

Utility Services Billing Information

November 19, 2019

Presentation Topics

- Payment Options
- Registering for an Online Account
- Overview of Utility Services Bill Charges

Payment Options

- Autopay
- Mail
- Night Drop Box
- Phone
- Walk in payments accepted at City Hall and Fullerton Community Center
- Online Payments

Online Access via Infinity.link


City's online utility payment site

www.CityofFullerton.com/UtilityBill

Online Account Registration

[Infinity.link](https://infinity.link)

Navigation to the Registration page



City of Fullerton
Utility Services Billing

Home Help

[Your Accounts](#)
[Change Profile](#)
About Infinity.Link
[Utility Services Billing Home](#)
[How to Read Your Bill](#)
[Login](#)
[Sign up for AutoPay](#)

Welcome to the City of Fullerton's online Utility Services payment system.

If you want to pay online via our website, you will need to [register](#) your customer and account numbers.

- [Login](#)
 - View and pay your bill, view history, etc.
 - [View solutions to common login problems](#)
- [Register your Account for Online Payments](#)
 - [View solutions to common registration problems](#)
- [View Water Service Information](#)
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Registration page





City of Fullerton
Utility Services Billing


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Register


*Note: Enrollment to this web site is Public. Once your account information has been submitted, you will be immediately granted access to the portal environment. All fields marked with a red arrow are required. - (Note: - Registration may take several seconds. Once you click the Register button please wait until the system responds.)


 Indicates required fields


User Name: 


Password: 


Confirm Password: 


Display Name: 


Customer Number 

Account Number 

Receive eBills?  ☐

Receive Printed Bills?  ☐

Email Address: 

Confirm Email Address: 

Security Code: 

5GrTVg

Enter the code shown above in the box below

Register


Cancel

Navigation to the Login page



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Login page

Login

Username:

Password:

Login

☐

Remember Login

[Register](#)

[Retrieve Password](#)

[Forgot Username?](#)

From this page, you can:

- login in to your account
- register a new account
- retrieve your password
- retrieve your username

Utility Services Bill Overview of Charges

Billing History page

Account Options				
Billing History	Billing History			
Meter Reading History	Select a Year: 2019 ▼			
Usage History	2019			
Service Information	2018			
	2017			
	2016			
	2015			
Bill Date	Balance Forward	Current Bill	Bill Total	Web Bill
09/17/2019	\$00	\$834.52	\$834.52	

Utility Services Bill- Line Items

- Water
- Sanitation
- Trash
- Sewer
- Paramedic Subscription Program
- Donation Opportunities (Example: Library Donations)

Billing Details page

Sample bill is a 1" residential meter with high consumption to show all consumption blocks.

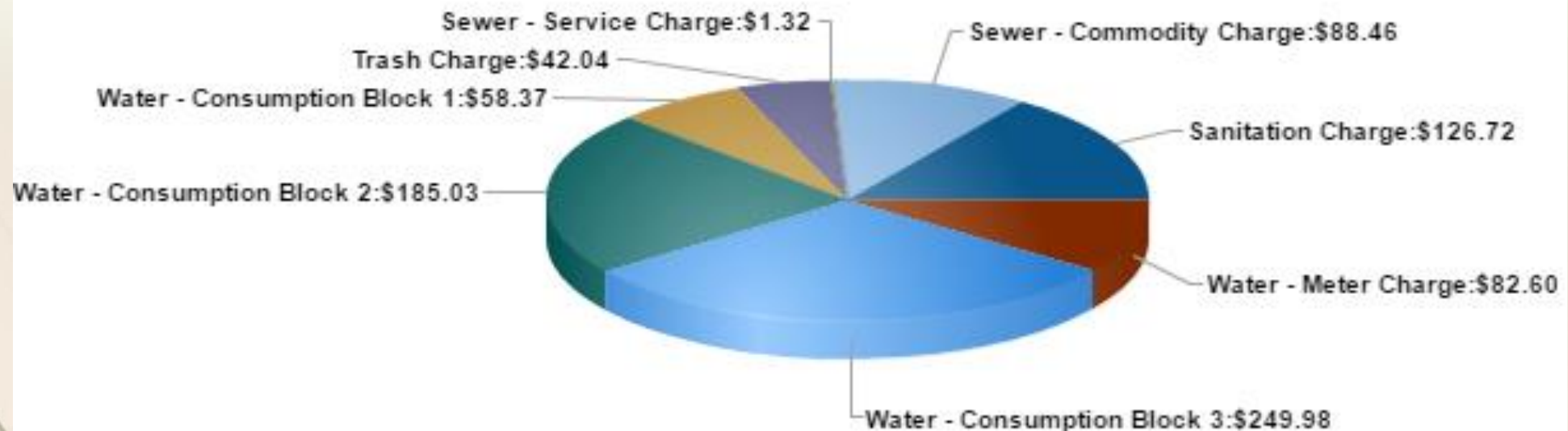
Service	Amount Billed
Sanitation Charge	\$126.72
Sewer - Commodity Charge	\$88.46
Sewer - Service Charge	\$1.32
Trash Charge	\$42.04
Water - Consumption Block 1	\$58.37
Water - Consumption Block 2	\$185.03
Water - Consumption Block 3	\$249.98
Water - Meter Charge	\$82.60

Current Activity

Water	\$575.98
Sanitation	\$126.72
Sewer	\$89.78
Trash	\$42.04
Total Current Charges (Due by 10/15/19)	\$834.52

Sample Bill in Pie Chart format

Service Breakdown
Bill Date: 9/17/2019



Utility Services Contact Information

- Phone – 714-738-6890
- E-mail – UtilityBilling@CityofFullerton.com
- Website - www.CityofFullerton.com/UtilityServices

Questions?