



IMPORTANT UPDATE REGARDING DELINQUENT UTILITY ACCOUNTS

Effective July 1, 2023:

The City of Santa Barbara reinstated applying late fees each month on delinquent utility bill accounts (water/wastewater and trash) that are not paid on time.

Effective January 2024:

The City of Santa Barbara resumed disconnections of utilities (water/wastewater and trash) on accounts that are 60 days past due and do not have a payment plan.

Your Options to Avoid Paying Late Fees or Service Disconnection:

- ✓ Pay your utility bill balance in full
- ✓ Set up a payment plan with the Utility Billing Office
- ✓ Apply for the Low-Income Household Water Assistance Program (LIHWAP), which helps low-income customers pay past due and current water/sewer bills.

Contact the Utility Billing Office to discuss payment options and avoid service disconnection.

To apply for the Low-Income Household Water Assistance Program (LIHWAP), dial 2-1-1 or call 800-400-1572 or download the "Water Assistance Application" at <https://www.communifysb.org/enrollment-application>.

Sign up for Autopay at <https://santabarbaraca.gov/utility-billing>.

Utility Billing Contact Info

City Hall, Business Office
735 Anacapa Street
Santa Barbara, CA 93101
(805) 564-5343 Tel.
(805) 564-7536 Fax
UtilityBilling@SantaBarbaraCA.gov

Telephone Business Hours

M-Th: 7:30 am – 5:30 pm
Alternate Fri: 8:00 am – 3:30 pm

Public Counter Hours

M-Th: 9:00 am – 3:00 pm
Alternate Fri: 9:00 am - 3:00 pm

Visit the City's website at www.SantaBarbaraCA.gov/things-do/calendar-events for a schedule of office closures.