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

Navigation to the Registration page

Registration page

Navigation to the Login page

Login page

Login

Username: [_____]

Password: [_____]

[Login] ☐ Remember Login

Register Retrieve Password

Forgot Username?

From this page, you can:

o login in to your account

o register a new account

o retrieve your password

o retrieve your username

Utility Services Bill Overview of Charges

Billing History page

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

Sewer - Service Charge:$1.32
Sewer - Commodity Charge:$88.46
Trash Charge:$42.04
Water - Consumption Block 1:$58.37
Sanitation Charge:$126.72
Water - Consumption Block 2:$185.03
Water - Meter Charge:$82.60
Water - Consumption Block 3:$249.98
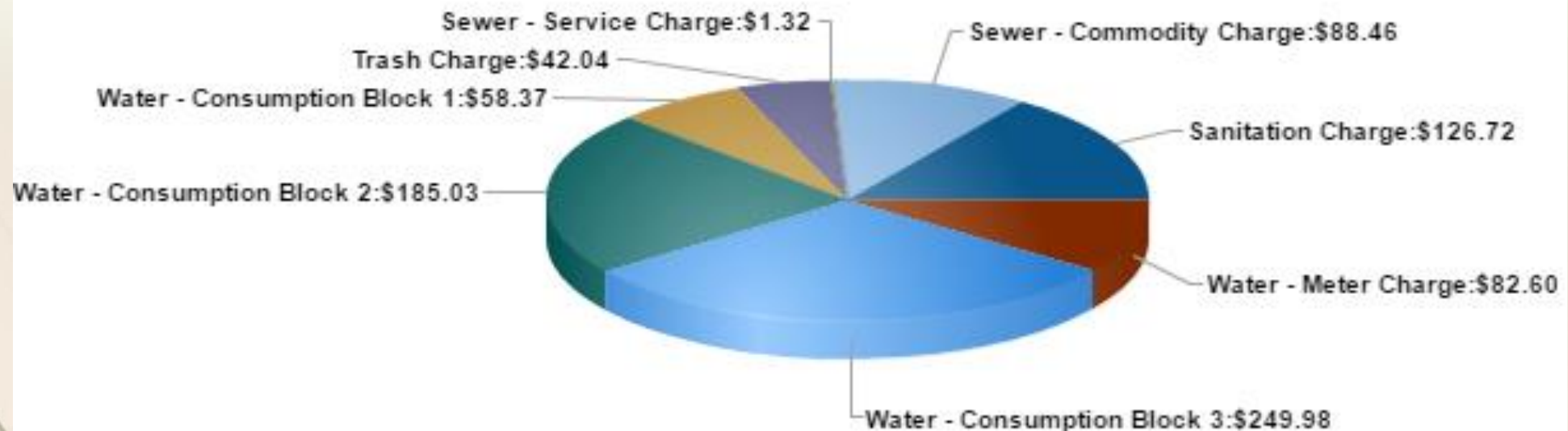
Utility Services Contact Information

- Phone – 714-738-6890

- E-mail – UtilityBilling@CityofFullerton.com

- Website - www.CityofFullerton.com/UtilityServices

Questions?