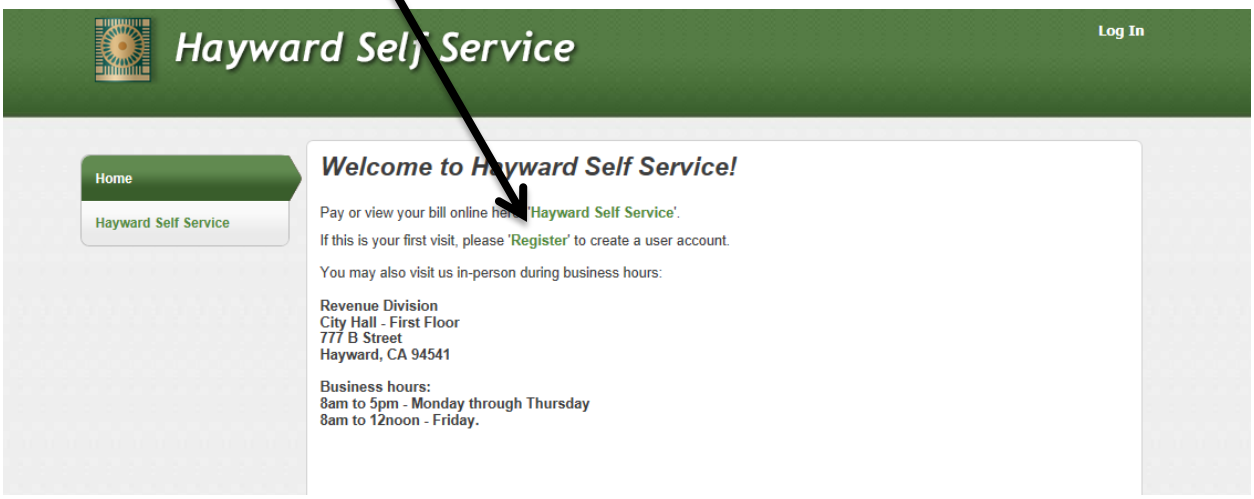
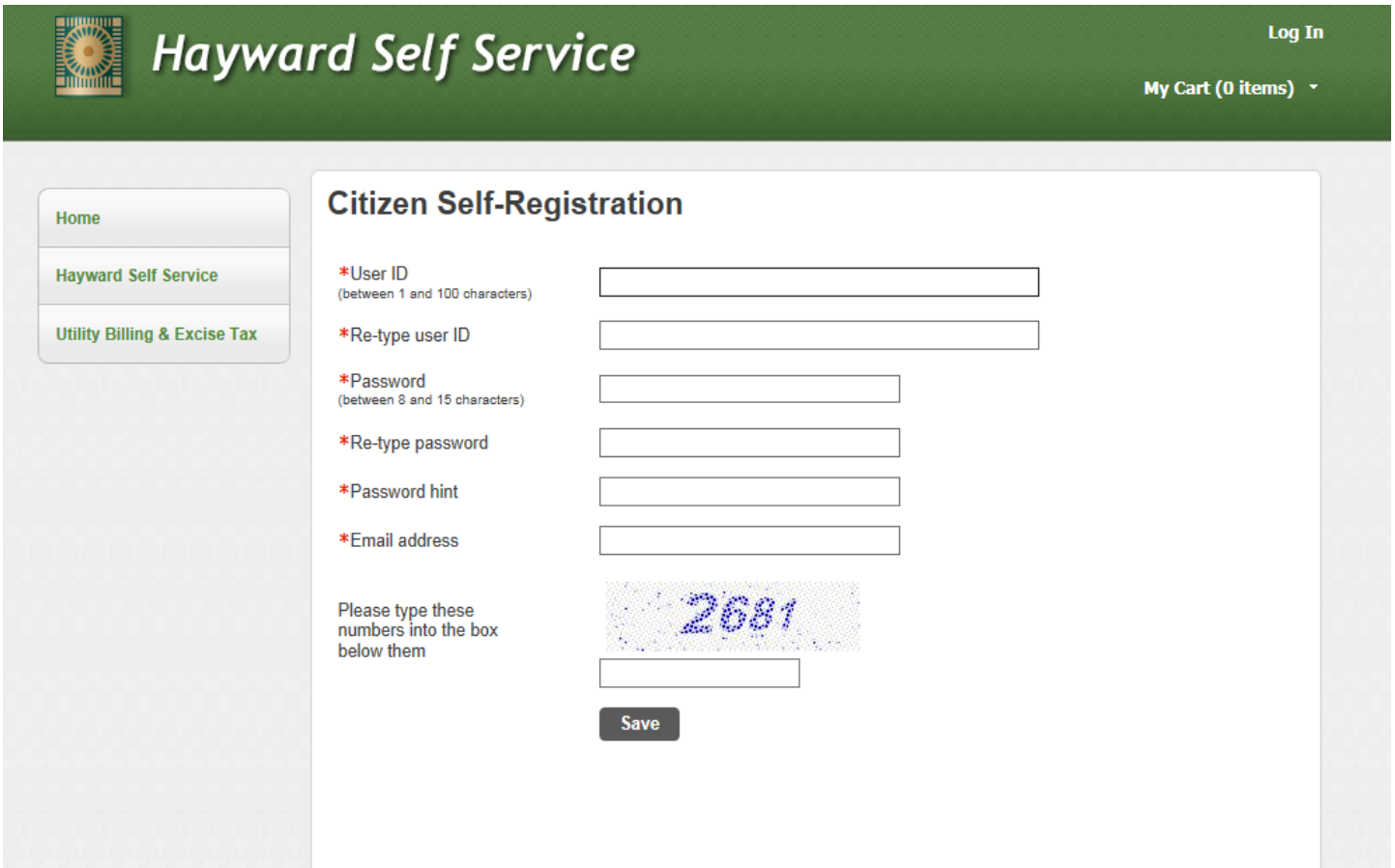
HAYWARD SELF SERVICE – www.hayward-ca.gov/HSS

If this is your first time on Hayward Self Service (HSS), you will need to do two things: register (which creates a login ID) and link your utility account to your ID.

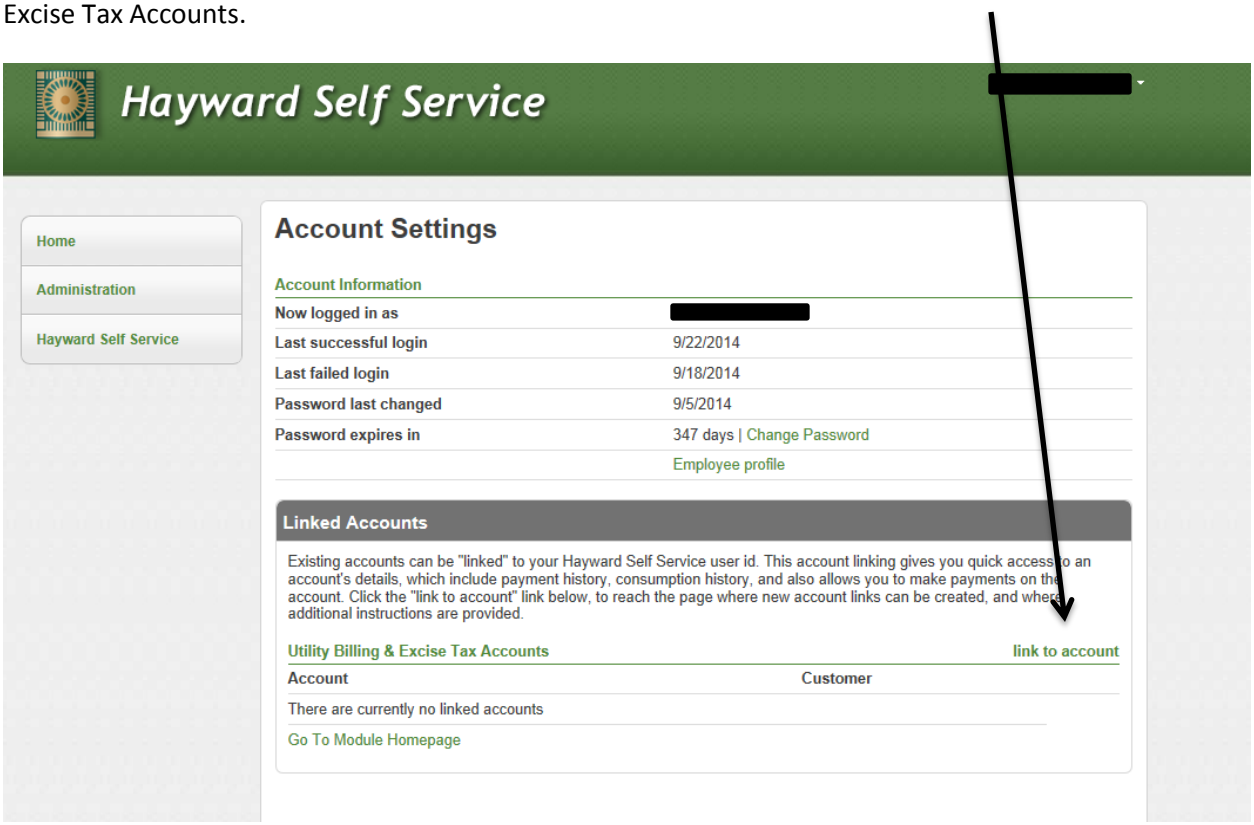
1. Click on the register link:



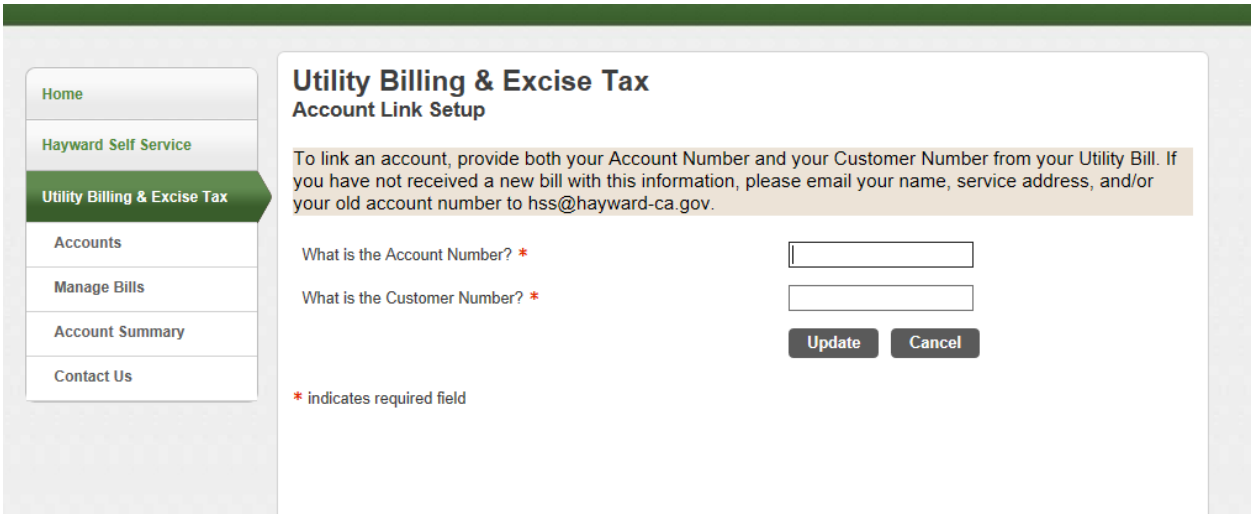
2. You will need to fill out this form.



3. Once that is completed, you will be taken to this screen. You need to click on “link to account” by Utility Billing & Excise Tax Accounts.

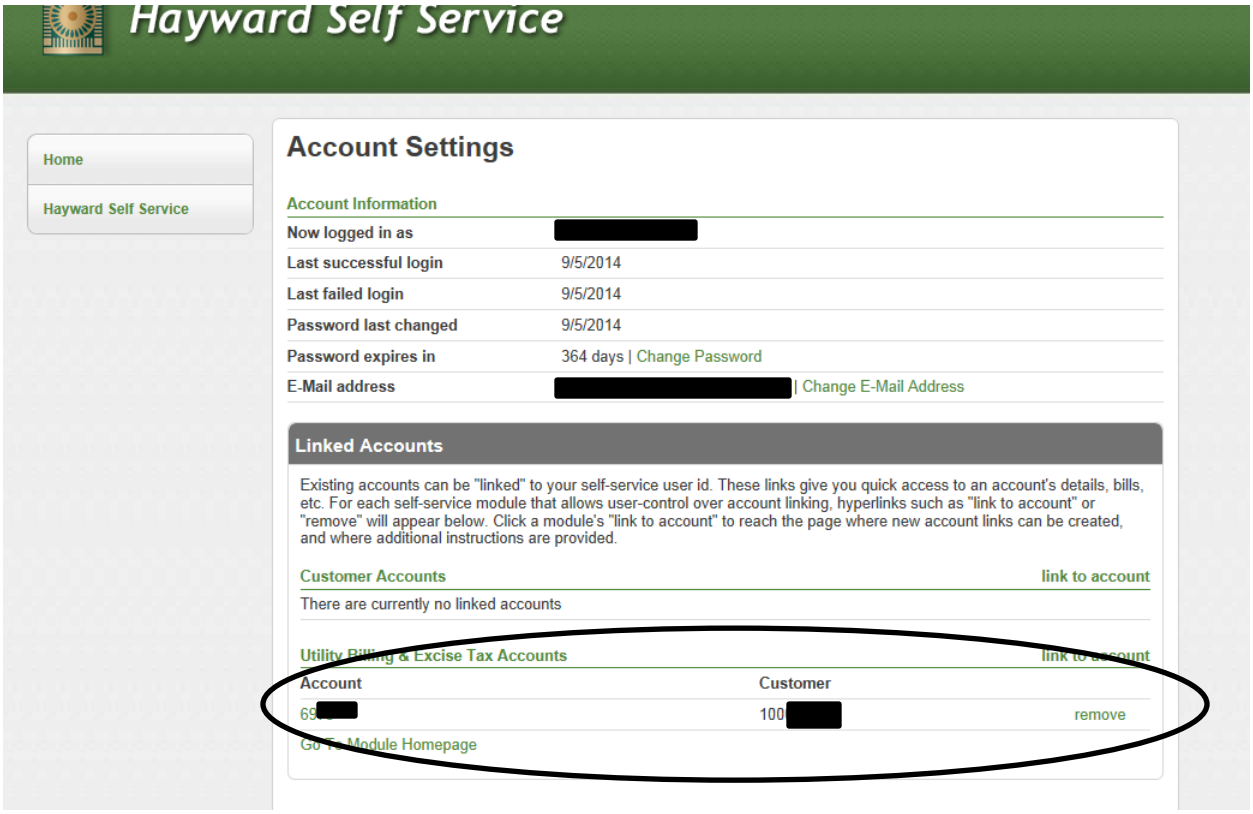


4. That takes you to this screen:

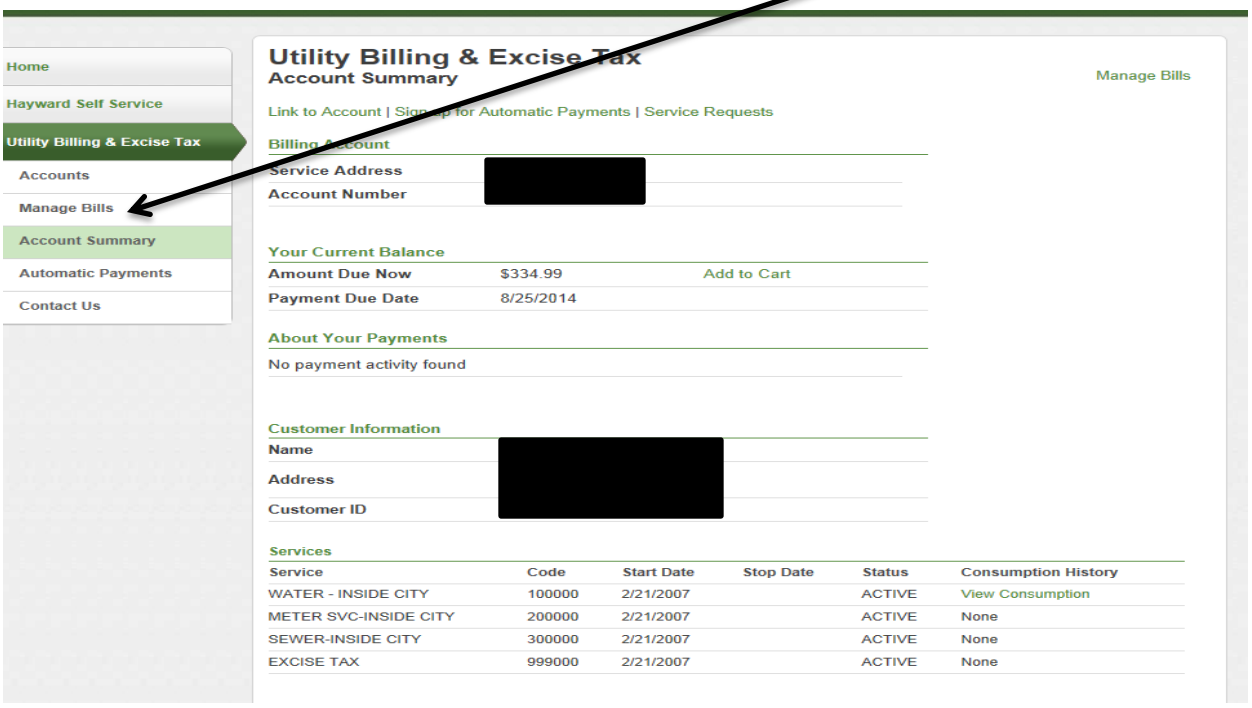


5. Once you enter your Account Number and their Customer Number, you are brought back to this screen. You will see that there is now a utilty account linked to your login.

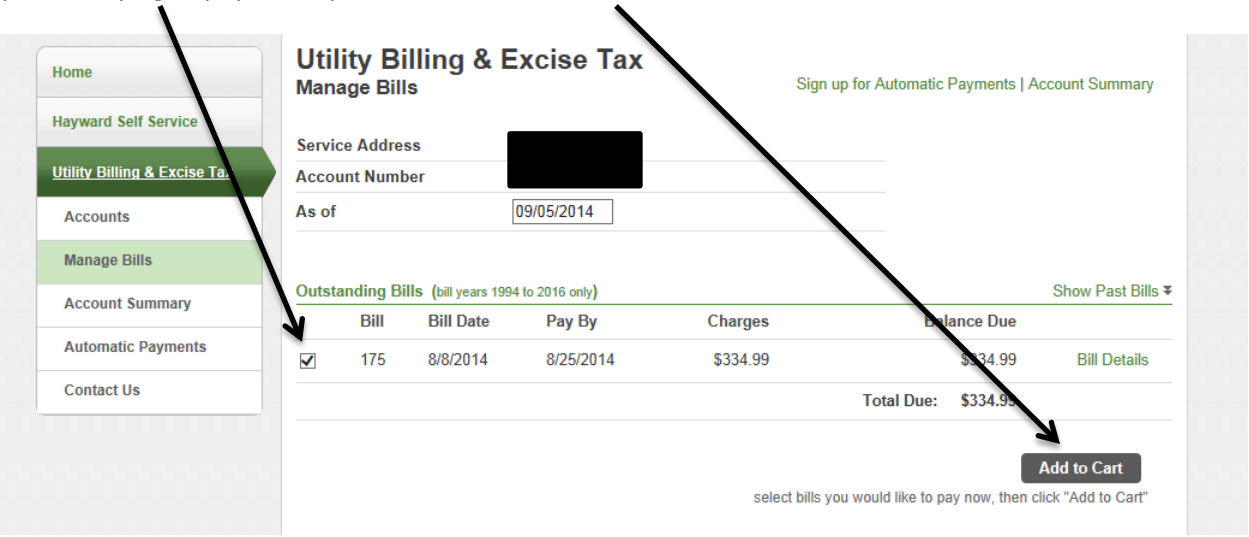
******NOTE**** If you do not know your Account Number and your Customer Number because you have not received a new utility bill, then please email HSS@hayward-ca.gov. In that email, please provide the account holder's name, service address, and the old account number if known.**



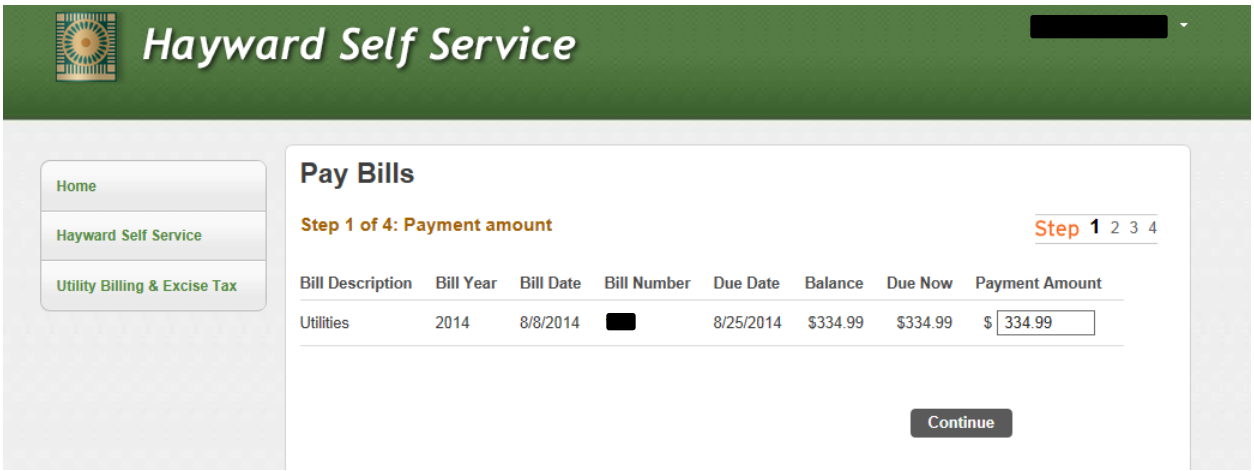
6. When you click on the account number, you will be brought to this screen. This screen shows balance, consumption, and payment information. To pay your bill, you would click on "Manage Bills" on the left navigation bar.



7. Clicking “Manage Bills” takes you to this screen. To pay the bill, you would put a check mark in the box next to the bill you are trying to pay. Then you would click “Add to Cart.”

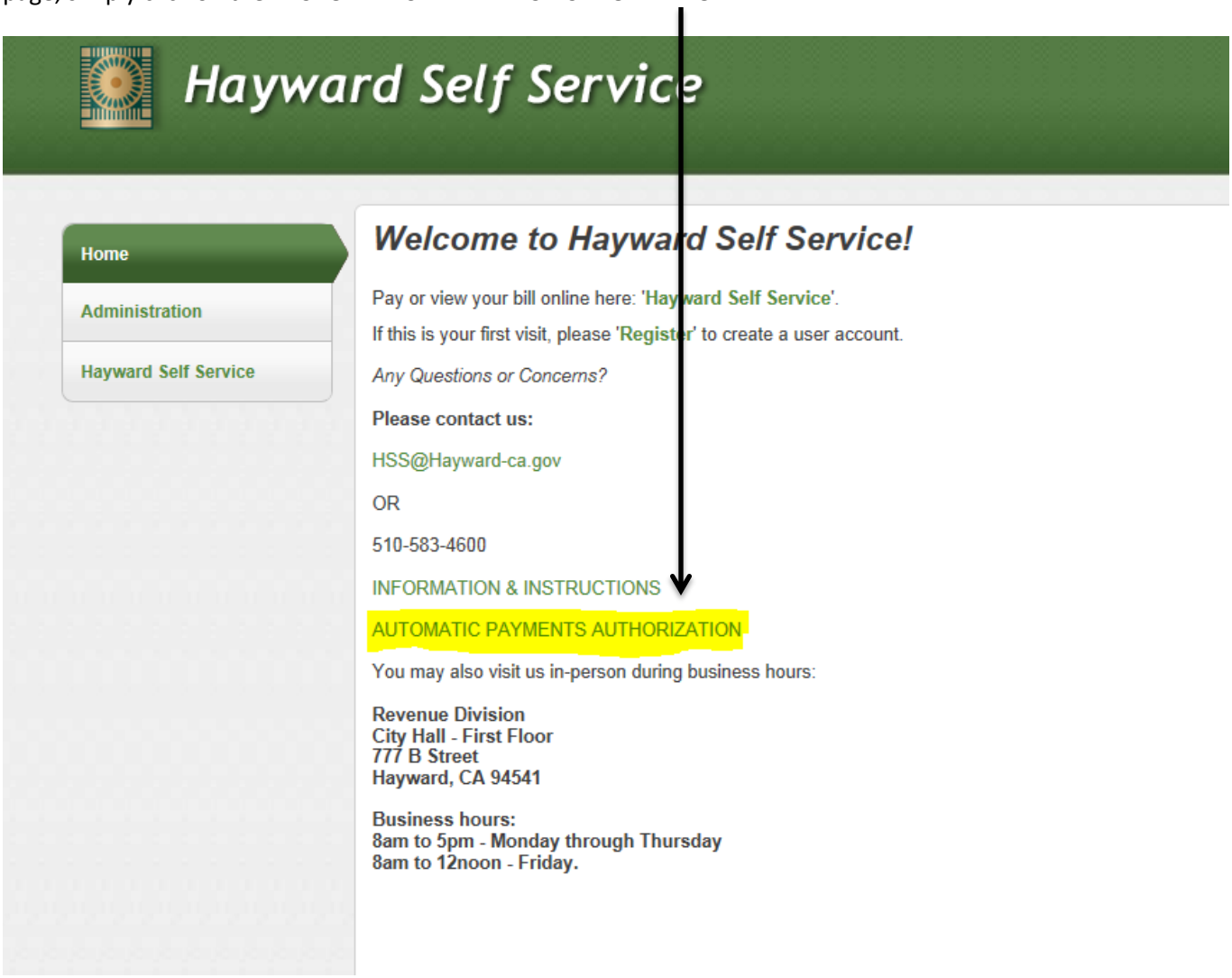


8. This takes you to this screen. You choose your payment amount, and then you press continue. You will enter your credit card number, then your address, and at the end, you will receive a confirmation number.



To Set-Up Automatic Payments

1. With our new billing software, we are pleased to offer you the ability to set-up automatic utility account payments from either your checking or savings account. To access the sign-up form - from the main Hayward Self Service landing page, simply click on the "AUTOMATIC PAYMENTS AUTHORIZATION" link.



Simply print out the form, fill it out and sign, and return it along with a voided check or savings deposit coupon. You can mail it to the address on the form, scan it and email it to hss@hayward-ca.gov, drop it off at the Revenue Division inside City Hall, or simply return the form and the check or slip with your next utility payment.