

**City of Waxahachie  
Citizens Self Service Portal  
Frequently Asked Questions**

**1. When will the Citizens Self Service (CSS) Portal be available to customers?**

The CSS Portal will be available to customers on Wednesday, March 18, 2020.

**2. Where can customers access the CSS Portal?**

The CSS Portal can be accessed at the following locations on [www.waxahachie.com](http://www.waxahachie.com):

- The Building and Community Services Dept. Home Page
- The Planning Dept. Home Page
- The Public Works Dept. Home Page
- The Utilities Department Home Page

Customers can also click on the direct link to the CSS below:

<https://waxahachietx-energovpub.tylerhost.net/Apps/SelfService#/home>

**3. What will customers be able to do on the CSS Portal?**

The CSS Portal will give our customers the ability to do the following:

- Submit plans online
- Apply for permits
- Schedule inspections
- Receive comments on submitted plans and permits
- Pay plan and permit fees

Customers will also be able to track the real time progress of their plan and permit applications.

Customers can also click on the direct link to the CSS below:

<https://waxahachietx-energovpub.tylerhost.net/Apps/SelfService#/home>

**4. Can customers pay their water bill through the CSS?**

The CSS is set up to only take payments for permit and plan fees. It will accept payment for water and wastewater impact fees, but not for water bills.

Customers can pay their water bill at the following online location:

<https://www.municipalonlinepayments.com/waxahachietx>.

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**5. Will there be any additional instructions provided on the CSS Portal?**

Yes, there will be a one page instructional flyer available on the City's website. Hard copies will also be available at the following department offices:

- Building and Community Services
- Planning Department
- Public Works Department
- Utilities Department

**6. Is there a merchant fee charged for making payments online?**

Yes, the merchant fee for online payments is 2.99%.

**7. If customers don't want to pay for their plans or permit fees online can they still use the CSS?**

Yes, online payments is just one of the many features available to customers. The CSS can be used to submit plans, apply for permits, schedule inspections, receive comments from staff on plans and permit applications, and track the progress of their plan or permit.

**8. Do customers have to register to use the CSS?**

Yes, customers will have to register through the portal to utilize it. This will require an email address. Customers will need to verify their registration is linked to their existing contact email and company name if applicable to view all active permits, plans and inspections.

**9. Who can customers call if they have trouble registering to use the CSS?**

Customers can call any of the following locations if they have trouble registering to use the CSS.

- Building Permits and Inspections – 469-309-4020  
[bcservices@waxahachie.com](mailto:bcservices@waxahachie.com)
- Civil Construction – 469-309-4300 or [engineering@waxahachie.com](mailto:engineering@waxahachie.com)
- Right-of-Way Permits – 469-309-4300 or [publicworks@waxahachie.com](mailto:publicworks@waxahachie.com)
- Zoning and Plat Applications – 469-309-4290 or [planning@waxahachie.com](mailto:planning@waxahachie.com)
- Utility Investigations – 469-309-4320

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**10. What should a customer do if they do not see all active permits issued under their construction company name in the CSS dashboard?**

Customers should contact the Building and Community Services Department (Building Permits and Inspections) at 469-309-4020 to verify their registration has been linked to the Global Entity under the main company contact in Tyler EnerGOV (the City's plan and permit software).