



Exciting news for Utility Customers!

The new utility billing system will go-live on August 1st

- Paperless and/or traditional billing
- Real-time account information
- Improved invoicing & notifications
- Pay online with credit/debit card
- Set-up recurring payments
- View current & past bills
- View consumption history and other details
- Have one online account for multiple services

Citizen Self Service (CSS)* for utility customers will be available August 1st

carlsbadnm.munisselfservice.com (or go to the link on City webpage)

Registering for CSS is easy – all you need is the Customer No. and Account # on your August bill

CUSTOMER NAME	CUSTOMER NO.	PAF
CITY OF CARLSBAD	7001811	

BILL NUMBER	BILL DATE	ACCOUNT #
500050	05/01/2021	071100520

* Registering for CSS is not mandatory, if you do not register, you will continue to receive a bill

The current, online and phone payment systems will end on July 15, 2021