



CITY OF VACAVILLE

FINANCE DEPARTMENT



650 Merchant Street • Vacaville, CA 95688 • CityofVacaville.gov • 707.449.5450

1. Navigate to: <https://vacavillecacitizens.munisselfservice.com/citizens/UtilityBilling/Default.aspx>

2. Select 'Service Requests'

Utility Billing/Excise Tax

ATTENTION: FOR NEW REQUESTS FOR WATER/SEWER SERVICE OR TO REQUEST A SERVICE DISCONNECT, PLEASE SELECT A SERVICE REQUEST TYPE.

Parcel ID

Remember these values
(not recommended on public or shared devices)

Search **Reset**

Service Requests



2. Select 'Start Request'



Utility Billing/Excise Tax Service Requests

Please note The City of Vacaville requires 1 business day to process Water/Sewer Move in requests and 2 business days for Water/Sewer M day.

Submit new request

Start Request



Search existing request

Request ID *

Daytime Phone *

Search

Home

Citizen Self Service

Accounts Receivable

Utility Billing/Excise Tax

Service Requests

Contact Us



5. Complete all required information and then select continue



Home

Citizen Self Service

Accounts Receivable

Utility Billing/Excise Tax

Service Requests

Contact Us

Utility Billing/Excise Tax Service Requests

Step 1 of 3: Enter contact information

This form is not for reporting emergencies.

Step 1 2 3

Name (all caps) *

Mailing Address After Move-In Date
(all caps) *

City *

State *

Zip *

Phone *

Email (all caps) *

Last 4 Digits of Social Security # or Full
TIN # (No Dashes) *

Date of Birth *

Secondary Name (optional)

Secondary Date of Birth

Secondary SSN (last 4)

Remember me on this computer

Cancel

Continue



6. Select the drop-down titled 'Type of Request' and select either 'Excise Move In' or 'Excise Move Out' depending on your circumstance. **(DO NOT select water/sewer, the application will be rejected)**



- Home
- Citizen Self Service
- Accounts Receivable

Utility Billing/Excise Tax

Service Requests

Contact Us

Utility Billing/Excise Tax Service Requests

Step 2 of 3: Enter request details

Step 1 2 3

PLEASE NOTE: Excise Move In/Excise Move Out applications are intended for apartment complex residents only. For residential homes, please select "Water/Sewer Move in or Water/Sewer Move out"

Type of request *

Select... ▼



Request date *

Service Address

Street number *

Street name *

Unit/Apt. type (if applicable)

City/Town *

Cancel

Back

Continue



8. Complete the required information. When entering the request date, the system will not allow you to select past dates. **If you moved-in or moved-out prior to the submittal date, specify your move-in/out date in the additional information section**

Utility Billing/Excise Tax
Service Requests

Home
Citizen Self Service
Accounts Receivable

Utility Billing/Excise Tax
Service Requests
Contact Us

Step 2 of 3: Enter request details Step 1 2 3

PLEASE NOTE: Excise Move In/Excise Move Out applications are intended for apartment complex residents only. For residential homes, please select "Water/Sewer Move in or Water/Sewer Move out"

Have you had previous water and sewer service with the City of Vacaville? * Yes No

Previous Address (if applicable):

Type of request * Excise Move In

Request date * 4/22/2025

Additional Information (for business applicants please state type of business here) Move-in 03/01/2025

Do you own this property? * Yes No

Service Address

Street number * 650

Street name * Merchant St


Unit/Apt. type (if applicable) Apt 1

City/Town * Vacaville

Cancel Back Continue



9. Verify the information entered is correct, type in the validation code, checkmark the acknowledgment box and click submit



Home
Citizen Self Service
Accounts Receivable
Utility Billing/Excise Tax
Service Requests
Contact Us


Utility Billing/Excise Tax Service Requests

Step 3 of 3: Confirm request details Step [1](#) [2](#) **3**


Name (all caps)	CITY OF VACAVILLE
Mailing Address After Move-In Date (all caps)	650 Merchant St vacaville, CA 95688
Phone	7074495185
Email (all caps)	excisebilling@cityofvacaville.com
Last 4 Digits of Social Security # or Full TIN # (No Dashes)	1234
Date of Birth	04/17/2025
Secondary Name (optional)	
Secondary Date of Birth	
Secondary SSN (last 4)	
Have you had previous water and sewer service with the City of Vacaville?	No
Previous Address (if applicable):	
Type of request	Excise Move In
Request date	4/22/2025
Additional Information (for business applicants please state type of business here)	Move-in 03/01/2025
Do you own this property?	No
Service address	650 Merchant St Apt 1 Vacaville

Enter these validation numbers into the box below them

Type the following validation code into the box provided *



I hereby acknowledge that the information I am about to submit is 100% accurate.





You will receive a confirmation email once your request has been successfully submitted. If you submitted a move-out notice, please remember that billing is done after your final days of occupancy—not in advance—so you will still receive a closing bill.

Please also note that our online payment portal is the same one used for utility bills, so there won't be any wording specific to Excise Tax on the payment page.

If you need assistance, please contact our Excise Tax Billing team.

Thank you,

City of Vacaville – Excise Tax Division
707-449-5185, Option #2
Excisebilling@cityofvacaville.com