

Online Service Billing



CITY OF
FOLSOM
DISTINCTIVE BY NATURE

First-time users

- Customer will need to have the most recent bill in hand before beginning.
- Internet address: www.folsom.ca.us
- Click on 'On-line Services'
- Click on 'Service Billing'
- Select 'Click here to go to On-Line Billing'
- Click on 'Create Password'
- Enter 'Account ID'. This number is called the 'Account Number' in the upper right-hand portion of monthly service bill. Enter exactly as shown on statement (including leading zeros and hyphen).
- Enter 'Bill Date'. This date is found on the upper-right hand portion of the monthly service bill and is stated as 'Statement Date'. Enter as MMDDYY; e.g. 053107 for 05/31/07.
- Enter 'Total Amount Due'. This amount is found on the right-hand area of the monthly statement as 'TOTAL AMOUNT DUE'. Include decimal point. E.g. \$79.05 would be entered as 79.05
- Click 'Submit'
- Enter a PIN in the 'New PIN' field
- Re-type PIN in the 'Verify PIN' field
- To provide a message that will remind you of your PIN, type in 'Password Hint PIN Hint' field
- Type in your address in the 'Email Address' field. **(This e:mail address will need to be validated before payments can be made to it by the customer).
- Re-type e:mail address in 'Verify Email Address' field
- Click 'Submit' button
- Screen directs customer to 'Your PIN has been sent to the e:mail address listed for your account.
- Check e:mail and click hyperlink on e:mail message. Type in account number and pin. A new page will then come up stating 'Your account has been enabled'. Then begin access as below for existing users.