



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 '+ Expand Menu'

The screenshot shows the top navigation bar of the website. On the left is the Vacaville logo. On the right are a shopping cart icon with '(0)' and a 'LOG IN' link. Below the navigation bar is a grey bar with a blue plus sign and the text 'Expand Menu'. A red arrow points to this button. Below the navigation bar, the page title is 'Utility Billing/Excise Tax'. There is a notice: 'ATTENTION: FOR NEW REQUESTS FOR WATER/SEWER SERVICE OR TO REQUEST A SERVICE DISCONNECT, PLEASE SELECT "SERVICE REQUESTS" FROM THE MENU OPTIONS ON THE LEFT SIDE OF THE SCREEN.' Below this is a 'Parcel ID' input field, a 'Remember these values' checkbox (unchecked), and a note '(not recommended on public or shared devices)'. At the bottom of this section are 'Search' and 'Reset' buttons. The footer contains the copyright notice '©2025 Tyler Technologies, Inc. [Help/Feedback](#)'.

3. Select 'Service Requests'

The screenshot shows the same website interface as the previous one, but the 'Collapse Menu' button is now active, and a dropdown menu is visible. The dropdown menu contains the following items: 'Home', 'Citizen Self Service', 'Accounts Receivable', 'Utility Billing/Excise Tax', 'Service Requests', and 'Contact Us'. A red arrow points to the 'Service Requests' item. Below the dropdown menu, the page title is 'Utility Billing/Excise Tax'. There is a notice: 'ATTENTION: FOR NEW REQUESTS FOR WATER/SEWER SERVICE OR TO REQUEST A SERVICE DISCONNECT, PLEASE SELECT "SERVICE REQUESTS" FROM THE MENU OPTIONS ON THE LEFT SIDE OF THE SCREEN.' Below this is a 'Parcel ID' input field, a 'Remember these values' checkbox (unchecked), and a note '(not recommended on public or shared devices)'. At the bottom of the page are two dark grey bars.



4. Scroll to the left and select 'Start Request'

VACAVILLE

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

Utility Billing/Excise Tax Service Requests

Note: The City of Vacaville requires 1 business day to process Sewer Move in requests and 2 business days for Water/Sewer Move requests. Requests received after 12 PM are considered as of the following business day.

Create new request

Request

Search existing request

Request ID *

Daytime Phone *

Scroll to the left

Search

5. Complete all required information and then select continue

Utility Billing/Excise Tax Service Requests

Step 1 of 3: Enter contact information Step 1 2 3

This form is not for reporting emergencies.

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 Address (optional)



6. Select the drop-down titled 'Type of Request'

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 *

Request date *

Service Address

Street number *

Street name *

Unit/Apt. type (if applicable)

City/Town *

7. Select either 'Excise Move In' or 'Excise Move Out' depending on your circumstance. (**DO NOT select water/sewer, the application will be rejected**)

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 *

Request date *

Service Address

Street number *

Street name *

Unit/Apt. type (if applicable)

City/Town *

✓ Select...

Excise Move In

Excise Move Out

Water/Sewer Move In

Water/Sewer Move Out



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

City of Vacaville? *

Previous Address (if applicable):

Type of request * Excise Move In

Request date * ←

Additional Information (for business applicants please state type of business here) ←

Do you own this property? * Yes No

Service Address

Street number *

Street name *

Unit/Apt. type (if applicable)

City/Town *

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

sewer service with the City of Vacaville? No

Previous Address (if applicable):

Type of request Excise Move In


Request date 3/12/2025

Additional Information (for business applicants please state type of business here) Move-in date: 1/5/2025

Do you own this property? No

Service address 650 Merchant St 1 Vacaville

Enter these validation numbers into the box below them



Type the following validation code into the box provided *

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

