



City of El Centro
1275 Main Street
El Centro, CA 92243

MUNIS Self Service – Online Payment Process

1. On the City of El Centro Website, click on the “PAY ONLINE” button. A new window pops up and the Munis Self Service – Utility Billing screen is displayed.



Utility Billing

THANK YOU FOR USING OUR ONLINE BILL PAY ** "INTERNET EXPLORER" BROWSER IS NOT COMPATIBLE WITH OUR SYSTEM. "GOOGLE CHROME", "FIREFOX" AND "SAFARI" ARE RECOMMENDED**

TO AVOID PENALTIES, SELECT OLDEST BILL TO BE PAID FIRST

ENTER ACCOUNT NUMBER AND CUSTOMER ID NUMBER TO ACCESS YOUR UTILITY BILLING ACCOUNT

PLEASE ALLOW 48 HOURS FOR POSTING OF PAYMENT

Account Number *

Customer ID *

☐ Remember these values
(Your information will only be saved if you check this box.)

Search Reset

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Usage	Days of Service	Avg. Daily Usage
20	29	0.69
0.00	30	0.00

1 UNIT = 1000 GALLONS

CURRENT CHARGES	\$1
TOTAL PAYMENT DUE	\$1

SEE REVERSE SIDE FOR BILLING INFORMATION

DETACH AT DOTTED LINE AND RETURN WITH PAYMENT

For any changes in the mailing address, indicate on the reverse side.

Payable to the:
CITY OF EL CENTRO
UTILITY DEPARTMENT

MAILING ADDRESS:

ACCOUNT NUMBER	PAST DUE	CURRENT CHARGES	BILL DUE DATE
123456789	\$0.00	\$128.42	10/25
CUSTOMER ID NUMBER			
123456			

TOTAL PAYMENT DUE	\$1
AMOUNT PAID	

DO NOT WRITE BELOW THIS LINE

000060420115000647651000001

2. Locate your Account Number and Customer ID Number on your printed Utility Services Bill and type them into the corresponding text boxes on the MUNIS Self Service – Utility Billing, click Search when completed.

https://cityofelcentro.org/MS/SelfService/UtilityBilling/ManageBills.aspx

City of El Centro Utility Billing

Convert Select

Munis Self Service

Resources Log In

Utility Billing

Search Results

Modify Search | New Search

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID

Manage Bills

- Home
- Citizen Self Service
- Business License
- Utility Billing
- Contact Us
- Search Results
- New Search

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3. Munis Self Service will search and locate your account. A link to “Manage Bills” is located at the far right side of the account information strip. Clicking on that link will display detailed information on that account including the Balance Due and a “Pay” button. Click on the “Pay” button to continue.

https://cityofelcentro.org/MS/SelfService/UtilityBilling/ManageBills.aspx

City of El Centro View Pay Utility Bills

Convert Select

Munis Self Service

Resources Log In

Utility Billing

Manage Bills

Service Address

Account Number

As of 08/18/2021

Full payment is required for any selected bill.
Before payment of newer bills will be accepted, all past due bills must be included, starting with the oldest.

Outstanding Bills (Full year 2021 to 2021 due)

Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	7/25/2021	8/15/2021	\$98.04	\$0.00	\$98.04	Bill Details
					Total Due: \$98.04	

Pay

select bill you would like to pay now, then click "Pay"

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

4.- Click on "Pay by Credit Card" to continue. Using a Debit Card has also produced successful results. Confirm payment amount presented on the following screen and click on "Continue". This step is marked as 1 of 4.



5.- Step 2 of 4: Type in your Credit/Debit Card information and click "Continue".

The screenshot shows the 'City of El Centro - Windows Internet Explorer' browser window. The address bar displays 'https://cityofelcentro.org'. The page header includes the 'CITY OF El Centro' logo and 'MUNIS self service'. The navigation bar shows 'GUEST | Home | Log In'. The left sidebar contains links: Home, Citizen Self Service, Utility Bills, Manage Bills, Account Details, Account Information, Contact Us, Search Results, and New Search. The main content area is titled 'Pay Bills' and 'Step 2 of 4: Please enter the payment information'. It instructs the user to 'Enter the details needed to process this payment.' The form fields are: Card type (set to 'Visa'), Card number, Card ID (CVV) number (with a link 'Where is this?'), and Expiration date (set to '1' and '2011'). A 'Continue' button is circled in red at the bottom of the form. The footer indicates '© 2011 Tyler Technologies, Inc. Help/Feedback'.

6.- Complete step 3 of 4 by typing your Credit/Debit Card Billing information as it appears on your bank statement. Click "Continue". Please note that the **EMAIL box is optional and no emails will be sent by the MUNIS System at this time.**

The screenshot shows the 'City of El Centro - Windows Internet Explorer' browser window. The address bar displays 'https://cityofelcentro.org'. The page header includes the 'CITY OF El Centro' logo and 'MUNIS self service'. The navigation bar shows 'GUEST | Home | Log In'. The left sidebar contains links: Home, Citizen Self Service, Utility Bills, Manage Bills, Account Details, Account Information, Contact Us, Search Results, and New Search. The main content area is titled 'Pay Bills' and 'Step 3 of 4: Billing address'. It instructs the user to 'Please enter your billing information exactly as it appears on your credit card or bank statement.' The form fields are: First name, Last name, Address line 1, Address line 2, City, State (two letter abbreviation), Zip code, Contact phone number, and E-Mail (with a note 'For your email confirmation'). A checkbox labeled 'Remember my information on this computer' is present. A 'Continue' button is circled in red at the bottom of the form. The footer indicates '© 2011 Tyler Technologies, Inc. Help/Feedback'.

6.- **Step 4 of 4:** Review your full payment information. Click "Submit". Allow a SENSIBLE TIME TO PROCESS your payment request and wait for the MUNIS Self Service system to display a result page. If successful payment is process, you will see the screen on the bottom. Locate your Transaction ID on that screen.

City of El Centro - Windows Internet Explorer

https://www.cityofelcentro.org/MUNISSelfService/Payment/Payment.aspx?sessionId=...

File Edit View Favorites Tools Help

City of El Centro

CITY OF El Centro **MUNIS self service**

MUNIS Self Service GUEST | Home | Log In

Home
Citizen Self Service
Utility Bills
Manage Bills
Account Details
Account Information
Contact Us
Search Results
New Search

Pay Bills
Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill

Resources
HOME PAGE
EFT APPLICATION

Step 1 2 3 4

Step 4 of 4: Review

Please review the information below. Make changes if necessary, then submit your payment request.

Payment Amount [change](#)

Bill Description	Due Now	Payment Amount
Utilities	\$90.38	\$90.38
Subtotal		\$90.38
Total		\$90.38

Payment Method [change](#)

Visa *****11111

Billing Address [change](#)

Name John Smith
Address 1213 abc
anytown, ca. 90210
Phone Number 7603576441
E-mail

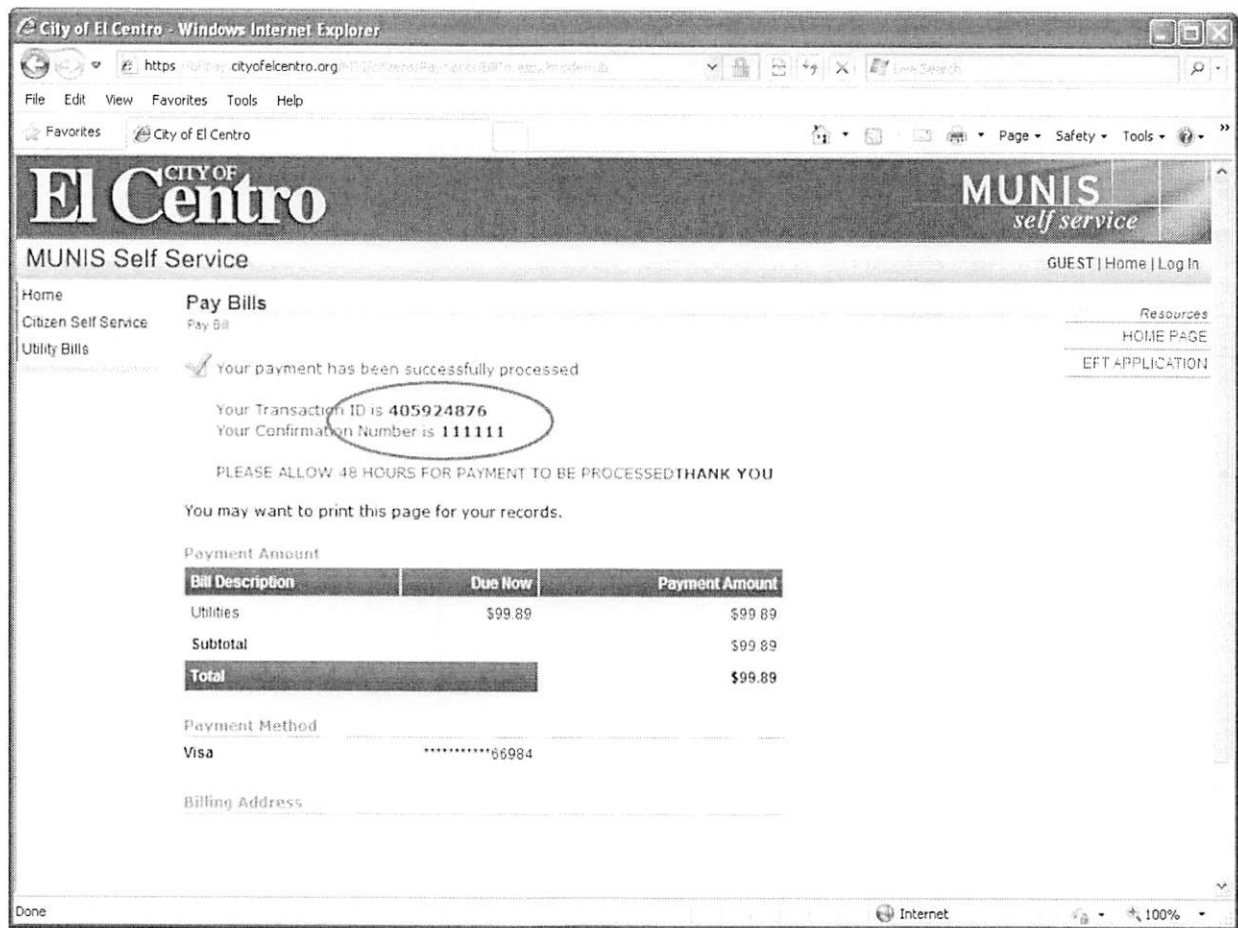
Submit Cancel

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Done Internet 100%

Allow a sensible time period for the payment process to be completed. The system will display a transaction result page after a few seconds.

Continued in next page →



This completes the online payment process for the City of El Centro Online Utility Billing and Payment. For more information, please contact the Finance Department at (760) 337-4510.