

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.

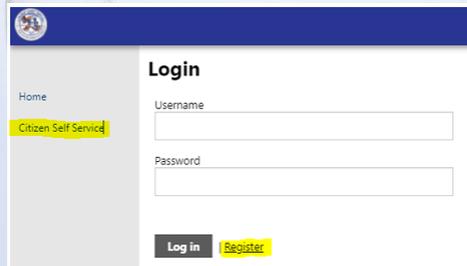
**We appreciate your patience during this time of
transition as we work to make your utility bill
experience better!**

Billing Questions: Carson City Utility Billing – (775) 887-2355, ext. 2 utilitybilling@carson.org

Payment Questions: Carson City Treasurer – (775) 887-2092 treasurer@carson.org

TO SET UP YOUR ACCOUNT: Selfservice.carson.org – create your log in:

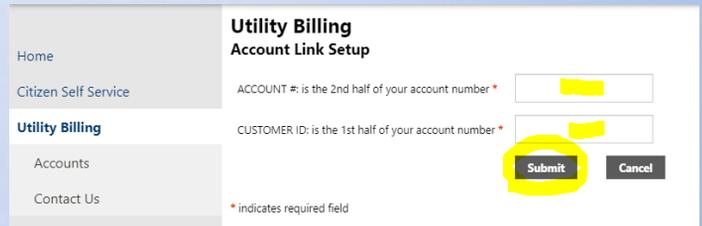
1. Click on **Citizen Self Service**, create your User Name and Password. Click **Register**.



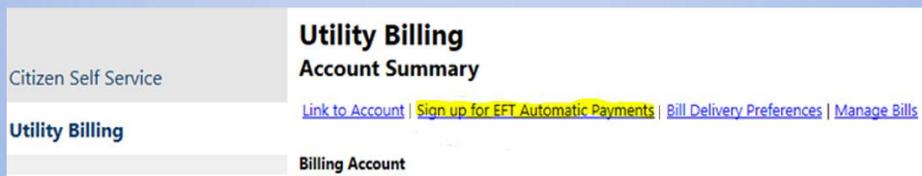
2. Click on **Utility Billing** on left side of screen and then **Link Account** on the right.



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



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



You can also set up recurring credit card payments from here. Select **Pay Now** 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.

