

How To Pay an Invoice

There are many ways to pay an invoice:

1. You can mail or bring a check into the office. We are currently open on Tuesday and Thursdays only, from 10-2.
To mail a check, please include the invoice and mail to:
City of Petaluma, Attn Building, 11 English St, Petaluma, CA 94952.
2. If you have an account with our online portal, login, click Dashboard, then View My Invoices and pick the one you want to pay.
3. If you don't have an account and would like to create one, click "Register" in the upper right hand corner, see below.
4. You can also go to the online portal and without logging in you can click on the "Pay Invoice" box, see below.

To begin any of the options above first click on the following link:

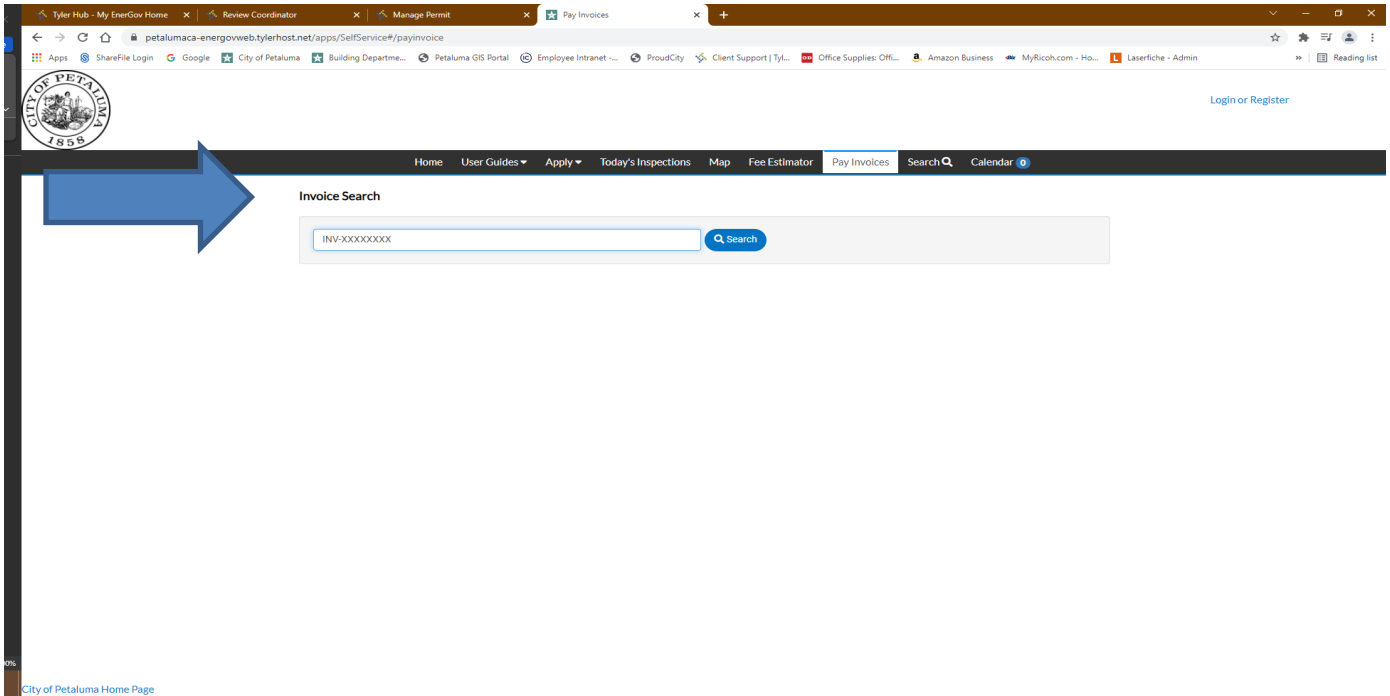
<https://petalumaca-energovweb.tylerhost.net/apps/SelfService#/home>

The screenshot displays the City of Petaluma SelfService portal. At the top, there is a navigation bar with links for Home, User Guides, Apply, Today's Inspections, Map, Fee Estimator, Pay Invoices, Search, and Calendar. A blue banner below the navigation bar contains a notice: "Please note that the City is currently working to fix issues with submitting Plans and Permits through the CSS portal. If you receive a warning that states 'Unable to login - missing cookie value' please make sure to accept cookies for this web portal (see Accepting Cookies User Guide). If the issue persists, please log out of your account, close your web browser, and log back in. You may also try using Internet Explorer as some users have noted resolution of the error when using this web browser. If these solutions do not solve the issue, please send an email detailing the issue, including any screenshots or warnings you received to EnerGov CSS at EGCS@cityofpetaluma.org. We appreciate your patience and understanding as we work to improve the City's permitting process." Below the banner is the "Permits & Planning Applications Hub" section, which features eight service tiles arranged in a 2x4 grid. Each tile has an icon, a title, and a brief description. A large blue arrow points from the "Pay Invoice" tile to the "Login or Register" link in the top right corner of the portal.

Service	Description
Estimate Fees	Use this tool to quickly estimate the required fees for a permit or plan.
Search Public Records	This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.
Apply	This tool can be used to apply for a permit, plan or license.
Login or Register	Login to an existing or create a new account. You can also find help if you forgot your login information.
Pay Invoice	Use this tool to pay for individual invoices.
Map	Explore the map to see the activity occurring in your neighborhood.
Calendar	Click here to find out about certain events like holidays and public hearings.
Need Help?	Please feel free to contact us with any questions at (707)778-4301 or by email at cdd@cityofpetaluma.org

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Then type in the invoice number “INV-XXXXXXX” (you must type INV-then the eight numbers) hit search.



Then click on the “Pay Now” in the upper right-hand corner, see below, then follow the prompts to finish the payment.

