

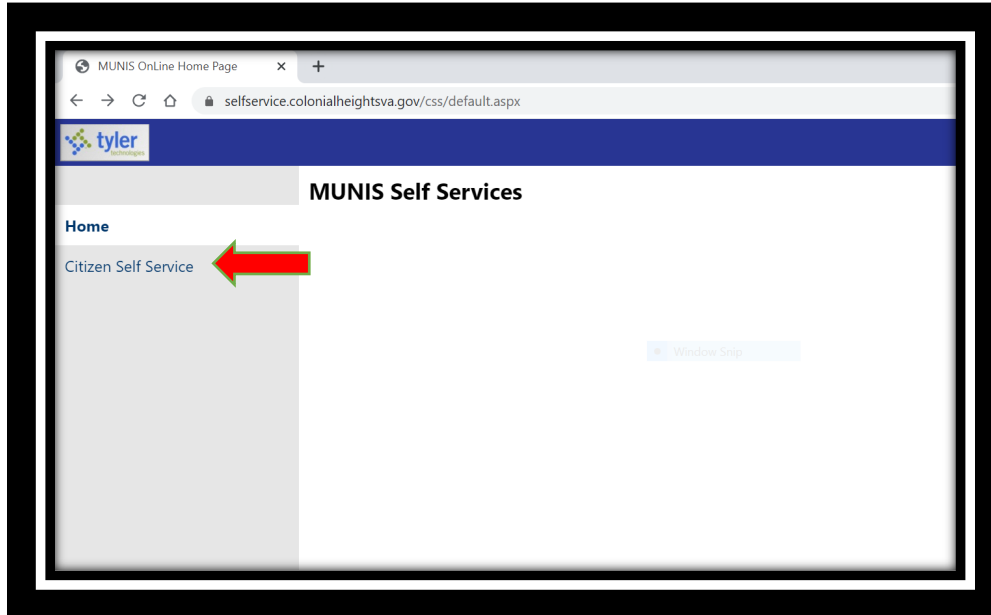
To Pay Bills on Colonial Heights' new payment site:

(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>

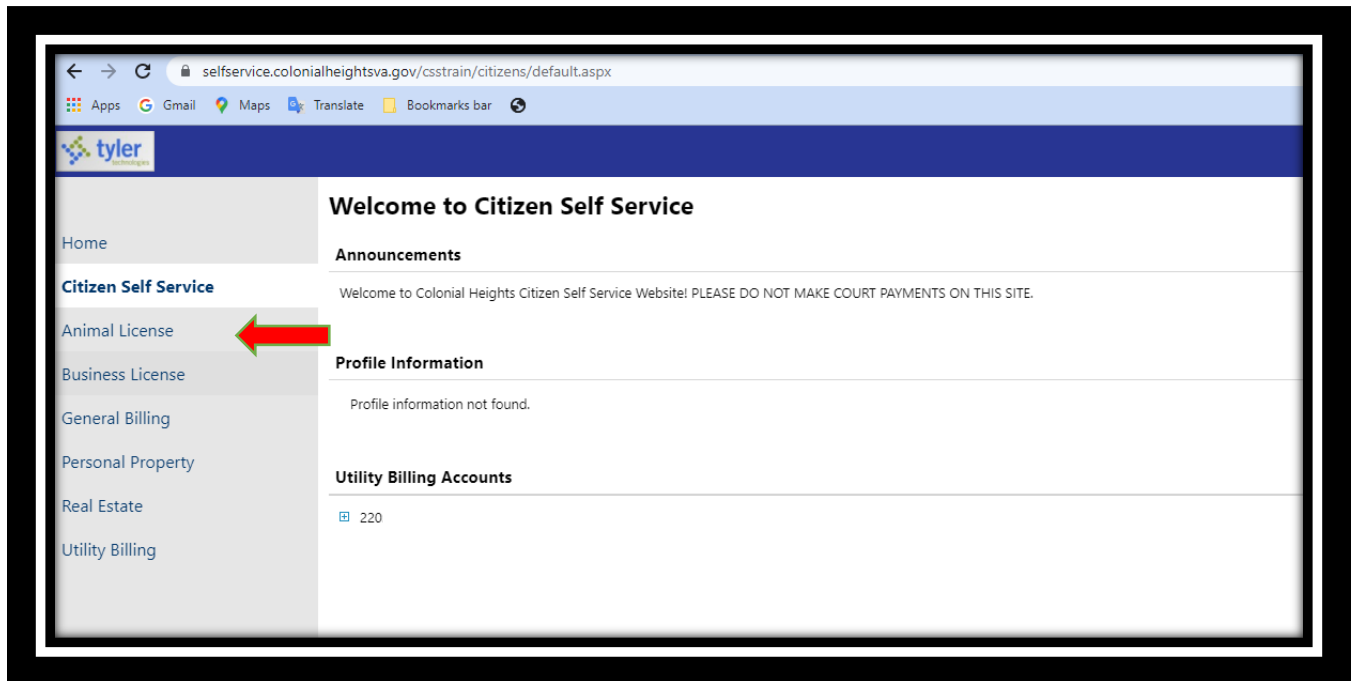
Click on the **Citizen Self Service** link on the left side of the webpage



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:



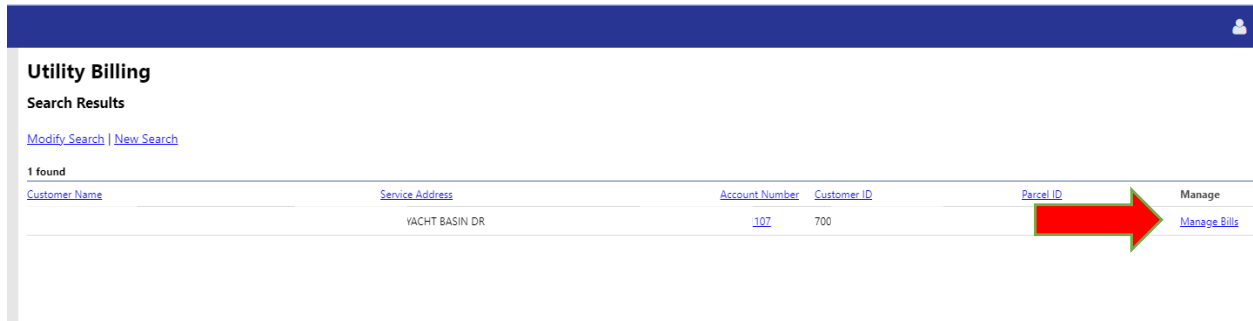
CITY OF COLONIAL HEIGHTS
 Utility Billing
 P.O. Box 3401
 Colonial Heights, VA 23834
 (804) 520-9288

Utility Bill
 CUSTOMER COPY

Please keep this portion for your records.

CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION						
		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”

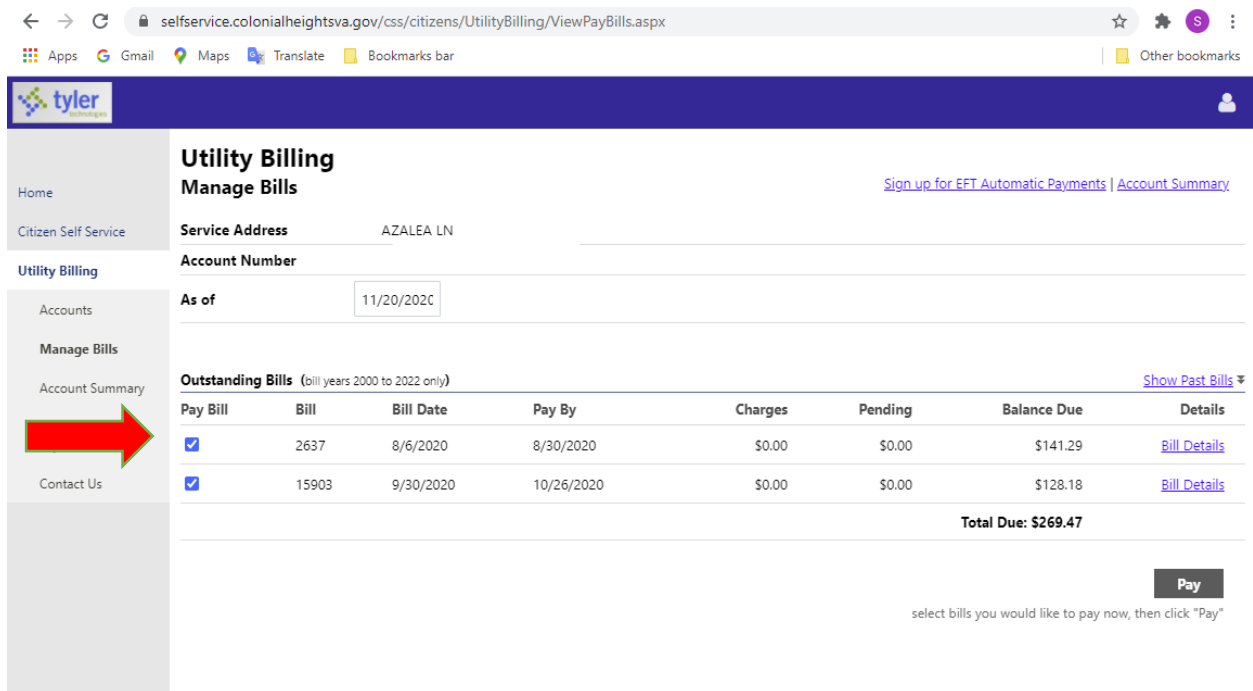


Utility Billing
Search Results
[Modify Search](#) | [New Search](#)

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 [Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address AZALEA LN
Account Number
As of 11/20/2020

Outstanding Bills (bill years 2000 to 2022 only) [Show Past Bills](#)

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**.

The screenshot shows a web browser window with the URL `selfservice.colonialheightsva.gov/css/citizens/Payments/PaymentAmount.aspx?mode=ub`. The page header includes the Tyler Technologies logo and a user profile icon. The main content area is titled "Pay Bills" and contains a table with the following data:

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

Below the table, there are two buttons: "Continue" and "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 ☆ ⚙️ S ⋮

Apps Gmail Maps Translate Bookmarks bar | Other bookmarks

BILLING INFORMATION

Time left: 8 minutes, and 52 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /




Phone:

Email:


Total Amt:

Description:

PAYMENT INFORMATION


  

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

ABOUT SSL CERTIFICATES



Click **Make Payment.**

eFinancePlus - C x Tyler Hub - Mun x Browse Bills x Signed Out x 8242526 - Online x https://www.brid x + - ⋮

← → ↻ bridgepaynetsecuretx.com/WebLink3/WebLink.aspx ☆ ⚙️ S ⋮

Apps Gmail Maps Translate Bookmarks bar | Other bookmarks




Name:

Email:

Total Amt:

Description:

PAYMENT INFORMATION


  

Payment Method:

Card Number:

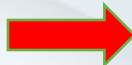
Exp. Date: /

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.



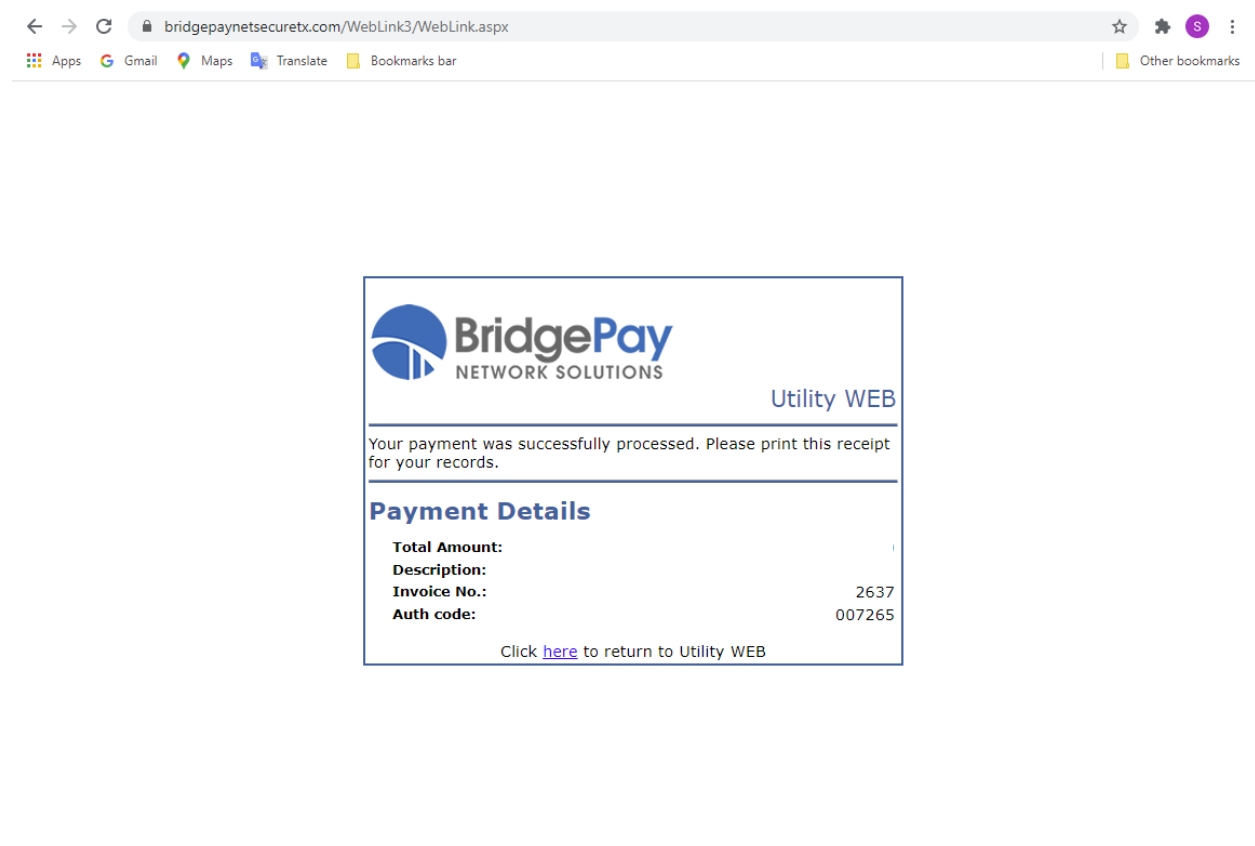
Powered by [Bridgepay Network Solutions.](#)

 2020-11-20

ABOUT SSL CERTIFICATES



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



The screenshot shows a web browser window with the address bar displaying "bridgepaynetsecuretx.com/WebLink3/WebLink.aspx". The browser's address bar includes navigation icons (back, forward, refresh) and a search icon. Below the address bar, there are icons for "Apps", "Gmail", "Maps", "Translate", and "Bookmarks bar". On the right side of the browser window, there are icons for "Other bookmarks", a star, a gear, and a profile icon.

The main content of the page is a confirmation message from BridgePay Network Solutions. The logo for BridgePay Network Solutions is displayed in the top left corner, and the text "Utility WEB" is in the top right corner. The message states: "Your payment was successfully processed. Please print this receipt for your records." Below this message, there is a section titled "Payment Details" which contains the following information:

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

At the bottom of the "Payment Details" section, there is a link that says "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.