

Paying your Utility Bill Online

Step 1: Go to cityofwestsacramento.org

Step 2: Click the “Utility Billing” tab to the right of the main picture.

Step 3: Click the large blue box that says “Pay My Utility Bill Online”



Step 4: You are now on our payment website. To create an account, click “[Register Now](#)”. *

*When creating an account make sure you have your most recent utility bill for your account number and when it asks for your address only enter the numbers of your address not the street name. (Example: 123 Street Name Ave. only type in 123)

If you are having trouble, you can contact the online payment customer service at 1-800-420-1663 or email them at customercare@paymentus.com

Canceling your Online Autopayment

Step 1: Log into your Paymentus account.

Step 2: On the accounts page, next to autopayment, slide the ON button to Off and confirm removal of schedule



Paying your Utility Bill by Phone

Call 1-844-508-3522. This is available 24 hours a day, seven days a week. It is available in both English and Spanish. Payment can be made using your Visa, MasterCard, Discover Card, or checking account. Make sure you have a copy of the current bill in front of you or have your account number and address ready.

Paying your Utility Bill in Person



You may make your payments at City Hall located 1110 West Capitol Ave. 1st Floor. We accept cash, checks, or credit card (Visa, Master, and Discover). You may also drop off a check in our drop box located our parking lot. There is also an additional drop box located in the lobby of the West Sacramento Community Center at 1075 West Capitol Ave.