ONLINE MOVE-IN & MOVE-OUT FOR EXCISE TAX

1. https://www.ci.vacaville.ca.us/ Hover over "Government" and click on Excise Tax under Finance

2. On the Excise Tax page click on Excise Tax move-in/Move-out

3. You will now be at the Citizen Self Service page where you can start/stop Excise Tax as well as water service. Click on "Service Requests" on the left-hand side under Utility Billing/Excise Tax. You DO NOT need the Parcel ID.

Utility Billing/Excise Tax

ATTENTION: FOR NEW REQUESTS FOR WATER/SEWER SERVICE OR TO REQU

Home

Citizen Self Service

Accounts Receivable

Utility Billing/Excise Tax

Service Requests

Contact Us

Parcel ID

☐ Remember these values
(not recommended on public or shared devices)

Search   Reset

Service Requests

4. Once on the Service Request page click on Start Request in the middle.

VACAVILLE

Home

Citizen Self Service

Accounts Receivable

Utility Billing/Excise Tax
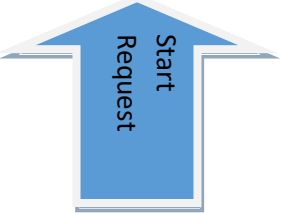
  Service Requests

  Contact Us

Utility Billing/Excise Tax
Service Requests

Please note The City of Vacaville requires 1 business day to process Water/Sewer Move in requests a
business day.

Submit new request

Start Request

Start Request

Search existing request

Request ID *

Daytime Phone *

Search

5. STEP 1: PLEASE TYPE IN ALL CAPS - Here you will enter your name, mailing address (not service address unless they are the same), phone #, email address, social security number and any information for a second tenant. If you are husband and wife and have the same last name, you may enter both your names under the "Name" section. Click continue. (* denotes required fields)

6. STEP 2: under "Type of Request" you will choose either Excise Move In or Excise Move Out. It will flip to a new page of questions. For the first question, hit "NO" even if you have had service previously. The request date will be the date you move in or out. Sometimes the date you want is not available, so pick any date and in the "Additional Information" box type in the actual date you moved in or moved out. The last question, "Do you own this property?" type "NO." Enter the street number, street name, apt # and city. Click continue.

1. STEP 3: Verify. If all your information is correct that you entered, if you need to correct anything just hit the "BACK" button. If everything is correct, then you are ready to submit your application. Enter the code in the box and check mark the acknowledgement box and hit submit. You are all done. You should receive a confirmation email that your request was submitted. Move-Out applications will be processed after the closing date and will receive a closing bill . Keep in mind that we bill after the days have passed, NOT in advance, so you will still receive a closing bill. For Move-In applications, upon completion you will receive an email with account number and payment option information. Please note that we also use the same portal for online payments as utility bills, so you won't see any verbiage catered to Excise Tax. For assistance, call: 707-449-5185 opt#3.