

## Paying your bill online

Please bring up the Council Bluffs web site – <http://councilbluffs-ia.gov> and click on “Online Bill Pay”.



This will take you to Citizen Self Service. Please follow the step by step directions to pay your bill online.

Select the “Utility Billing” tab.

A screenshot of the Council Bluffs website's 'Utility Billing' section. The header is blue with the Council Bluffs logo on the left, 'Log In' on the right, and 'My Cart (0 items)' with a dropdown arrow. Below the header, there's a navigation menu with 'Home', 'Citizen Self Service', 'Utility Billing' (highlighted in blue), and 'Contact Us'. The main content area is titled 'Utility Billing' and contains a search form. The form has two input fields: 'Account Number\*' with the value '33333333' and 'Customer ID \*' with the value '555555'. Below these fields is a checkbox for 'Remember these values' with a note '(not recommended on public or shared devices)'. At the bottom of the form are 'Search' and 'Reset' buttons. An arrow points from the 'Utility Billing' tab in the navigation menu to the search form.

Please enter your account and customer ID. Select “Search” and this screen will open your account.

A screenshot of the Council Bluffs website's 'Utility Billing' search results page. The header and navigation menu are the same as in the previous screenshot. The main content area is titled 'Utility Billing Search Results' and includes links for 'Modify Search' and 'New Search'. It shows '1 found' and a table with columns: 'Customer Name', 'Service Address', 'Account Number', 'Customer ID', and 'Parcel ID'. Each column has a greyed-out placeholder. To the right of the table is a 'Manage Bills' link. Below the table is a 'New Search' button. An arrow points from the 'Manage Bills' link to the next screenshot.

Select “Manage Bills”. This will take you to your bill.

A screenshot of the Council Bluffs website's 'Manage Bills' page. The header and navigation menu are the same. The main content area is titled 'Utility Billing Manage Bills' and includes a link for 'Account Summary'. It shows the 'Service Address', 'Account Number', and 'As of' date (09/17/2015). Below this is a table of 'Outstanding Bills (bill years 2005 to 2025 only)' with columns: 'Bill', 'Bill Date', 'Pay By', 'Charges', and 'Balance Due'. There is a 'Show Past Bills' dropdown arrow. The table has one row with a checked checkbox, bill number 12832, bill date 6/25/2015, pay by date 7/10/2015, charges of \$74.00, and a balance due of \$74.00. Below the table is a 'Total Due: \$74.00' and an 'Add to Cart' button. An arrow points from the 'Add to Cart' button to the text below. Another arrow points from the text below to the checkbox in the table.

Select each bill you want to pay, click “Add to Cart”.

**Utility Billing**  
Manage Bills

Utilities 12832 was added to your shopping cart.  
To proceed with payment, click "My Cart" then click "Checkout".

Service Address: [Redacted]  
Account Number: [Redacted]  
As of: 09/17/2015

Account Summary

Outstanding Bills (bill years 2005 to 2025 only) [Show Past Bills](#)

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 12832	6/25/2015	7/10/2015	\$74.00	\$74.00
				<b>Total Due: \$74.00</b>

[Add to Cart](#)  
select bills you would like to pay now, then click "Add to Cart"

My Cart (1)  
Utilities 12832 \$74.00  
Total: \$74.00  
[Review Cart](#) [Checkout](#)

Home  
Citizen Self Service  
Utility Billing  
Manage Bills  
Account Summary  
Contact Us  
Search Results  
New Search

Once you have selected your bill click "Checkout". This will take you to the payment type screen.

**Pay Bills**

Select Payment Method

Please select your payment type.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

Return to Citizens page

Home  
Citizen Self Service  
Utility Billing

Select your payment type here. If you are paying using your checking or savings account use the eCheck option.

**Pay Bills**

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2015	6/25/2015	12832	7/11/2015	\$74.00	\$74.00	\$ 74.00

[Continue](#) [Cancel](#)

Home  
Citizen Self Service  
Utility Billing

Enter the amount you want to pay in the "Payment Amount" box. Then select "Continue."

You will now enter your payment information.

If paying by credit card.

**SALE**

**Order Section**

Credit Card Number: 4111111111111111 \*

Expiration Date(MMY): 0917 \*

Amount: 1.00 \*

3 digit Card Security Code: 111

**Billing Address**

Company: [ ]

First Name: Jane

Last Name: Doe

Address1: 1 Main Street \*

Address2: [ ]

City: Council Bluffs \*

State/Province: IA \*

Postal Code: 51503 \*

Country (if not USA): Please select a Country

Phone: (712) 555-1234 \*

Email Address: jdoe@councilbluffs-ia.gov

Enter in your credit card information and address, etc. Select "Process". You will receive a payment confirmation.

**Transaction Detail**

**Authorization Results**

User: cityofcb1  
Payment Type: CREDITCARD  
Transaction Type: SALE  
Transaction ID: 170915B39-E909B905-8DB6-4197-A94E-80E8EAB61B5E  
Date / Time: 09/17/2015 03:14:11 PM  
Response: AA  
Message: APPROVAL  
Approval Code: 624274  
AVS Response: Y  
ECI:  
CVV2 Response: M  
Account Balance: 0.00  
Transaction Reference Number: 917201411  
Loyalty Progress

**Order Section**

Credit Card Number: [ ]  
Expiration Date(MMY): [ ]  
Amount: 1.00

**Billing Address**

Company: [ ]  
First Name: [ ]  
Last Name: [ ]  
Address1: [ ]  
Address2: [ ]  
City: [ ]  
State/Province: IA  
Postal Code: [ ]  
Country (if not USA): [ ]  
Phone: (712) 328-4649  
Email Address: [ ]

[Continue Shopping](#)

If paying by eCheck.

**VERIFICATION**

**Order Section**

Bank Routing Number: 55555555 \*

Bank Account Number: 55555555 \*

Amount: 1.00 \*

Account Type: Personal

**Billing Address**

Company: [ ]

First Name: Jane \*

Last Name: Doe \*

Address1: 123 Main St \*

Address2: [ ]

City: Council Bluffs \*

State/Province: IA \*

Postal Code: 51503 \*

Country (if not USA): Please select a Country

Phone: 712-555-1212 \*

Email Address: [ ]

I Agree

By Clicking the "I Agree" box below, you authorize CITY OF COUNCIL BLUFFS to use information from your check with Bank routing number and Bank Account Number to initiate a one-time fund transfer from your account or to process the payment as a check transaction or bank drawn draft from your account for the amount of \$1.00. If your payment is returned due to insufficient funds, you authorize us to make a one-time electronic funds transfer or to use a bank draft drawn from your account to collect a fee as allowed by state law.

Enter your checking information, click "I Agree" then select "Process". You will receive a payment confirmation.

**Transaction Detail**

**Authorization Results**

User: cityofcb1  
Payment Type: ELECTRONICCHECK  
Transaction Type: VERIFICATION  
Transaction ID: 170915A15-8F8203FF-96FD-478D-9AFF-E25346203ECB  
Date / Time: 09/17/2015 03:51:29 PM  
Response: AA  
Message: APPROVAL  
Approval Code: 072838  
Reference Number: 60689  
Transaction Reference Number: 917205129  
Check Type: ACHECK

**Order Section**

Bank Routing Number: [ ]  
Bank Account Number: [ ]  
Check Number: [ ]  
Amount: 1.00