



Visit Pico Rivera Virtual City Hall for online services

Type in City of Pico Rivera Virtual City Hall URL

- Go to <https://www.pico-rivera.org/>
- From here, you can pay City bills, create service requests, sign up for city activities, and find information on licensing, permits, trash services, and other city information.

Utility Bill Payments

- The City of Pico Rivera bills for water service through the **Pico Rivera Water Authority (PRWA)**.
- Water bills are issued and paid to the **City of Pico Rivera Water Department**.

City of Pico Rivera
Water Department
P.O. BOX 981385
West Sacramento, CA 95798
(562) 801-4316
Office Hours: 7:30AM - 5:00PM, MON - THU

Account Number:	48765-001
Customer Name:	JOHN DOE
Service Location:	N/E COR PASS/WASH BL
Billing Date:	06/08/2022

Meter Number	Service Period	No. of Days	Meter Reading		Consumption
			Previous	Current	
B-14159341	03/24/2022 TO 05/31/2022	68	1775	1807	32

Messages:
Please note that as of May 2022, our normal late fees and disconnection policies have resumed, with possible disconnections due to non-payment. If you have any questions about this bill or need a payment plan, please call (562) 801-4316.

Account Summary

Previous Balance	212.07
Payment - Thank You 04/26/2022	-212.07
WATER SERVICE	
Base Rate	59.04
Consumption	113.92
WRD/Power Charge	25.05
Total Current Charges	198.01

Total Balance Due By 06/28/2022	198.01
Amount Due After 06/28/2022	208.01

Payment is now due and payable. Account becomes delinquent if not paid by 5:00 P.M. on due date shown above. PAYMENTS RECEIVED AFTER THE DUE DATE WILL BE CHARGED A LATE FEE. See reverse side for important information.

Please take note of our new payment remittance address. Please update your records.

Keep this portion for your records

TO ENSURE PROPER CREDIT, DETACH AND RETURN THIS STUB WITH PAYMENT

Account Number:	48765-001
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Bill Date:	06/08/2022
Payment Due:	06/28/2022
Past Due After:	06/28/2022

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Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- City of Pico Rivera will not accept payments from other water service agencies.
- Confirm your water service provider prior to making payments.
 - From the Homepage, scroll down to **City Services** and click on **Bill Pay Center**.



- In the **Pay Utility Bill** box, click on the link to “[Check](#) your water service” to **check your Water Service Provider**.



Pay Utility Bill

Before paying your bill, follow these steps:

- [Check](#) your water service area is provided by City of Pico Rivera Water Department.
- [Register](#) for an online account.
- [Log in](#) to set up Autopay or pay online.
- [Visit the FAQ](#) for a step-by-step guide.

[Sign In / Register](#) [One Time Payment](#)



Online Permit

Register online to conveniently manage your permit applications and payments.

- Apply for permits online
- View permitting status and pay fees
- Request and view inspections
- [Visit the FAQ](#) for a step-by-step guide

[Apply for Permit](#) [Pay Online](#)



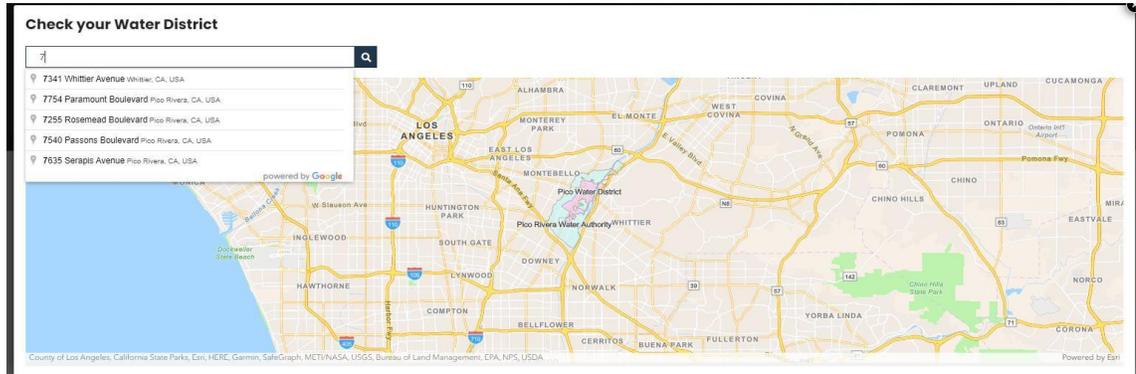
Citations

Quickly find and pay a citation for parking violations or administrative citations(Code violations)

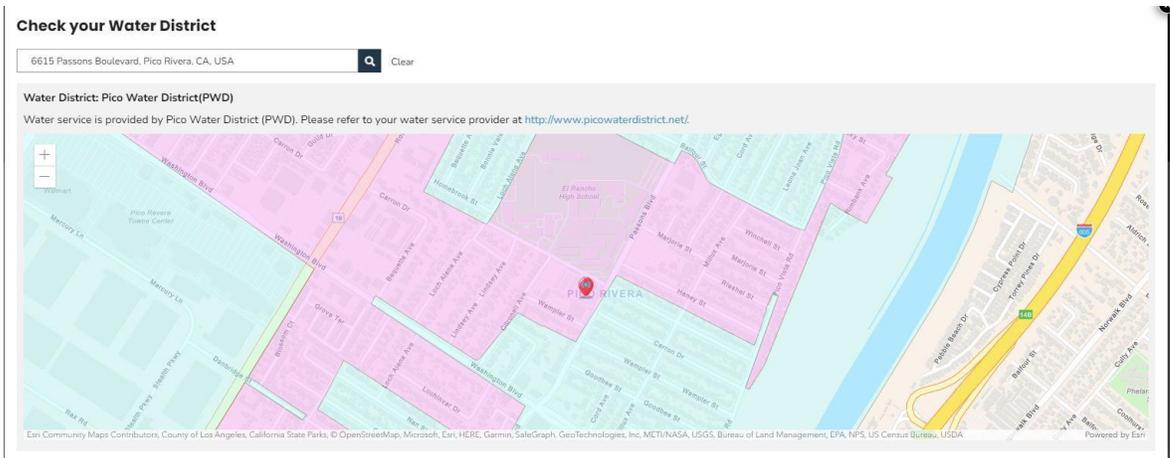
- View payment plans
- Find information on contesting a citation

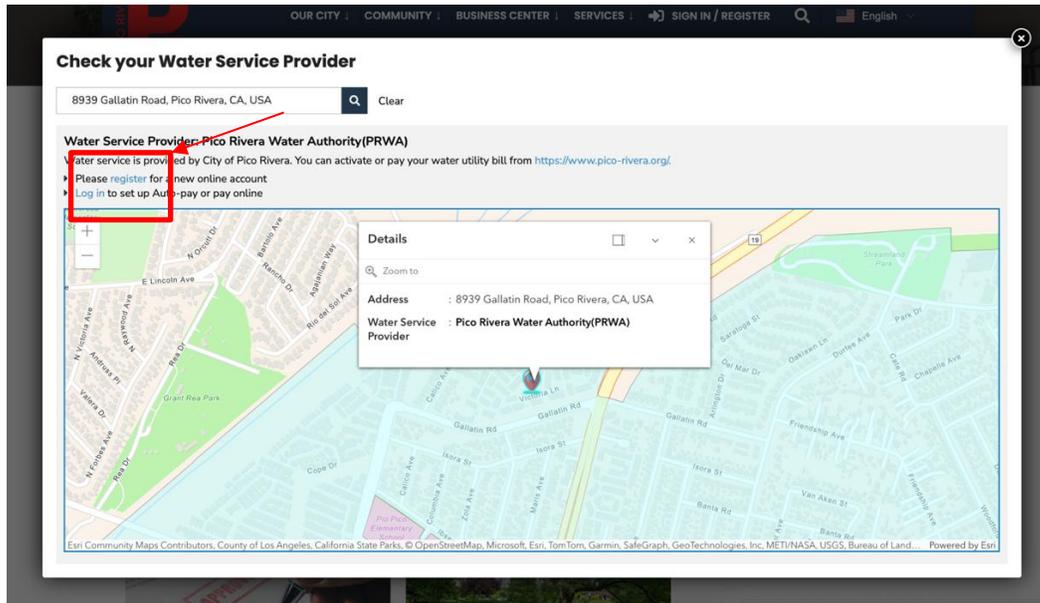
[Parking Citation](#) [Admin Citation](#)

- Start typing your address in the address field, and a dropdown will appear.



- After selecting the address, click on the magnifying glass to submit the address.
- The map will zoom in on that address and display a message about who provides water services to that address.
- Users can click on the red pinpoint to view details of that address.
- If the water service is part of the **Pico Water District (PWD)** or **San Gabriel Valley Water District**, they will be directed to a different website for bill payments.
 - If the address is within the **Pico Rivera Water Authority (PRWA)**, then you can proceed to **Register or Login** from this page by clicking on the desired link.

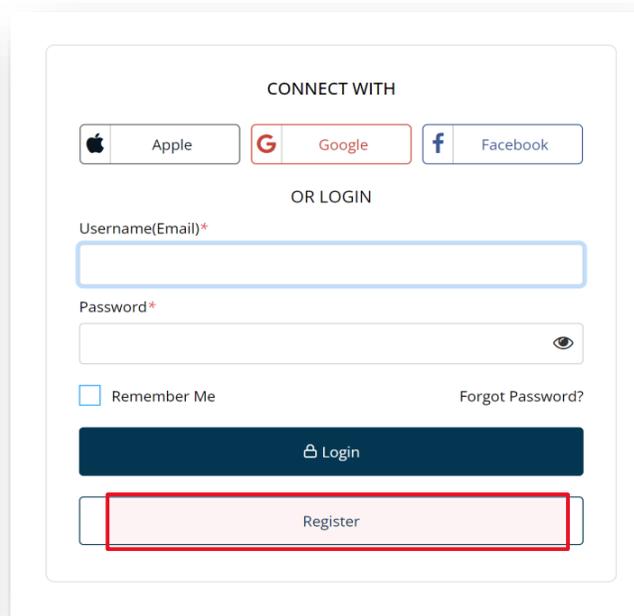




Register for an Online Account

Registration

- After verifying your water district, you can register for an online account in one of two ways:
 - 1) By clicking the link provided in the Check your Water Service Provider section, or
 - 2) From the **Bill Pay Center** page, click on the **Register** link in the **Pay Utility Bill** box.
- This will direct you to the **Login / Register** page where you can create an account.





Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- The registration page requires a **Username, Password, Confirm Password, First Name, and Last Name**.
 - To successfully register, fill out all required fields and click the **Register Here** button at the bottom of the page.
 - Make sure the password meets the specified criteria to avoid an error message.
 - Users can click on the *View icon* to show the password entered.
- After clicking the **Register** button, users will receive an email with an activation link.
 - Click on the activation link in your email. If successful, you will be able to log in using the username and password just created.

REGISTRATION

Username (Email)*
Please create a unique Username. Username can be your email address and it is not case sensitive.

Password*
Password should be minimum of 8 characters, and include at least one uppercase letter, one lower case letter, one number, and one symbol (!@#\$%^&).

Confirm Password*
Please confirm your password.

First Name*
Please enter your first name.

Last Name*
Please enter your last name.

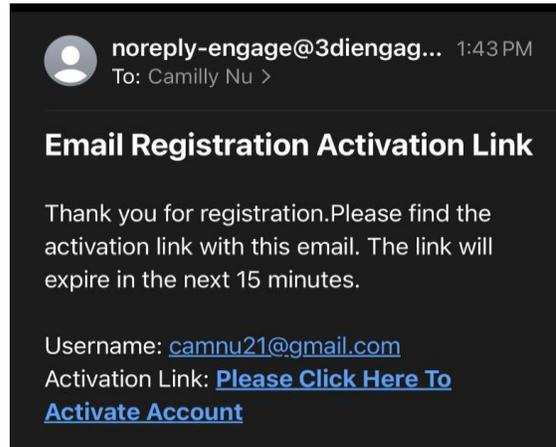
Register

[Back to Portal](#)

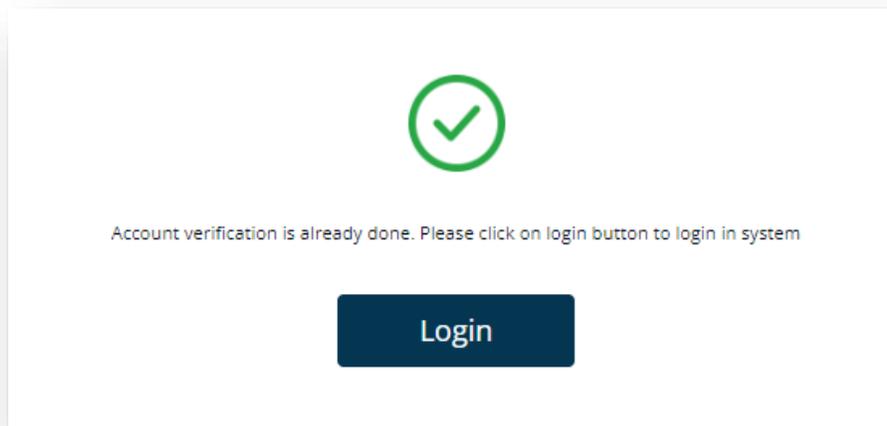
Already Registered ? [Login](#)



Pico Rivera Virtual City Hall: Utility Account Setup/Payment



- If the activation is successful, a confirmation message will appear with a link to Login.



- Users will then be redirected to the login page to access their account using the newly created username and password.



CONNECT WITH

Apple Google Facebook

OR LOGIN

Username(Email)*

Password*

Remember Me [Forgot Password?](#)

Login

Register

Log into Your Online Account

Login

- If the user has previously created an account, they can click on the **Sign In / Register** button in the menu at the top of the homepage.
- The **Login** screen will prompt the user to enter their Username and Password. They can click the **Login** button to successfully log in.
 - Users can also log in using Apple, Google, or Facebook
 - Once logged in, users will be redirected back to the site.



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

CONNECT WITH

 Apple  Google  Facebook

OR LOGIN

Username(Email)*

Password*

Remember Me [Forgot Password?](#)

- If users forget their password, they can click '**Forgot Password?**' to reset it.

FORGOT PASSWORD

Username*



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- You will receive an email with a new system-generated password
- After entering this password, you will be prompted to change it.
- Enter the temporary password, then create and confirm your new password.

CHANGE PASSWORD

Temporary Password*

New Password*

Confirm New Password*

[Change Password](#)

[Cancel](#)

- Once logged in, the user will be on the **My Dashboard** page.

My Dashboard My Requests

Citizen Dashboard / My Dashboard

Permits
Track your draft, submitted and approved permits online.
[View](#)

Utility Bill
View, pay, and track your water payments online.
[View](#)

Service Requests
Track your service requests online.
[View](#)

Inspections
Track your inspections online.
[View](#)

[Help](#)

[Apply for Permit](#)

[Request for Service](#)

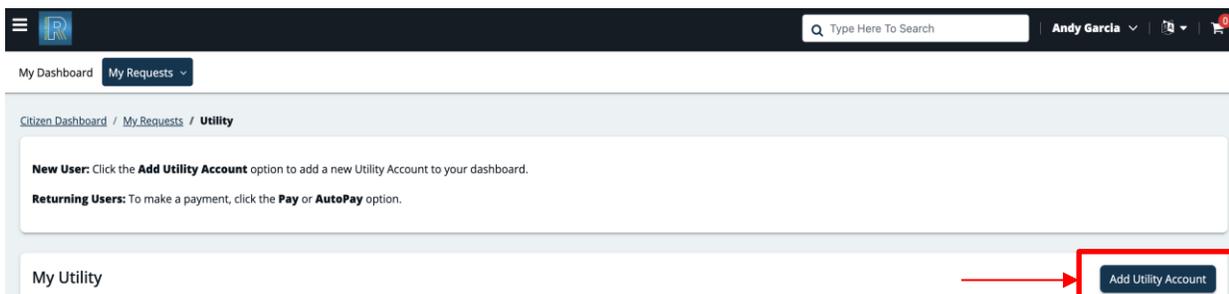
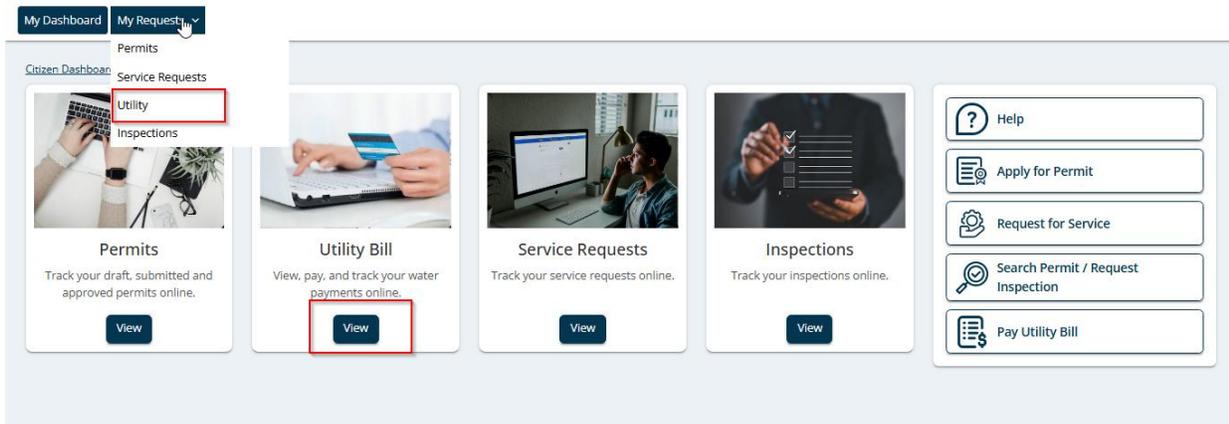
[Search Permit / Request Inspection](#)

[Pay Utility Bill](#)

Set Up Utility Account

My Utility page

- After logging in, the user will be directed to the My Dashboard page.
- On the My Dashboard page, click the **View** button in the Utility Bill box or you can select **Utility** from My Requests dropdown to access the My Utility page.
 - Follow the instructions for New User and click the **Add Utility Account** button to add a new utility account to your dashboard.



- A pop-up will appear prompting you to enter your **Account number** and **House number**.
 - This information can be found on your water bill issued by the City of Pico Rivera Water Department.



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

Account Number

Account #*

Enter Account Number including dash

House Number*

Enter House Number only

Cancel

Add

Where is my Account Number?

T1117

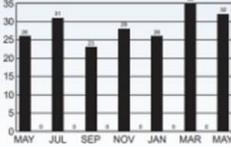
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Bar chart showing consumption over time. The x-axis lists months from MAY to MAY. The y-axis shows consumption levels from 0 to 35. The bars represent consumption for each month, with values approximately: MAY (25), JUL (30), SEP (20), NOV (25), JAN (25), MAR (35), MAY (30).

Total Balance Due By 06/28/2022	198.01
Amount Due After 06/28/2022	208.01

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Please take note of our new payment remittance address. Please update your records.

Keep this portion for your records.

TO ENSURE PROPER CREDIT, DETACH AND RETURN THIS SLIP WITH PAYMENT

Account Number:	48765-001
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Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- After clicking the **Add** button, the system will verify the information and will add the account to your **My Utility** page.

Utility Account Payments

- Users must be logged in and on the **My Utility** page.
- After logging in, the user will be directed to the My Dashboard page.
- On the My Dashboard page, click the View button in the Utility Bill box to access the My Utility page.
- For added utility accounts, click the **View** button to see account details.
- To pay a utility bill online, users must be on the **My Utility** page where there are buttons for **View, Pay, or Autopay**.
- Click on 'Pay' button to pay utility bill or 'Autopay' to set-up recurring payments

View Account Details

- User can click on the **View** button to view the account details page.

Account #: 00197-001
Address: 6615 PASSONS BLVD PICO RIVERA CA
90660 US
Due Date: 04/01/2025
Amount Due: \$27.29

View
Pay
AutoPay



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- The **Overview** section will tell user whether Autopay is set up, Current Bill amount, Total Due, Past due amount, and any Late Fees.

Overview

Account # : 00195-001 | Account Status : Active | Autopay Setup : No | Current Bill : \$57.74 | Total Due : -\$84.24 | Past Due : \$0.00 | Late Fee : \$0.00

[← Back](#)

- The **Contact** section will show the associated contacts to utility account.

Contacts								
Columns								
Associated to asset as	Contact Type	Name	Address ↑	Phone Number	Email	Is Primary	Source	
Utility Contact	Individual	Pico Citizen	test address PICO RIVERA CA 44430 US	(231) 231-3231	picoitizen@3diema il.com	No		
Permit Applicant	Individual	Pico Citizen	test address PICO RIVERA CA 44430 US	(231) 231-3231	picoitizen@3diema il.com	No		

- Payment History** table will display all payments made for this account including Processed Date, Reference number, Transaction Type, Transaction Method and Amount and convenience Fee.

Payment History					
Processed Date	Reference Number	Transaction Type	Transaction Method/Reason	Amount	Convenience Fee
No record found					

[Export to Excel](#)



Pay Utility Bill

- Click on 'Pay' button to pay utility bill



Account #: 34303-001
Address: 7429 CORD AVE PICO
RIVERA CA 90660 US
Due Date: 02/28/2023
Amount Due: \$148.38

[View](#)

[Pay](#)

[AutoPay](#)



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- Users will then be directed to the cart where they can review their order, including a description, amount due, enter amount, action, and the checkout button.
- The user can modify the amount in the 'Enter Amount' field as needed.
- To checkout and complete the transaction, click the **Checkout** button.

DESCRIPTION	AMOUNT DUE	ENTER AMOUNT	ACTION
Utility Fee (Parcel # 00045-002) - Bill of FEB 2023 : 1	\$ 110.83 \$ 110.83	110.83	Remove

ORDER TOTAL

Total Amount
\$110.83

CHECKOUT

- Users will be prompted to select a payment method of either a credit/debit card or E-Check.
 - Please note that a convenience fee applies to both credit/debit card and E-Check transactions as indicated in red.
- To proceed, click the **Pay** button.

Payment Method

Credit Card Or Debit Card **E-Check**

Note: MasterCard and Visa are accepted. A convenience fee of 3.25% is applicable for transactions using Credit card or Debit card.

Subtotal	\$195.70
Convenience Charge	\$6.36
Total Amount	\$202.06

Pay Cancel

- After clicking the Pay button, users will be directed to the appropriate portal based on their previous method selection, credit/debit card or E-Check, to submit payment.



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

Enter Card Details below ✕

 Card Number

 MM/YY  CVV

Submit Payment

Enter Bank Account Details below ✕

 Name on Account

 Account #  Routing #

Submit Payment

- Upon successful payment, user may download the receipt for reference.



PAYMENT SUCCESSFUL!

We have received your payment.

Payment Reference #: **10333995932**

[Download Receipt](#)

Set up Auto-pay

- Users must be logged in and on the **My Utility** page.
- After logging in, the user will be directed to the My Dashboard page.
- On the My Dashboard page, click the View button in the Utility Bill box to access the My Utility page.
- On the My Utility page, click the 'Autopay' button to set-up recurring payments.



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

Account #: 34303-001

Address: 7429 CORD AVE PICO
RIVERA CA 90660 US

Due Date: 02/28/2023

Amount Due: \$148.38

View

Pay

AutoPay

- The user will be prompted with a pop-up containing two steps, as shown below.
 - The first step is to select or add a credit or debit card.
 - The second step is to select the frequency and amount of recurring payments.
 - After the steps are complete the Autopay is complete.
- Payment methods that have already been added will be displayed at the top, with the option to delete them.
 - **Your Cards/Bank Details**
 - For credit/debit cards, users will see the last 4 digits of the credit/debit card number (i.e. ending in 1111)
 - For E-Check, users will see the last 5 digits of the account number (i.e. 856667)
 - **Name** (on credit/debit card or bank account)
 - **Expires on** (for credit/debit card only)
 - **Remove** (delete option)/



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

Add Payment Method [X]

Step 1 of 2

Add a credit or debit card. **E-Check**

Note: MasterCard and Visa are accepted. A convenience fee of 3.25% is applicable for transactions using Credit card or Debit card.

Cardholder Name
Enter Name

Card Number* [icon]

Expiry date* [MM / YY] [calendar icon] CW/CVC* [000] [i icon]

Next Cancel

- When adding a new payment method, select **Add a credit or debit card** or **E-Check**
- If **Add a credit or debit card** is selected, the following message will be displayed: **Note: MasterCard and Visa are accepted. A convenience fee of 3.25% is applicable for transactions using Credit card or Debit Card.**
- If **E-Check** is selected, the following message will be displayed: **Note: For E-Check payments, a convenience fee of \$0.25 is applicable for transactions under \$200 and \$3.50 for transactions \$200 and above.**

Add a credit or debit card. **E-Check**

Note: For eCheck payments, a convenience fee of \$0.25 is applicable for transactions under \$200 and \$3.50 for transactions \$200 and above.

Where can i find my routing and account number?

⑆ 123451234 ⑆ 3218235 ⑆ 5284 ⑆ 123451234 ⑆ 5284 ⑆ 3218235 ⑆

Routing Account Check OR Routing Check Account

Account Type
 Checking Savings

Routing Number: Enter Routing Number
Account Number: Enter Account Number
Bank Name: Enter Bank Name
Name on Account: Enter Name on Account



Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- The second step requires the selections to choose the frequency, amount, and end date of the recurring payment.

Add Payment Method ✕

Step 2 of 2

Pay full Amount

Pay bill amount on the due date

Pay bill amount days prior to due date

Pay fixed amount

AutoPay start date

AutoPay end options

End Date

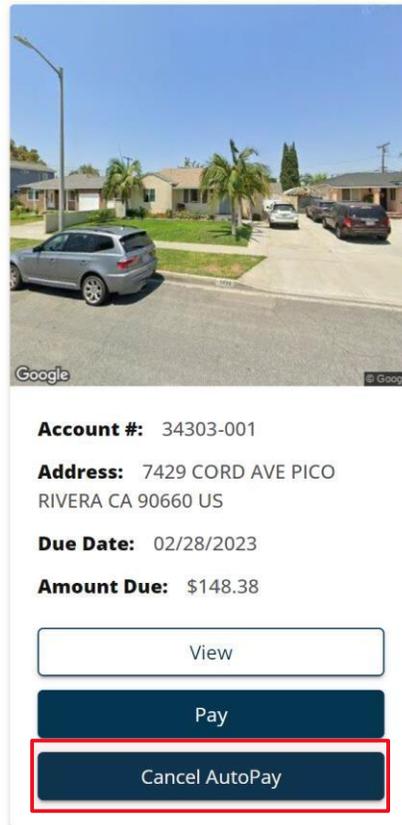
End After Number of Transactions

Until cancelled manually

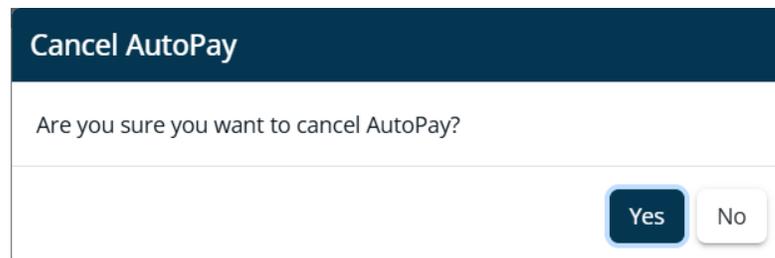


Pico Rivera Virtual City Hall: Utility Account Setup/Payment

- The new account tile will now have a **Cancel AutoPay** button.



- Upon clicking the **Cancel AutoPay**, system will ask for a confirmation to the user.



- Users will still have the option to **Pay** manually at any time.