Welcome to the City of Ormond Beach Citizen Self Service. This guide will provide you the tools to register, make credit card payments, sign up for EFT automatic payments (bank draft), view consumption and billing information, change the billing delivery method and make address/telephone number changes.

You will need both your account ID and your customer ID which are located on your utility bill.

PLEASE NOTE: If you have questions please contact the City of Ormond Beach Utility Billing Department at 386-676-3209.
STEP 1. REGISTRATION

Select Citizen Self Service

Select Register
Please fill out the following information to continue the registration process.

STEP 2. LINKING YOUR CUSTOMER UTILITY BILLING ACCOUNT

Select link Account
The following screen appears. Enter your account ID and customer ID both of which can be found on your utility bill.

Once an account has been linked, the information will be listed under Utility Billing Accounts.
STEP 3. MANAGING YOUR ACCOUNT

Select Utility Billing from the left side of the screen once logged in for access to each of the available options.

The top of the screen provides access to EFT Automatic Payments, Mailing Address Change, Bill Delivery Preferences, and Manage Bills.
You can also manage several items from this main screen. View account information, balances, payments and the opportunity to view consumption. To make a payment on the current utility bill, select “pay now”.

The following screen will appear. An option to sign up for EFT Automatic Payments is provided on the left side of the screen.

Owners with multiple linked accounts will be prompted to select the account where they would like to make the payment.

If ready to pay by credit card select “Pay”.
This screen provides an optional "Automatic Credit Card Payment" service by selecting “Enroll”. This service is optional and can be bypassed by selecting continue.

The following screen provides the citizen the option to enter in the payment amount. Select continue once that has been completed to enter the payment tender information.
The following screen provides the method of payment to be entered and finalizes the payment process.