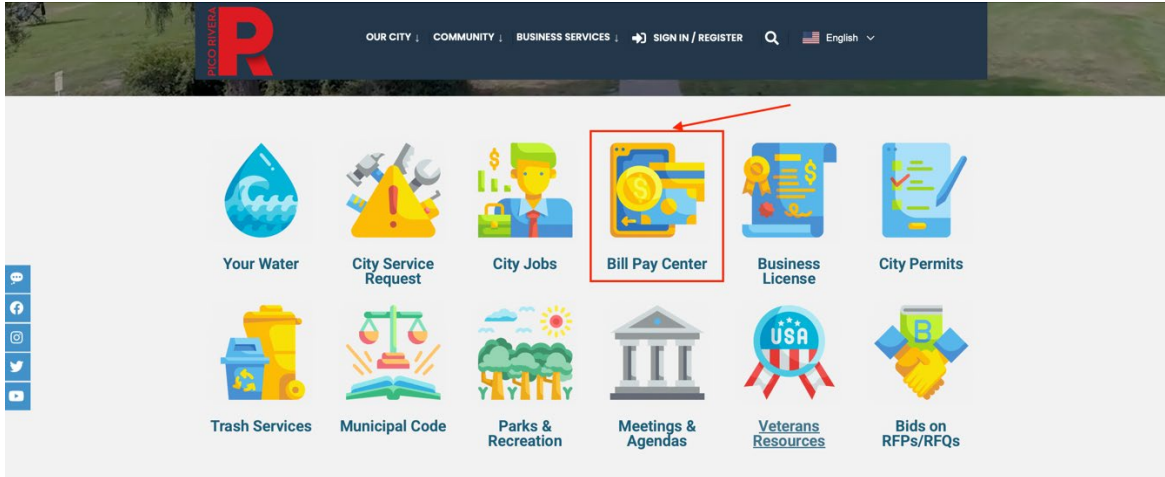
**City of Pico Rivera**  
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Account Number:	48765-001
Service Location:	N/E COR PASS/WASH BL
Bill Date:	05/08/2022
Payment Due:	06/28/2022
Past Due After:	06/28/2022

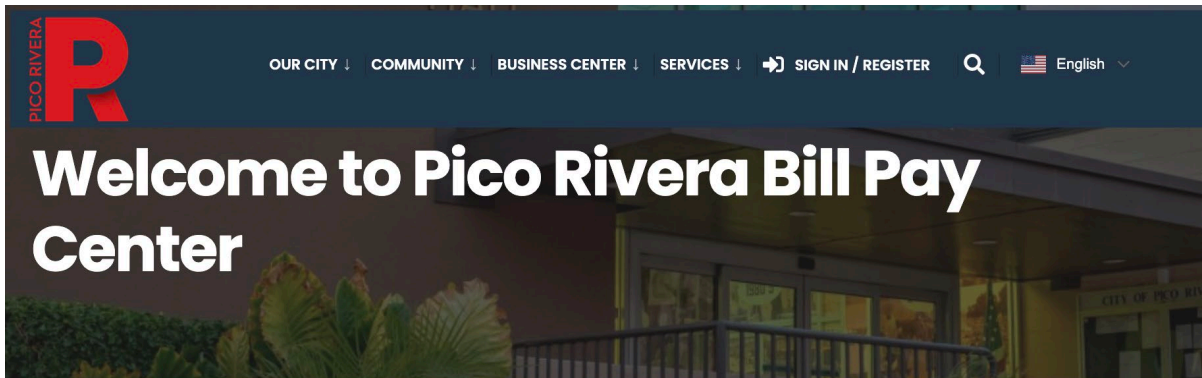


# Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- City of Pico Rivera will not accept payments from other water service agencies.
- Confirm your water service provider prior to making payments.
  - From the Homepage, scroll down to **City Services** and click on **Bill Pay Center**.



- In the **Pay Utility Bill** box, click on the link to “[Check](#) your water service” to **check your Water Service Provider**.



### Pay Utility Bill

Before paying your bill, follow these steps:

- [Check](#) your water service area is provided by City of Pico Rivera Water Department.
- [Register](#) for an online account.
- [Log in](#) to set up Autopay or pay online.

[Sign In / Register](#)   [One Time Payment](#)



### Online Permit

Register online to conveniently manage your permit applications and payments.

- Apply for permits online
- View permitting status and pay fees
- Request and view inspections

[Apply for Permit](#)   [Pay Online](#)



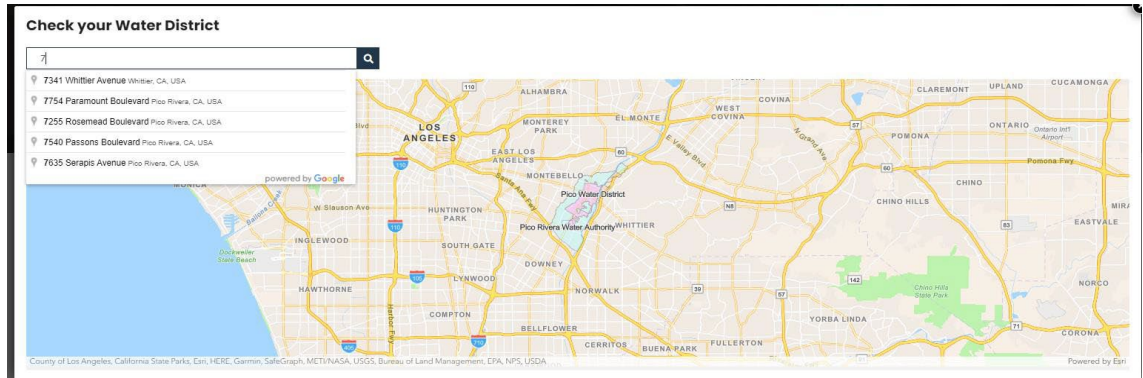
### Citations

Quickly find and pay a citation for parking violations or administrative citations(Code violations)

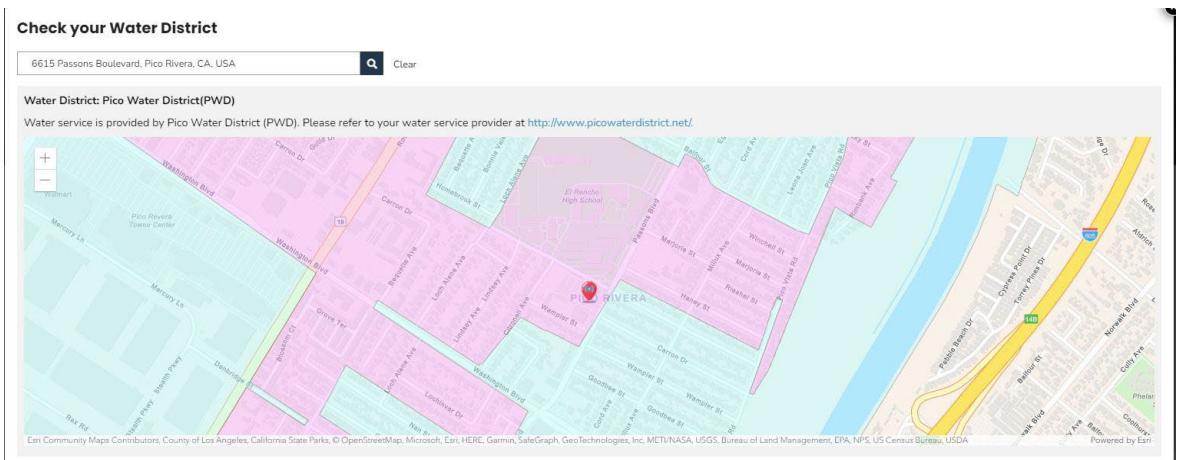
- View payment plans
- Find information on contesting a citation

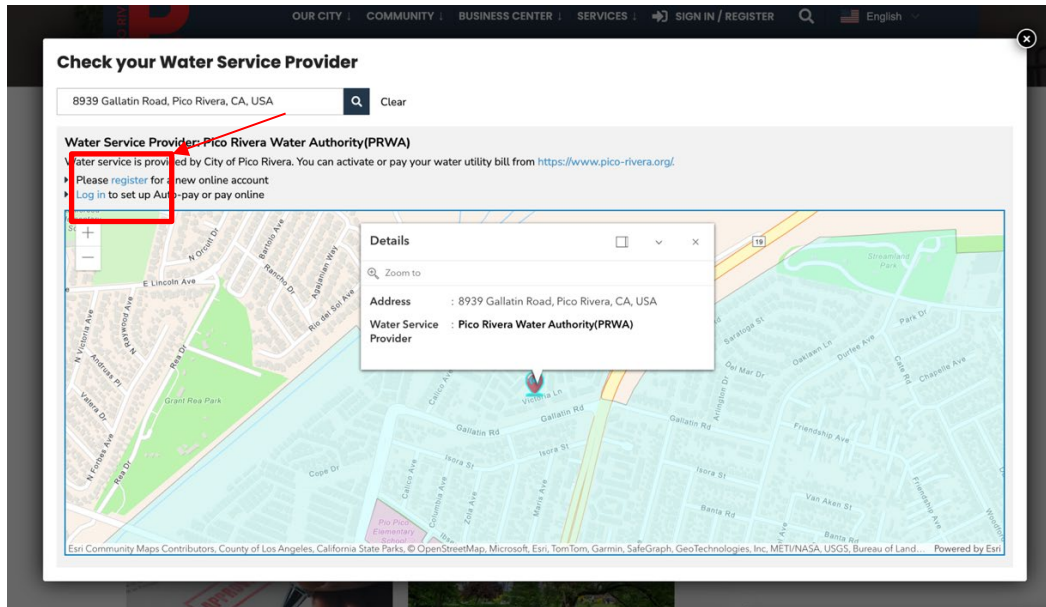
[Parking Citation](#)   [Admin Citation](#)

- Start typing your address in the address field, and a dropdown will appear.



- After selecting the address, click on the magnifying glass to submit the address.
- The map will zoom in on that address and display a message about who provides water services to that address.
- Users can click on the red pinpoint to view details of that address.
- If the water service is part of the **Pico Water District (PWD)** or **San Gabriel Valley Water District**, they will be directed to a different website for bill payments.
  - If the address is within the **Pico Rivera Water Authority (PRWA)**, then you can proceed to **Register or Login** from this page by clicking on the desired link.





## Register for an Online Account

### Registration

- After verifying your water district, you can register for an online account in one of two ways:
  - 1) By clicking the link provided in the Check your Water Service Provider section, or
  - 2) From the **Bill Pay Center** page, click on the **Register** link in the **Pay Utility Bill** box.
- This will direct you to the **Login / Register** page where you can create an account.



## Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- The registration page requires a **Username, Password, Confirm Password, First Name, and Last Name**.
  - To successfully register, fill out all required fields and click the **Register Here** button at the bottom of the page.
  - Make sure the password meets the specified criteria to avoid an error message.
  - Users can click on the *View icon* to show the password entered.

**REGISTRATION**

**Username(Email)\***  
*Please create a unique Username. Username can be your email address and it is not case sensitive.*

**Password\***  
*Password should be minimum of 6 characters, and include at least one uppercase letter, one lower case letter, and one symbol (!@#%&^&#).*

**Confirm Password\***  
*Please confirm your password.*

**First Name\***  
*Please enter your first name.*

**Last Name\***  
*Please enter your last name.*

**REGISTER HERE**

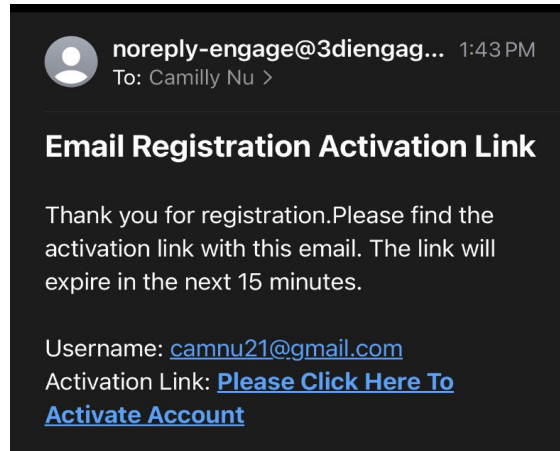
Back to Portal

Already Registered ? [Login](#)

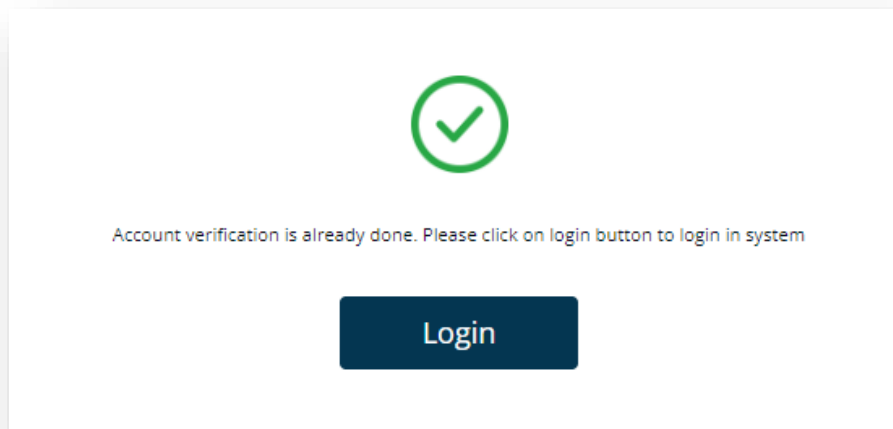
- After clicking the **Register Here** button, users will receive an email with an activation link.
  - Click on the activation link in your email. If successful, you will be able to log in using the username and password just created.



## Pico Rivera Virtual City Hall: Utility Account Setup/Payment



- If the activation is successful, a confirmation message will appear with a link to Login.



- Users will then be redirected to the login page to access their account using the newly created username and password.



CONNECT WITH

Apple Google Facebook

OR LOGIN

Username(Email)\*

Password\*

Remember Me [Forgot Password?](#)

Login

Register

## Log into Your Online Account




### Login

- If the user has previously created an account, they can click on the **Sign In / Register** button in the menu at the top of the homepage.
- The **Login** screen will prompt the user to enter their Username and Password. They can click the **Login** button to successfully log in.
  - Users can also log in using Apple, Google, or Facebook
  - Once logged in, users will be redirected back to the site.



# Pico Rivera Virtual City Hall: Utility Account Setup/Payment

CONNECT WITH

 Apple  Google  Facebook

OR LOGIN

Username(Email)\*

Password\*

Remember Me [Forgot Password?](#)

- If users forget their password, they can click '**Forgot Password?**' to reset it.

FORGOT PASSWORD

Username\*





# Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- You will receive an email with a new system-generated password
- After entering this password, you will be prompted to change it.
- Enter the temporary password, then create and confirm your new password.

## CHANGE PASSWORD

Temporary Password\*

New Password\*

Confirm New Password\*

[Change Password](#)

[Cancel](#)

- Once logged in, the user will be on the **My Dashboard** page.

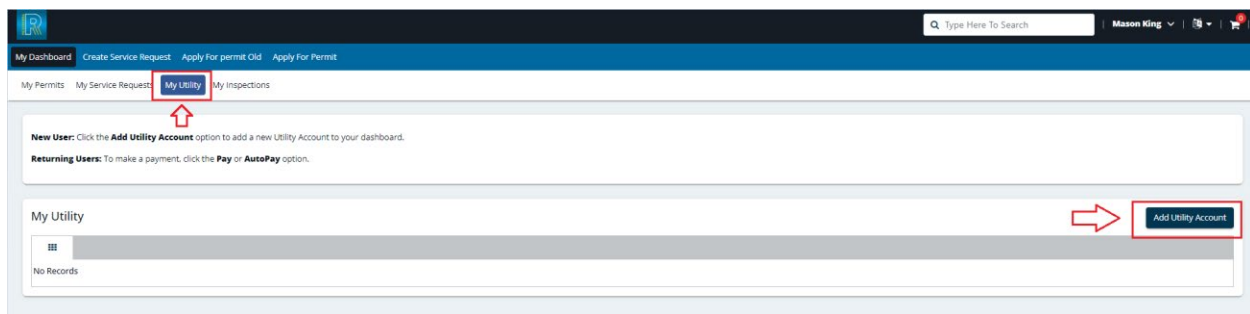
The screenshot shows the 'My Dashboard' page. At the top, there is a navigation bar with the Pico Rivera logo, a search bar, and the user name 'Citizen John'. Below the navigation bar, there are two tabs: 'My Dashboard' (selected) and 'My Requests'. The main content area is divided into four columns. The first column has a card for 'Permits' with a 'View' button. The second column has a card for 'Utility Bill' with a 'View' button. The third column has a card for 'Service Requests' with a 'View' button. The fourth column has a card for 'Inspections' with a 'View' button. To the right of these cards is a vertical sidebar with five buttons: 'Help', 'Apply for Permit', 'Request for Service', 'Request Inspection', and 'Pay Utility Bill'.



## Set Up Utility Account

### My Utility page

- After logging in, the user will be directed to the My Dashboard page.
- On the My Dashboard page, click the **View** button in the Utility Bill box to access the My Utility page.
  - Follow the instructions for New User and click the **Add Utility Account** button to add a new utility account to your dashboard.



- A pop-up will appear prompting you to enter your **Account number** and **House number**.
  - This information can be found on your water bill issued by the City of Pico Rivera Water Department.

### Account Number

Account #\*

Enter Account Number including dash

House Number\*

Enter House Number only

Cancel

Add

### Where is my Account Number?

City of Pico Rivera  
Water Department  
P.O. BOX 981385  
West Sacramento, CA 95798  
(562) 801-4316  
Office Hours: 7:30AM - 5:00PM, MON - THU

Account Number:	48765-001
Customer Name:	JOHN DOE
Service Location:	N/E COR PASS/WASH BL
Billing Date:	06/08/2022

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**Please take note of our new payment remittance address. Please update your records.**

TO ENSURE PROPER CREDIT, DETACH AND RETURN THIS SLIP WITH PAYMENT

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Bill Date:	06/08/2022
Payment Due:	06/28/2022
Past Due After:	06/28/2022



## Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- After clicking the **Add** button, the system will verify the information and will add the account to your **My Utility** page.

### Utility Account Payments

#### Pay Utility Bill

- Users must be logged in and on the **My Utility** page.
- After logging in, the user will be directed to the My Dashboard page.
- On the My Dashboard page, click the View button in the Utility Bill box to access the My Utility page.
- For added utility accounts, click the **View** button to see account details.
- To pay a utility bill online, users must be on the **My Utility** page where there are buttons for **View, Pay, or Autopay**.
- Click on 'Pay' button to pay utility bill or 'Autopay' to set-up recurring payments

**Account #:** 34303-001

**Address:** 7429 CORD AVE PICO  
RIVERA CA 90660 US

**Due Date:** 02/28/2023

**Amount Due:** \$148.38

View

Pay

AutoPay



# Pico Rivera Virtual City Hall: Utility Account Setup/Payment

## My Cart

- Users will then be directed to the cart where they can review their order, including a description, amount due, enter amount, action, and the checkout button.
- The user can modify the amount in the 'Enter Amount' field as needed.
- To checkout and complete the transaction, click the **Checkout** button.

DESCRIPTION	AMOUNT DUE	ENTER AMOUNT	ACTION
Utility Fee (Parcel # 00045-002) - Bill of FEB 2023 : 1	\$ 110.83 \$ 110.83	110.83	Remove

**ORDER TOTAL**

Total Amount  
**\$110.83**

CHECKOUT

- Users will be prompted to select a payment method of either a credit/debit card or E-Check.
  - Please note that a convenience fee applies to both credit/debit card and E-Check transactions as indicated in red.
- To proceed, click the **Pay** button.

**Payment Method**

**Credit Card Or Debit Card**     **E-Check**

Note: MasterCard and Visa are accepted. A convenience fee of 3.25% is applicable for transactions using Credit card or Debit card.

Subtotal	\$195.70
Convenience Charge	\$6.36
<b>Total Amount</b>	<b>\$202.06</b>


Pay    Cancel



- After clicking the Pay button, users will be directed to the appropriate portal based on their previous method selection, credit/debit card or E-Check, to submit payment.



## Pico Rivera Virtual City Hall: Utility Account Setup/Payment


Enter Card Details below ✕



 Card Number

 MM/YY  CVV

Submit Payment

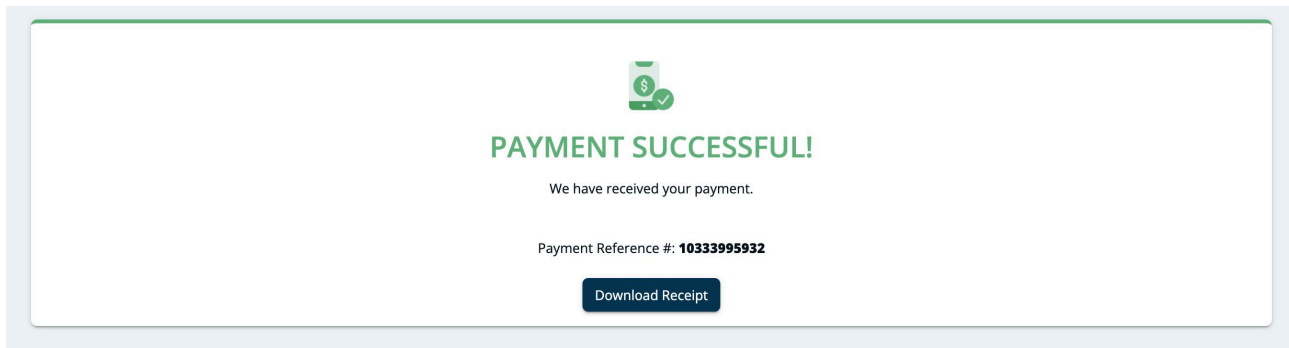
Enter Bank Account Details below ✕

 Name on Account

 Account #  Routing #

Submit Payment

- Upon successful payment, user may download the receipt for reference.



### Set up Auto-pay

- Users must be logged in and on the **My Utility** page.
- After logging in, the user will be directed to the My Dashboard page.
- On the My Dashboard page, click the View button in the Utility Bill box to access the My Utility page.
- On the My Utility page, click the 'Autopay' button to set-up recurring payments.



## Pico Rivera Virtual City Hall: Utility Account Setup/Payment

**Account #:** 34303-001

**Address:** 7429 CORD AVE PICO  
RIVERA CA 90660 US

**Due Date:** 02/28/2023

**Amount Due:** \$148.38

View

Pay

AutoPay

- The user will be prompted with a pop-up containing two steps, as shown below.
  - The first step is to select or add a credit or debit card.
  - The second step is to select the frequency and amount of recurring payments.
  - After the steps are complete the autopay is complete.
- Payment methods that have already been added will be displayed at the top, with the option to delete them.
  - **Your Cards/Bank Details**
    - For credit/debit cards, users will see the last 4 digits of the credit/debit card number (ie. ending in 1111)
    - For E-Check, users will see the last 5 digits of the account number (ie. 856667)
  - **Name** (on credit/debit card or bank account)
  - **Expires on** (for credit/debit card only)
  - **Remove** (delete option)/

Add Payment Method
✕

Step 1 of 2

**Add a credit or debit card.**
 **E-Check**

Note: MasterCard and Visa are accepted. A convenience fee of 3.25% is applicable for transactions using Credit card or Debit card.

Cardholder Name

Card Number\*

Expiry date\* CW/CVC\*

- When adding a new payment method, select **Add a credit or debit card** or **E-Check**
- If **Add a credit or debit card** is selected, the following message will be displayed: **Note: MasterCard and Visa are accepted. A convenience fee of 3.25% is applicable for transactions using Credit card or Debit Card.**
- If **E-Check** is selected, the following message will be displayed: **Note: For E-Check payments, a convenience fee of \$0.25 is applicable for transactions under \$200 and \$3.50 for transactions \$200 and above.**

**Add a credit or debit card.**
 **E-Check**

Note: For eCheck payments, a convenience fee of \$0.25 is applicable for transactions under \$200 and \$3.50 for transactions \$200 and above.

**Where can i find my routing and account number?**

123451234
3218235
5284
123451234
5284
3218235

Routing
Account
Check
OR
Routing
Check
Account

**Account Type**

Checking
  Savings

Routing Number

Account Number

Bank Name

Name on Account



# Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- The second step requires the selections to choose the frequency, amount, and end date of the recurring payment.

### Add Payment Method ✕

Step 2 of 2

**Pay full Amount**

Pay bill amount on the due date       Pay bill amount  days prior to due date

---

**Pay fixed amount**

---

**AutoPay start date**


**AutoPay end options**

End Date

End After Number of Transactions

Until cancelled manually

- The new account tile will now have a **Cancel Autopay** button.
- Users will still have the option to **Pay** manually at any time.



**Account #:** 34303-001

**Address:** 7429 CORD AVE PICO  
RIVERA CA 90660 US

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**Amount Due:** \$148.38