City Of Camarillo Online Services

(also referred to as "Click2Gov" or "C2G")

Frequently Asked Questions

Last Revised: 12/11/2007

1. How do I contact Customer Service with questions or problems with my C2G account?

To contact the City of Camarillo Customer Service, call 388-5325, Monday through Friday between the hours of 8:00am and 5:00pm PST.

2. Is paying my bill online safe?

The City of Camarillo is committed to providing a secure Internet environment for your transactions, and security is a primary concern. We have taken precautions to ensure your information is transmitted safely and securely. The level of security is achieved in part by:

- Protecting the privacy and the confidentiality of the communications between your browser and our servers.

- Verifying that only authorized persons are allowed to access the online system.

- Maintaining isolation of our computers from the Internet.

- Credit card information stored in the C2G electronic "billfold" is highly encrypted.

- Offering 128-bit encryption that protects your information as it is sent across the Internet.

We strongly urge you to use a browser that supports a level of 128-bit encryption for your security. Versions 4.0 or greater of Netscape and Microsoft Internet Explorer will support this level of security. If you use a different browser, verify that it supports this level of encryption for your security and confidence.

3. What are the advantages of using the C2G program?

Using C2G saves you time, money and postage by not having to write and mail a check. It's a convenient, hassle-free payment option. All you have to do is complete the enrollment process online. You can also:

- View a summary of your bill and pay the amount due directly from your credit or debit card at your convenience.

- Change your email contact and/or credit/debit card payment information at any time.

- View account information such as your account status, balance due, date of your last bill, and date and amount of your last payment.

- View consumption histories.

- Change your PIN.

- Change the email address listed for your account.

- Change your email notification preferences.

4. Who can enroll in the C2G online program?

Anyone who is a utility customer of The City of Camarillo may enroll in the program, with certain restrictions. For example, your account cannot be in "Write Off" status at the time of enrollment. ("Write Off" status means that a customer has left a final amount owing, the account was turned over to a collections agency, the funds were never recovered and the amount due has now been written off by order of the Mayor and Council.)

If you are paying a "yellow" delinquent bill, you must contact Customer Service by phone to schedule resumption of your water service at 388-5325 during our normal business hours, Monday through Friday from 8:00am to 5:00pm PST.

5. Can I change the billing address listed on my account online?

No, you must call Customer Service at 388-5325 to change your billing address during our normal business hours, Monday through Friday from 8:00am to 5:00pm PST.

6. How do I sign up for the C2G program?

Click on the Click2Gov icon, and follow the instructions. Have a copy of your latest bill handy, as you will need the following information on the first page:

- Account ID – include the "-" (hyphen) in your full account ID

- Bill Date – enter the date in the following format: MMDDYY, e.g. 092506

- Total Amount Due – enter the amount without a "$" sign, but including the decimal point, e.g. 43.43

If you receive a **red** error message that says, "**Bill dates do not match**" please call our Customer Service Representatives at 388-5325 to obtain your most recent bill information.

7. Will I continue to receive a paper copy of my bill?

Yes, you will continue to receive your bill in the mail. We do not offer the option to decline receiving a paper bill at this time.

8. What are the requirements to enroll in the C2G program?

- You must have a PC with an internet connection and an email account, because you will receive a verification email from the City of Camarillo that contains the password for your account, which can be retained for your records. (Although we do not recommend any specific browser, for security reasons we have tested C2G on the Microsoft Internet Explorer and Netscape Navigator browsers.)

- Have a copy of your bill handy, as you will need your account information during the initial enrollment process.

- Your account must be in "active" status to enroll.

9. How do I verify the resolution settings on my monitor?

This will depend on your specific brand of monitor, but generally, go to your PC desktop and click on the right hand button on your mouse:

- A box will pop up – select "Properties". (The "Display Properties" box will appear.)

- Look for and click on the "Settings" tab.

- Look for the area that allows you to change the "pixel" settings. (Your settings should be at least 1024 by 768 pixels for best viewing of the C2G site.)

10. How do I verify the "cookies" settings on my PC?

Cookies are small files deposited on your computer that allow the City of Camarillo to recognize you while you are on the C2G site. Most browsers provide an option to notify you as cookies are being written or to automatically accept cookies from a list of trusted domains you establish.

To verify your settings, the process will vary depending on which browser you use, e.g.:

- In Microsoft Internet Explorer, it must allow a first party "cookie" from the C2G site

- In Netscape Navigator, it must allow a "cookie" from the originating C2G site

Please consult your individual browser's instructions to find out more about this setting.

11. What should I do if I get "stuck" during the enrollment process and cannot continue?

If this happens, please contact a Customer Service Representative at 388-5325 during our normal business hours, Monday through Friday from 8:00am to 5:00pm PST.

12. What if I forget my PIN?

Go to the main C2G screen and click on the **blue "Sign In Here / I already have a PIN"** button. The main sign-in screen will appear, and on the left you will see a link labeled "Forgot PIN?" Click on that link and you will be asked to enter your account number. Then click on the "Remind Me" button, and you will see the message, "Your PIN has been sent to the email address listed for your account." You will receive an email containing your password. When entering your PIN, please remember it is <u>case sensitive</u>, i.e. if you chose a PIN of "**P**assword", then entering "**p**assword" would not be accepted.

13. Can I view my bill online if I already pay with Automated Bill Payment?

Yes. Regardless of the payment method you choose, by enrolling in C2G you will continue to receive a paper bill in the mail and still retain the ability to view your bill summary online.

14. Is there a charge for using the C2G online program?

No, this service is currently free of charge. However, if you pay your bill with a bank debit card and your bank returns the transaction, your payment will be reversed by the City of Camarillo. We will charge your account the standard $25.00 fee for each returned transaction.

15. Can I use C2G to view and pay other bills I receive?

No, not at this time. C2G only allows you to view and pay your City of Camarillo utilities bill (Water/Trash/Sewer).

16. What are the payment options when using the C2G online program?

You can pay by credit or debit card, if the card has the Visa or MasterCard logo. We do not accept other cards at this time.

17. Can I pay my bill with a credit or debit card over the phone?

Yes, that option is available.

18. How long will it take to deduct the money from my chosen payment option?

This depends on when the information is added to the billing system, but generally it will be within 3 to 5 business days. We transmit our batch requests once a day, and the clearing house processes all received transactions at midnight. When your payment is entered into the C2G system, it will show as "pending" until the money is received. The money is then posted to your account the same day it is received by the City of Camarillo.

19. Will there be a charge if my debit card transaction is returned?

Yes, we will reverse the transaction, and as with other returned items, i.e. bank drafts or checks, we will charge your account the standard fee, currently at $25.00.

20. Can I pay only a portion of my bill?

Click2Gov will accept partial payments. However, you must contact Customer Service if a payment plan is needed to pay the remaining balance. If your water has been turned off and you are paying a delinquent bill, you must contact Customer Service by phone to schedule resumption of your water service at 388-5325.

21. How can I "save" my card information online so I don't have to enter it again every time I make a payment?

When you make a payment, on the "Account Information" screen when you enter your card information, look at the bottom of the screen just above the "Continue" button. You will see a small box with text next to it that says, "Save this card information in my billfold." Click on the box, and the card information will be saved when you click on the "Continue" button.

The next time you log in to your account:

- Click on the link at the left hand side of the screen that says, "Make Payments".

- Click on the "Notification and Payment Options" link.

- In the "Billfold" section, click on the "Pay" button next to the credit/debit card you wish to use to make the payment.

- On the next screen, you will enter your payment amount and 3-digit security code for the card.

- Follow the instructions on the following screens to complete the payment process.

22. What if my credit or debit card information changes?

If you have saved your previous card information in your "electronic billfold", you can update that information by doing as follows:

- Sign in to your account.

- Click on the "Payments" link on the left side of your screen.

- Click the "Notification and Payment Options" link.

- In the "Billfold" section, click the Edit button next to the card you want to change, and revise your information.

- Click the "Continue" button.