

Step by Step Instructions for the Village of Delhi's Citizen Action Center

The Village of Delhi has a new water/sewer billing/payment portal;
this new portal is a Citizen Action Center.

The Citizen Action Center portal web address is below:

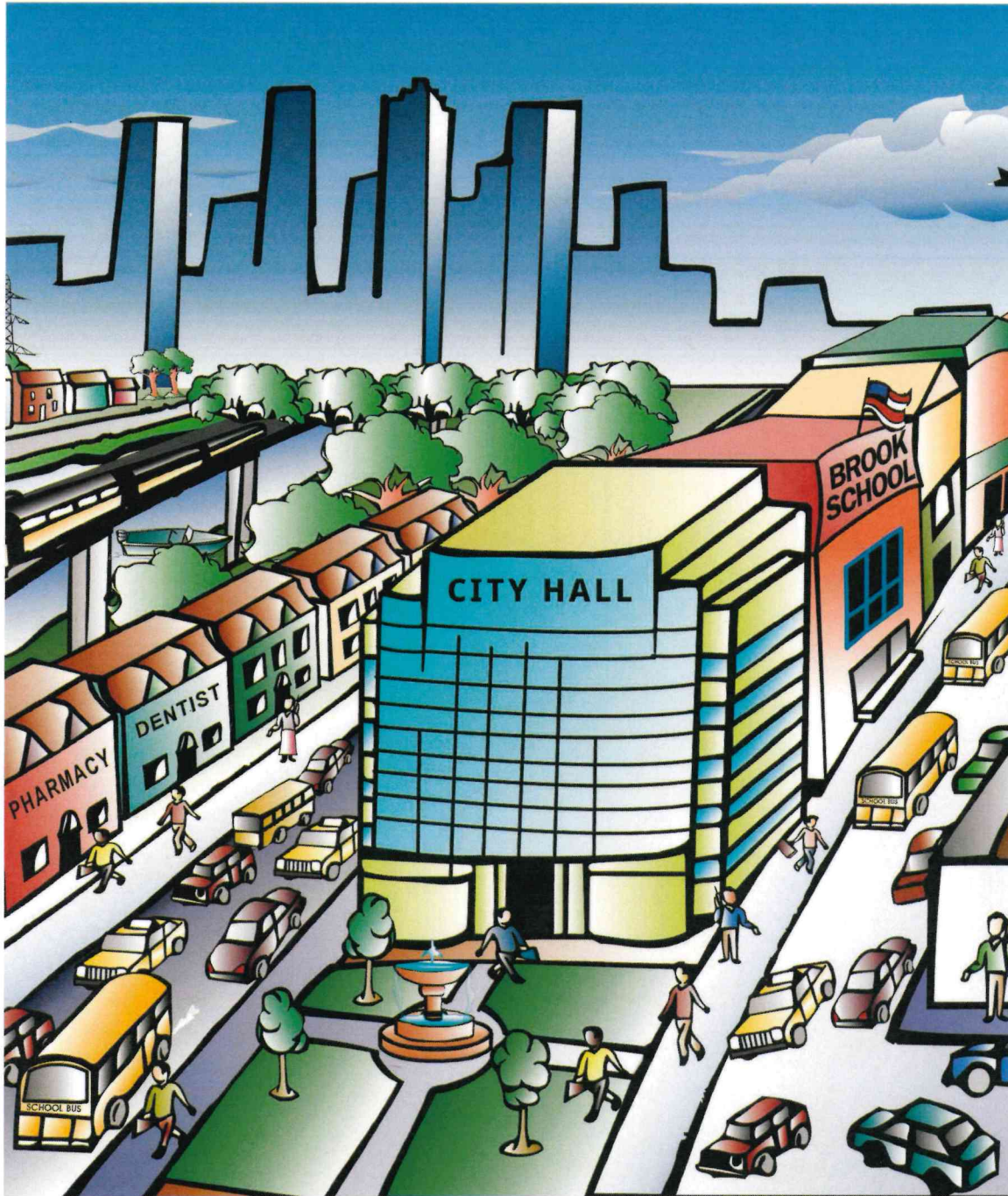
<https://villageofdelhi.citizenactioncenter.com/sign-in>

**Every water/sewer account is set to receive a postcard bill,
if you want to sign up for email billing or auto pay you will
need to sign up for this new Citizen Action Center portal.**

The following pages will walk you through signing up
and using the Village of Delhi's Citizen Action Center

If you have questions please call the Village of Delhi Office at (607) 746-2258

****The old water/sewer portal does not work anymore,
do not use it or any backdoor links that you used in the past****



Login

Email

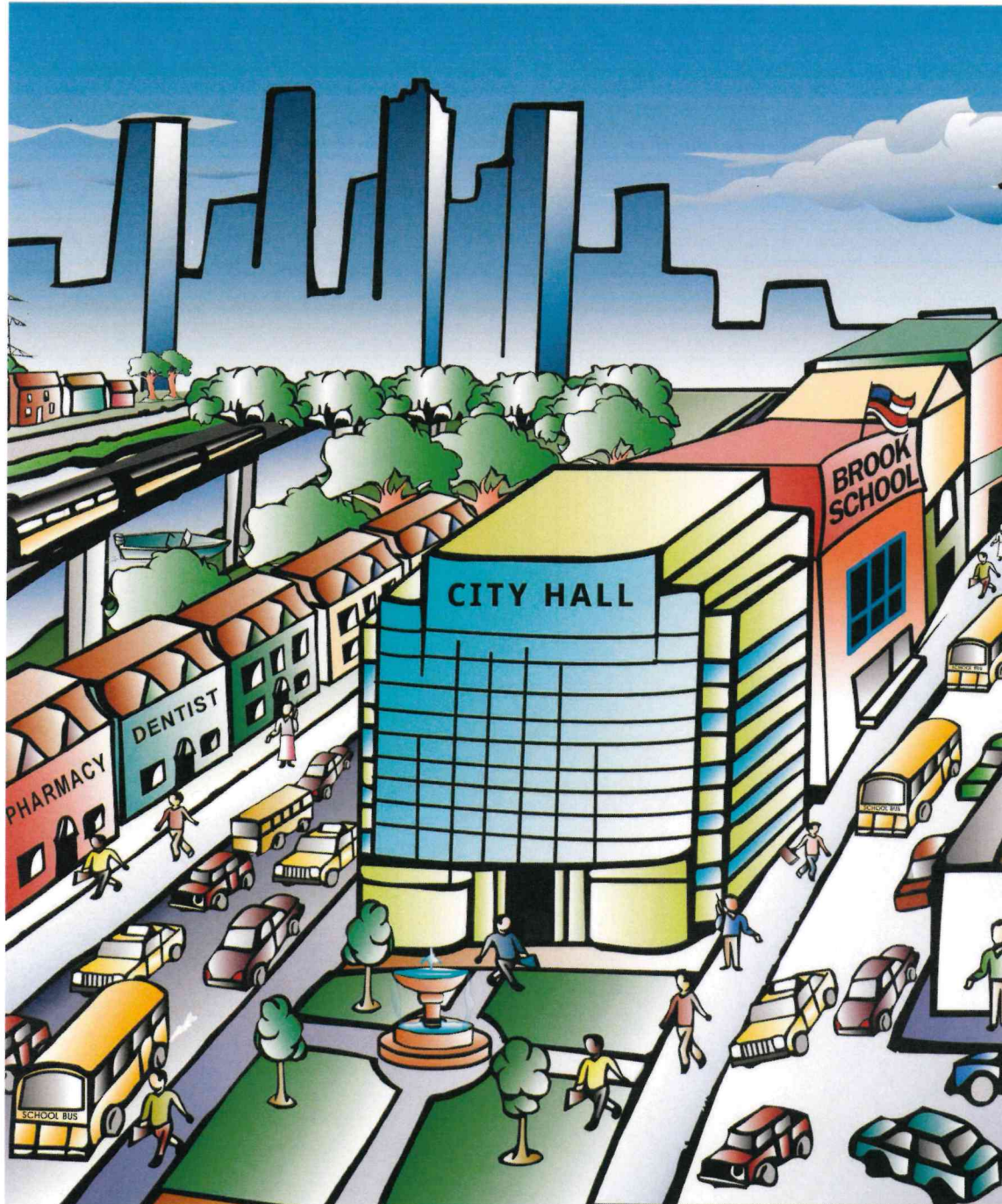
Password

[Forgot Password?](#)

Login

[Sign up Here](#)

↑
Click Sign Up Here



Sign Up

Email

Password

Confirm Password

Password must contain
at least one digit
Password must contain
at least one special
character
Password must contain
at least one lower case
letter
Password must contain
at least one upper case
letter
Password must be at
least 8 characters long

[Sign Up](#)

1. Enter Email Address
2. Create Password
3. Confirm Password
4. Click Sign Up

Enter water/sewer account number

(water/sewer accounts are the only utility accounts you can add)

(example: if your account number in the old system was A0015, it is 0015 in this system. If your account number in the old system was B2715, it is 2715 in this system. If your account number was C4302, it is 4302 in this system)

****You can only add one account at this step, you can add additional account(s) later****

Enter billing zip code

(the zip code must be your water/sewer billing zip code)

Start typing the first name on your water/sewer account

(if you are entering the first name correctly, it will auto fill after typing a few letters)

If everything looks good you can click save

If you need to try again you can click reset and try again

If you want to add your account later you can click skip

Add an Account

Where can I find my utility account number, billing name, and zip code? Customers can find their account number, billing name, and bill zip code on their utility bill printed or emailed.

To begin adding your utility account, please enter your account number, billing zip code, and name on the account.

Account Number

Billing Zip Code

Name On Account

Save

Reset

Cancel

Skip

Enter contact information
(this profile information is for the Citizen Action Center only)

Contact email for Citizen Action Center ONLY

Contact cell phone for Citizen Action Center ONLY

Choose primary contact method for alerts, the drop down menu choices are email, text message, or email and text

Alert subscription box:

Check which contact method priority level box or boxes you would like to receive alerts

(if you want alerts by text message, you will also need to check the text message agreement box)

If everything looks good you can click save

Edit Profile

First Name

Last Name

Address

City

State

Zip

Email

Cell Phone

Primary Contact Method

Alert Subscriptions:

Your municipality may use an alert system to provide citizens with important information.

If you would like to receive alerts from your municipality, please check how you would like to receive them.

Receive Alert Emails that are these priorities: High Standard Low

Receive Alert Texts that are these priorities: High Standard Low

Receive Voice Alerts that are these priorities: High Standard Low

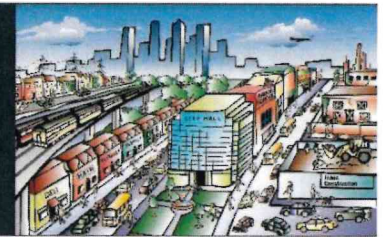
Text Message Agreement * By checking this box, you agree to receive transactional text messages to the number provided at opt-in. Text HELP for info. Text STOP to cancel. No purchase necessary. The mobile carriers are not liable for delayed or undelivered messages. Message and data rates apply.

Save

Skip



Village of Delhi



Welcome, Village of Delhi customers to the Citizen Action Center!

To better serve our customers, Village of Delhi has implemented this new online bill pay portal. For this transition, all customers will need to create a new online profile to access the website and features.

Some of the new features included once you Register an online Profile:

- Saving payment information for future use*
- Setting up Auto-Pay for your bills*
- Downloading, saving, and/or printing copies of bills*
- opt in for e-billing*
- link multiple property accounts under one online account*

If you Experience any website difficulties, please contact online support at (844) 324-5371 Monday through Friday from 7:30 AM until 5:00 PM EST.

Please have your billing accounts number ready and reference Village of Delhi when calling. For Questions about your bill or services, please contact the Village of Delhi directly at (607) 746-2258.

Top Services



Utility Bill Portal

Utility Billing Portal - Pay your utility bill. View, print or download a copy of your bill. Access your billing, payment and consumption data for the last year, complete with graphs!



Frequently Asked Questions

Frequently Asked Questions - Get answers to common questions.

Other Services



Communicate

Utility question? Got a complaint? Pothole need to be filled? Street light out? Stray dog? Start a conversation with any municipal department right here.

This is the Village of Delhi's Citizen Action Center Home Page

Utility Bill Portal

This is where your water/sewer bills will be posted and you can pay your water/sewer bills

Frequently Asked Questions

This is where you can find videos that will help you use the Utility Bill Portal and also has answers to frequently asked questions

Communicate

You can communicate with the Village of Delhi in this section

Village of Delhi
9 Court Street, P.O. Box 328
Delhi, NY 13753
(607) 746-2258
<https://villageofdelhi.ny.gov/>



Website Support:
[Enter a Support Request](#) or (844) 324-5371
Monday-Friday, 7:30am-5pm ET
© Diversified Technology Corp.
[Privacy Policy](#) - [Terms, Conditions, and Security](#)

Machine: WEB-2



[WELCOME](#) > UTILITIES

Utilities

Menu Options

Account Summary

Account Detail

Transaction History

Manage Auto Pay

Add A Utility Account

Add A Stored Payment Method

Machine: WEB-2

Your water/sewer account will show up here if you added it when you signed up for the Citizen Action Center
(water/sewer accounts are the only utility accounts you can add)

If you skipped adding your account when you signed up or you need to add additional accounts, you can add the account(s) here.

****You can only add one account at a time****

To add an account click the blue Add A Utility Account

Repeat this step for each account you want to add

[Add A Utility Account](#)





x

Add an Account

Enter water/sewer account number
(water/sewer accounts are the only utility accounts you can add)

(example: if your account number in the old system was A0015, it is 0015 in this system. If your account number in the old system was B2715, it is 2715 in this system. If you account number was C4302, it is 4302 in this system)

Enter billing zip code

(the zip code must be your water/sewer billing zip code)

Start typing the first name on your water/sewer account

(if you are entering the first name correctly, it will auto fill after typing a few letters)

If everything looks good you can click save

If you need to try again you can click reset and try again

****Repeat this step for each account you want to add****

Where can I find my utility account number, billing name, and zip code? Customers can find their account number, billing name, and bill zip code on their utility bill printed or emailed.

To begin adding your utility account, please enter your account number, billing zip code, and name on the account.

Account Number

Billing Zip Code

Name On Account

Save

Reset

Cancel



WELCOME > UTILITIES

Utilities

[Add A Utility Account](#)

- Menu Options
- [Account Summary](#)
 - [Account Detail](#)
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 - [Manage Auto Pay](#)
 - [Add A Utility Account](#)
 - [Add A Stored Payment Method](#)
- Machine: WEB-2

Paying Multiple Accounts? No Problem!
 Select each Account you want to pay **in full** by checking each box here or make a payment for each Account individually below.

Account Number & Service Address
 Full amount due \$21.75

Account Number & Service Address
 Full amount due \$56.26

Primary Account Holder Name
 Account Holder Name

Customer Account # Account Number

Service Address
 Service Address

[Edit Account Preferences](#)

Total Balance
\$21.75

Make a Payment of \$
 21.75

1 Bill Available

May 01, 2026

Primary Account Holder Name
 Account Holder Name

Customer Account # Account Number

Service Address
 Service Address

[Edit Account Preferences](#)

Total Balance
\$56.26

Make a Payment of \$
 56.26

1 Bill Available

May 01, 2026

Water/Sewer Account(s)
 This page lists your water/ sewer account(s) (this shows how multiple accounts will show)

The next few pages will show the steps for signing up for email bills, one time payments, setting up auto pay and removing a water/ sewer account



WELCOME > UTILITIES

Utilities

[Add A Utility Account](#)

- Menu Options
 - [Account Summary](#)
 - [Account Detail](#)
 - [Transaction History](#)
 - [Manage Auto Pay](#)
 - [Add A Utility Account](#)
 - [Add A Stored Payment Method](#)
- Machine: WEB-2

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Account Number & Service Address
Full amount due \$56.26

Primary Account Holder Name
Account Holder Name

Customer Account # Account Number

Service Address
Service Address

Total Balance
\$21.75

Make a Payment of \$ 21.75

1 Bill Available

May 01, 2026

[Edit Account Preferences](#)

Primary Account Holder Name
Account Holder Name

Customer Account # Account Number

Service Address
Service Address

Total Balance
\$56.26

Make a Payment of \$ 56.26

1 Bill Available

May 01, 2026

[Edit Account Preferences](#)

Signing up for email bills
If you would like email billing you will need to click the blue **Edit Account Preferences** button

You will need to repeat this step for each account

****Removing a water/sewer account is also done by clicking the blue Edit Account Preferences button****

Signing up for email bills

Click the Bill Delivery Preference dropdown menu and choose email

(if you want email and postcard you will need to call the office at (607) 746-2258 and request both, this is not an option in the dropdown menu)

If you had an email on water/sewer account the email address will auto fill with that email. If you change the email address it will change the email address on your water/sewer account

(if you want the email bill to be sent to more than one email address you will need to call the office at (607) 746-2258)

You can also setup bill due reminders by clicking the Enable Reminders toggle button to green and set the number of days you would like the reminder before the due date by typing the number of days

If everything looks good you can click save

****You will need to repeat this step for each water/sewer account****

If you want to remove the water/sewer account you can click Remove Utility Account

Account Preferences for Account Number

X

Bill Delivery Preferences

Bill Delivery Preference

Email

Email Address

Bill Due Reminder

Enable Reminders

Days before due date

0

Save Changes

Add New Utility Account

Remove Utility Account



WELCOME > UTILITIES

Utilities

[Add A Utility Account](#)

Menu Options

[Account Summary](#)

[Account Detail](#)

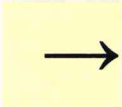
[Transaction History](#)

[Manage Auto Pay](#)

[Add A Utility Account](#)

[Add A Stored Payment Method](#)

Machine: WEB-2



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Account Number & Service Address
Full amount due \$21.75

Account Number & Service Address
Full amount due \$56.26

Primary Account Holder Name
Account Holder Name

Customer Account # Account Number

Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
\$21.75

[Make a Payment of \\$ 21.75](#)

1 Bill Available

May 01, 2026

Primary Account Holder Name
Account Holder Name

Customer Account # Account Number

Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
\$56.26

[Make a Payment of \\$ 56.26](#)

1 Bill Available

May 01, 2026

Adding A Stored Payment Method
 You will need to add a stored payment method for one time payment(s) or auto pay (you can add more than one payment method)

Click the Add A Stored Payment Method option from the menu on the left side of the screen

x Store a Payment Method for Later Use

→ **Card** E-Check

Card Information

* Name (as it appears on card) :

* Card Number :

* Expiration Date : /

* CVV2 / CID :

Billing Information

Country :

Address 1 :

Address 2 :

City :

State :

Postal Code :

Submit

x Store a Payment Method for Later Use

Card **E-Check** ←

Bank Account Information

* Name (as it appears on account) :

* Account Type : Checking Savings

* Bank Routing Number :

* Confirm Bank Routing Number :

* Account Number :

* Confirm Account Number :

Submit

Adding A Stored Payment Method (these are screen shots of the popup windows)

*Saving credit card payment method, enter the information that is associated with the credit card, you will need to scroll down in the credit card information box to see the rest of the box. When done click the submit button.

*Saving bank account payment method, enter the information that is associated with the bank account. When done click the submit button.

You will need to repeat this step for each payment method you want to save for future one time payments or auto pay



WELCOME > UTILITIES

Utilities

[Add A Utility Account](#)

- Menu Options
 - Account Summary
 - Account Detail
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 - Add A Utility Account
 - Add A Stored Payment Method
- Machine: WEB-2

Paying Multiple Accounts? No Problem!
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Account Number & Service Address Full amount due \$21.75

Account Number & Service Address Full amount due \$56.26

[Make a Payment \\$78.01](#)

Primary Account Holder Name
 Account Holder Name

Customer Account # Account Number

Service Address
 Service Address

[Edit Account Preferences](#)

Total Balance
\$21.75

[Make a Payment of \\$ 21.75](#)

1 Bill Available

May 01, 2026

Primary Account Holder Name
 Account Holder Name

Customer Account # Account Number

Service Address
 Service Address

[Edit Account Preferences](#)

Total Balance
\$56.26

[Make a Payment of \\$ 56.26](#)

1 Bill Available

May 01, 2026

Making a One Time Payment

You can make a one time payment by clicking the green Make a Payment button under the Total Balance Amount or if you have multiple accounts you can check the boxes in the Paying Multiple Accounts box and click the green Make a Payment button.

You can view, download or print your water/sewer bill by clicking on the billing date PDF



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[Add A Utility Account](#)

Menu Options

Account Summary

Account Detail

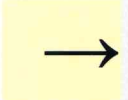
Transaction History

Manage Auto Pay

Add A Utility Account

Add A Stored Payment Method

Machine: WEB-2



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Account Number & Service Address
Full amount due \$56.26

Primary Account Holder Name
Account Holder Name

Customer Account # Account Number

Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
\$21.75

Make a Payment of \$
21.75

1 Bill Available

May 01, 2026

Primary Account Holder Name
Account Holder Name

Customer Account # Account Number

Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
\$56.26

Make a Payment of \$
56.26

1 Bill Available

May 01, 2026

Auto Pay

You will need to add a stored payment method(s) before setting up auto pay (you can add more than one payment method)

Click the Manage Auto Pay option from the menu on the left side of the screen



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- Menu Options
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 - Manage Auto Pay**
 - Add A Utility Account
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- Machine: WEB-2

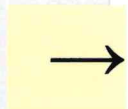
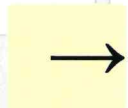
Auto Pay

Find the water/sewer account you want to set up for Auto Pay, click the Auto Pay toggle button to green and select the payment method from the Select a Store Payment Method dropdown menu

****You will need to repeat this step if you have multiple water/sewer accounts and want auto pay for your other accounts****

You can remove auto pay by clicking the Auto Pay toggle button to gray or clicking the Remove Auto Pay button

****Auto Pay payments are processed on the water/sewer bill due date****



Account # Account Number

Service Address

Service Address

Auto Pay

Please select a Stored Payment Method

Select a Stored Payment Method ▾

Account # Account Number

Service Address

Service Address

Auto Pay

Toggle the switch above to set up Auto Pay for this account



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Account Number & Service Address
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Account Number & Service Address
Full amount due \$56.26

Primary Account Holder Name
Account Holder Name

Customer Account # **Account Number**

Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
\$21.75

[Make a Payment of \\$ 21.75](#)

1 Bill Available

May 01, 2026

Primary Account Holder Name
Account Holder Name

Customer Account # **Account Number**

Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
\$56.26

[Make a Payment of \\$ 56.26](#)

1 Bill Available

May 01, 2026

Account Detail

You can see the consumption graph for your water/sewer account(s)

Click the Account Detail option from the menu on the left side of the screen



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Add A Utility Account

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Machine: WEB-2

Customer Account # Account Number

Service Address

Service Address

Make a Payment

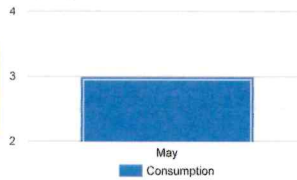
Consumption Data

VIEW YOUR CONSUMPTION DATA

Select a Service

WATER - M01

My Usage

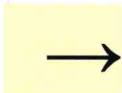
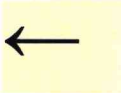


Total amount due by: **05/31/2026** **\$21.75**

Previous Balance \$0.00

Current Balance \$21.75

Total Amount Due \$21.75



Customer Account # Account Number

Service Address

Service Address

Make a Payment

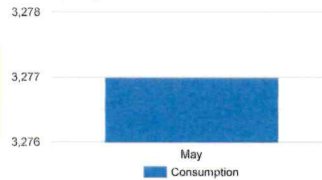
Consumption Data

VIEW YOUR CONSUMPTION DATA

Select a Service

WATER - M01

My Usage

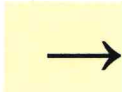
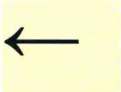


Total amount due by: **05/31/2026** **\$56.26**

Previous Balance \$0.00

Current Balance \$56.26

Total Amount Due \$56.26



Account Detail

The consumption graph is the number of gallons used in your current water/sewer bill.

(you will need to call the office at (607) 746-2258 if you would like consumption history)

You can also see if you had a previous/past due balance



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Primary Account Holder Name
Account Holder Name

Customer Account # **Account Number**

Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
\$21.75

[Make a Payment of \\$ 21.75](#)

1 Bill Available

May 01, 2026

Primary Account Holder Name
Account Holder Name

Customer Account # **Account Number**

Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
\$56.26

[Make a Payment of \\$ 56.26](#)

1 Bill Available

May 01, 2026

Transaction History

You can see the transaction history for your water/sewer account(s)

Click the Transaction History option from the menu on the left side of the screen



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Machine: WEB-2

Select an Account

Account Number ▾

Transaction History for Account Number



Search Table

Date	Transaction Description	Amount	Transaction Type
05/01/2026	Billing	\$8.98	Billing
05/01/2026	Billing	\$4.31	Billing
05/01/2026	Billing	\$8.46	Billing
04/21/2026	CK Check Number	\$13.95	Payment
04/21/2026	CK: Check Number	\$4.74	Payment
04/21/2026	CK: Check Number	\$13.47	Payment

Rows per page: 25 ▾

1 - 6 of 6 ◀ Previous Next ▶

Transaction History

The transaction history is broken down into separate lines (depending on what village services you have). One line for water billing/payment, one line for CAP (capital improvement charge) billing/payment and one line for sewer billing/payment. The payment lines will list how you paid, if you paid by check it will list the check number

If you have multiple water/sewer accounts, you will need to use the Select an Account dropdown menu and choose the account number you want to see the transaction history for



- My Profile
- Activity Log
- Settings
- Sign Out

Add A Utility Account

WELCOME > UTILITIES

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Transaction History

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[Edit Account Preferences](#)

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May 01, 2026

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Account Holder Name

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Service Address
Service Address

[Edit Account Preferences](#)

Total Balance
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Make a Payment of \$
56.26

1 Bill Available

May 01, 2026

My Profile Dropdown Menu

Activity Log

Settings

Sign Out

The next pages will show the Activity Log page and the Settings page

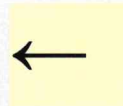


[WELCOME](#) > [PROFILE](#) > [ACTIVITY LOG](#)

My Profile - Activity Log

Date

Start 04/03/2026 **End** 05/05/2026



Activity Log

Date	Activity Description	Status	Tag
05/05/2026	Profile updated	Completed	Profile
05/05/2026	Profile added	Completed	Profile

Rows per page: 10 1 - 2 of 2 [◀ Previous](#) [Next ▶](#)

My Profile - Activity Log

The Activity Log shows changes that were made to your Citizen Action Center profile.

You can change the date range



WELCOME > PROFILE > SETTINGS

Settings

Household Information
Business Information
Rental Information

These options are not available for use at this time

Menu Options

Profile Information

Stored Payment Methods

Household Information

Business Information

Rental Information

Profile Information

Edit

Email

Email Address

Name

Name

Phone

Phone Number

Address

Address

Preferred Contact Method is: Email

Alert Preferences

Your municipality may use an alert system to provide citizens with important information. If you would like to receive alerts from your municipality, please check how you would like to receive them.

Email Alerts

- High
- Standard
- Low

Text Alerts

- High
- Standard
- Low

Voice Alerts

- High
- Standard
- Low

Password: *****

Send Password Change Email

Settings

Changing information in the settings only changes the information for your Citizens Action Center profile, you can edit this information by clicking the edit button.

(if you need to update your billing address for your water/sewer account(s) you will need to call the office at (607) 746-2258)

If you need to change your password, you can click the Send Password Change Email

You can manage your stored payment method(s) by clicking the Stored Payment Methods option from the left menu