



# City of Tulsa

[www.cityoftulsa.org/utilities](http://www.cityoftulsa.org/utilities)

You will need your Account Number and Customer I.D. to make a Utility Payment

Customer Care Helpline  
Online at

<https://tulsa311.com/site/wss/home>

By phone at  
311

## Utility Billing Payment

- From the Citizen Self Service page, select "Citizen Self Service" from the left menu.



- Select "Utility Billing."



- Select the account on which you wish to make payment.



- The oldest bill due will show at the top of the list. You must make payment on older bills before paying the newest bill. Select the bill on which you would like to make payment, then click on "Pay."



# Utility Billing Payment

5. The full amount will automatically show in the “Payment Amount” area. If you want to make a partial payment, you may put the amount you are wanting to pay in the area at this time. Select “Continue.”

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2021	5/7/2021	80014468	5/28/2021	\$111.39	\$111.39	\$ 111.39

Continue Cancel

6. Enter your email to confirm payment. Select “Continue.”

Enter Email Address

Payment Type

Utility Bill

Email

Enter email address

Re-Enter email

Re-enter email address

Continue

7. On the payment information screen. Make sure your name, phone, and zip code information is correct. Also ensure the amount you are paying is correct, then select the payment method either eCheck, debit card, or credit card. If you choose debit or credit payment, you will enter in the card information at this time including the card number, CVV, expiration date, and the Cardholder name. When this information is correct, select, “Continue.”

Enter Payment Information

All fields are required unless labeled as optional.

First Name: CUSTOMER Middle Name: Optional

Last Name: NAME Daytime Phone Number:

ZIP Code: 99999

Pay this Amount \$ 111.39

Payment Method

eCheck eCheck / Bank Account

VISA Debit Card

VISA Credit Card

< Back Continue

8. You will be asked to confirm your payment. Select “Pay.” You will be sent an email receipt showing the amount you paid online.

Confirm Payment

Payment Method: VISA \*\*\*\*\*4448

Payment Date: Now (06/18/2020)

Payment Amount: \$100.00

[Click to read the Payment Authorization Terms](#)

I authorize payment and agree to the Payment Authorization Terms

Click the PAY button to complete your payment.

< Back Pay \$100.00