

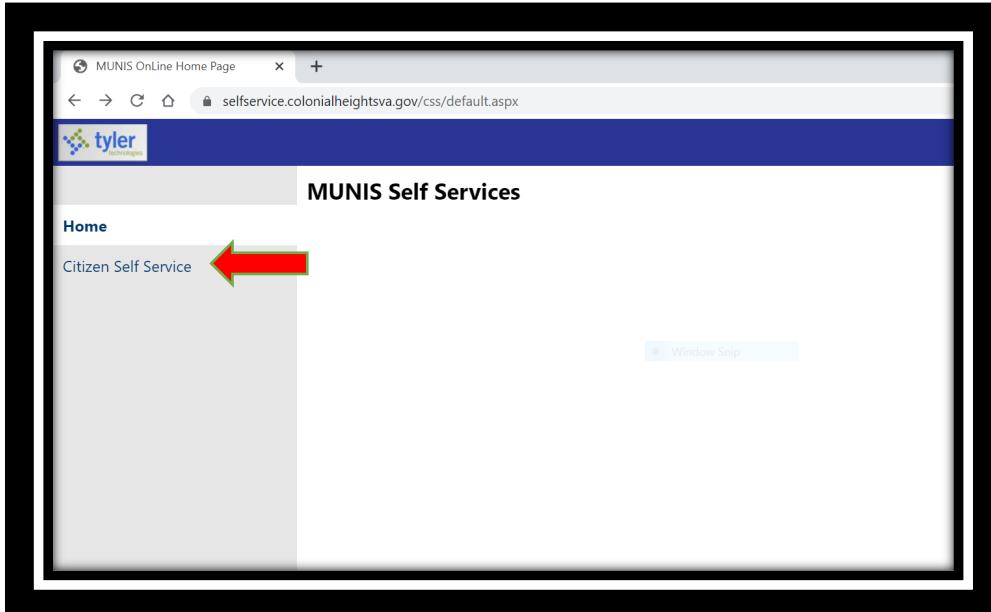
To Pay Bills on Colonial Heights' new payment site:

(These instructions assume you have set up an account on the site. For instructions on how to do this, please go [here](#).)

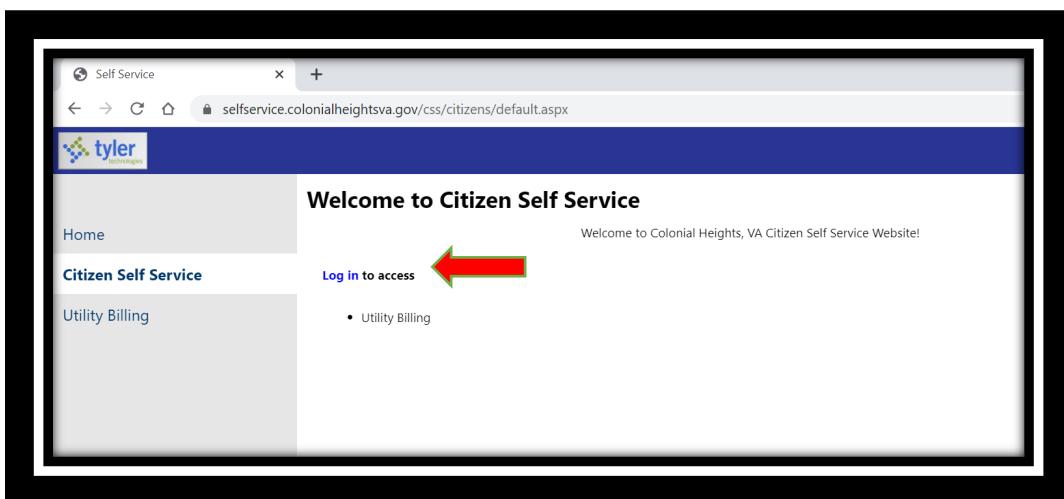
Grab your most recent bill and go to the Website:

<https://selfservice.colonialheightsva.gov/css>

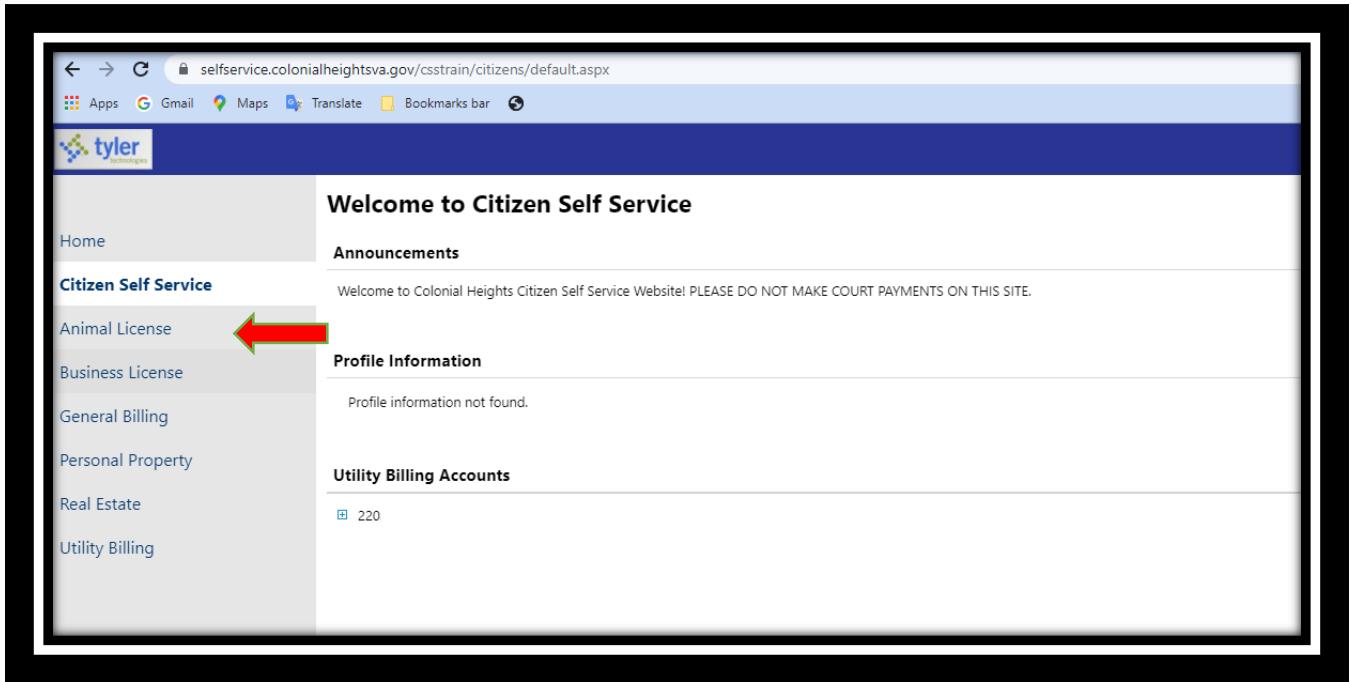
Click on the **Citizen Self Service** link on the left side of the webpage



Click on **Log In to access**



Select the type of bill you wish to pay:



Depending on the type of account, the site will ask you for information from your bill. If the request has a * beside it, it is required information in order to find your bill.

For Utility Bills:

Enter your account number or Customer ID from your bill:



Utility Billing

No records were found for your search. Please try again. [?](#)

Please contact the Utility Billing department for any questions regarding your account. Thank You.

Home	<input type="text"/>
Citizen Self Service	<input type="text"/>
Animal License	<input type="text"/>
Business License	<input type="text"/>
General Billing	<input type="text"/>
Personal Property	<input type="checkbox"/> Remember these values
Real Estate	

Utility Billing

Accounts

Contact Us

Search **Reset**



CITY OF COLONIAL HEIGHTS
Utility Billing
P.O. Box 3401
Colonial Heights, VA 23834
(804) 520-9288

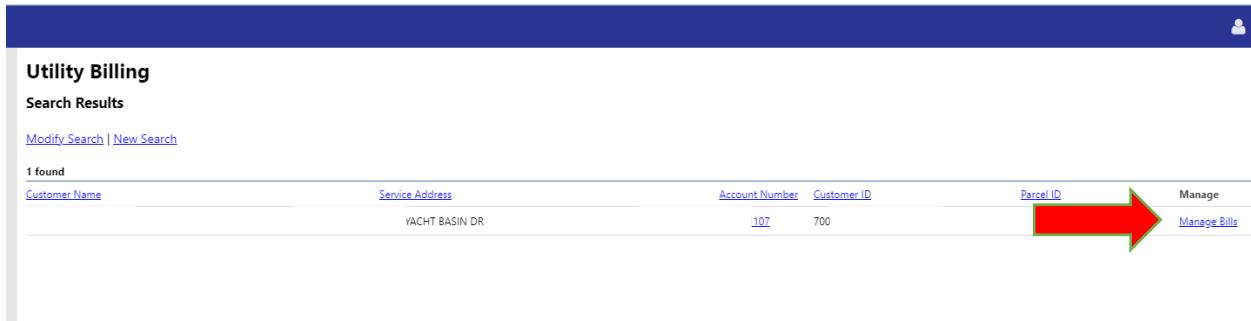
Utility Bill
CUSTOMER COPY

Please keep this portion for your records.

CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION						
1		38	VIRGINIA AVE						
BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE					
13721	09/30/2020		BUSINESS	10/26/2020					
DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	UOM	CHARGE AMOUNT
REFUSE			07/01/2020	09/02/2020					\$28.28
SEWER INFRASTRUCTURE			07/01/2020	09/02/2020					\$3.00
SEWER GOVERNMENTAL	33444736		07/01/2020	09/02/2020	99500	99600	100	CF	\$28.88
WATER INFRASTRUCTURE			07/01/2020	09/02/2020					\$3.00
WATER GOVERNMENTAL	33444736	A	07/01/2020	09/02/2020	99500	99600	100	CF	\$19.33
STORM WATER			07/01/2020	09/02/2020					\$5.42



You should see your account- select “Manage Bills”



Utility Billing

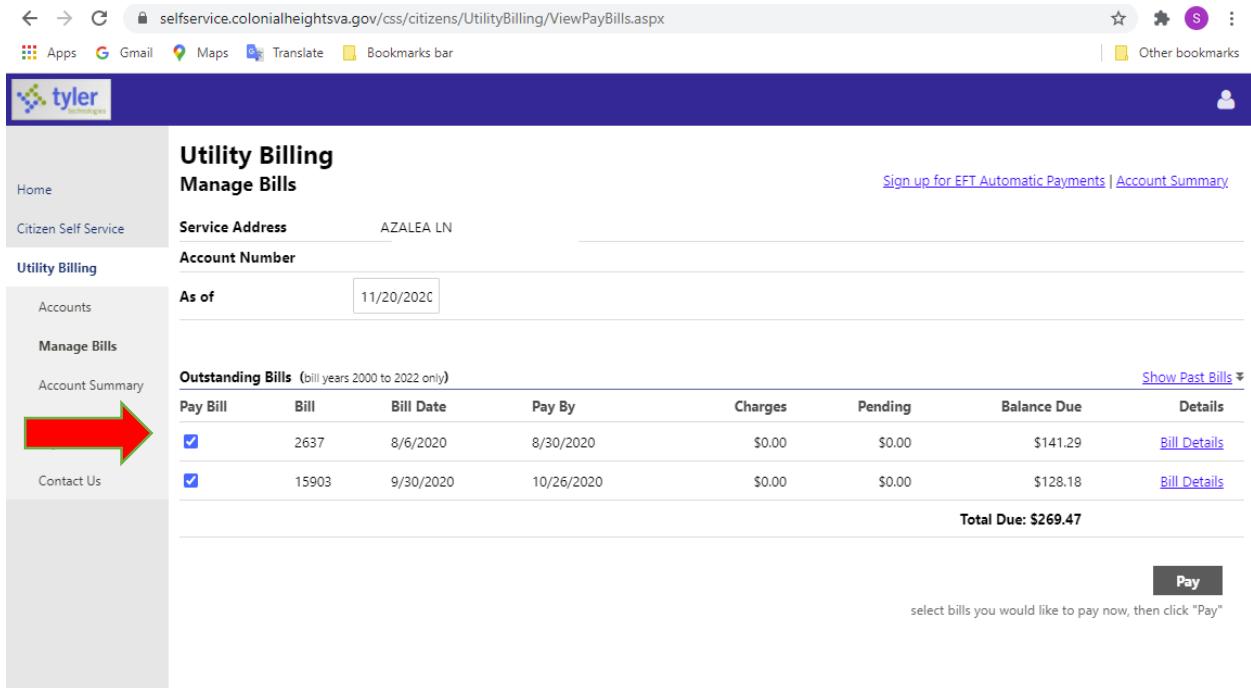
Search Results

Modify Search | New Search

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	Manage
	YACHT BASIN DR	107	700		Manage Bills

Select the bills you want to pay (check or uncheck on the left), and hit Pay.



selfservice.colonialheightsva.gov/css/citizens/UtilityBilling/ViewPayBills.aspx

tyler

Utility Billing

Manage Bills

Service Address AZALEA LN

Account Number

As of 11/20/2020

Outstanding Bills (bill years 2000 to 2022 only)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	2637	8/6/2020	8/30/2020	\$0.00	\$0.00	\$141.29	Bill Details
<input checked="" type="checkbox"/>	15903	9/30/2020	10/26/2020	\$0.00	\$0.00	\$128.18	Bill Details

Total Due: \$269.47

Pay

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

Select your payment method by clicking on the appropriate link:

Pay Bills

Select Payment Method

Please choose eCheck or Credit Card

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

Enter the amount you wish to pay and click **Continue**.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2021	8/6/2020	2637	8/31/2020	\$141.29	\$141.29	\$ 141.29

Continue **Cancel**

Enter the amount you wish to pay and click **Continue**.

You will now go to a page with a different look- this is the City's secure credit card processor, BridgePay. Select your payment method, then fill in the appropriate fields, click the box beside "I'm not a robot", and complete the Recaptcha test, if required.

← → ⌂ bridgepaynetsecuretx.com/WebLink3/WebLink.aspx

Apps Gmail Maps Translate Bookmarks bar Other bookmarks

BILLING INFORMATION

(Must match the billing address for your credit card)

Name:

Address: AZALEA LN

Address:

City: COLONIAL HEIGHTS

State / Zip: Virginia / 23834

Phone:

Email:

Total Amt:

Description:

PAYMENT INFORMATION

VISA  

Payment Method:

I'm not a robot  reCAPTCHA
Privacy - Terms

***** ACH PAYMENT DISCLAIMER *****

If paying by electronic check, I authorize this merchant

 2020-11-20





Click Make Payment.

← → ⌂ bridgepaynetsecuretx.com/WebLink3/WebLink.aspx

Apps Gmail Maps Translate Bookmarks bar Other bookmarks

BILLING INFORMATION

Email:

Total Amt: 2.00

Description:

PAYMENT INFORMATION

VISA  

Payment Method:

Card Number:

Exp. Date: 08 / 22

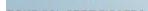
Security Code: [What is this?](#)

I'm not a robot  reCAPTCHA
Privacy - Terms

***** ACH PAYMENT DISCLAIMER *****

If paying by electronic check, I authorize this merchant to debit the bank account indicated in this web form for the noted amount on today's date. I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as the above noted transaction date.

 2020-11-20

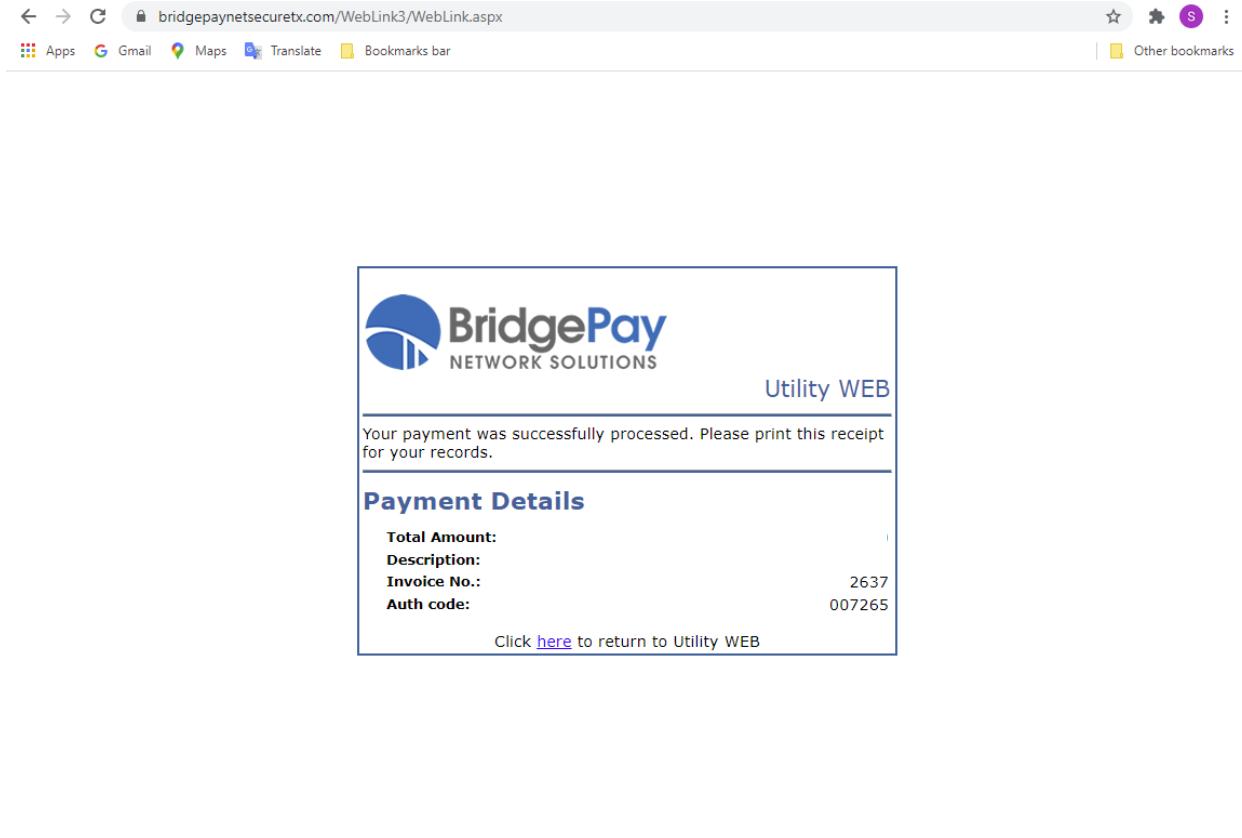






Powered by [Bridgepay Network Solutions](#).

When you get this screen, your payment has been successful, you are done!



The screenshot shows a web browser window with the URL bridgepaynetsecuretx.com/WebLink3/WebLink.aspx in the address bar. The page content is as follows:

BridgePay
NETWORK SOLUTIONS

Utility WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount:	
Description:	
Invoice No.:	2637
Auth code:	007265

Click [here](#) to return to Utility WEB

Thank you for using Colonial Heights' Online Utility Bill Pay and Viewing. We will be expanding the capabilities of this site in the near future to include paying Real Estate, Personal Property, and Business License Taxes Online.