

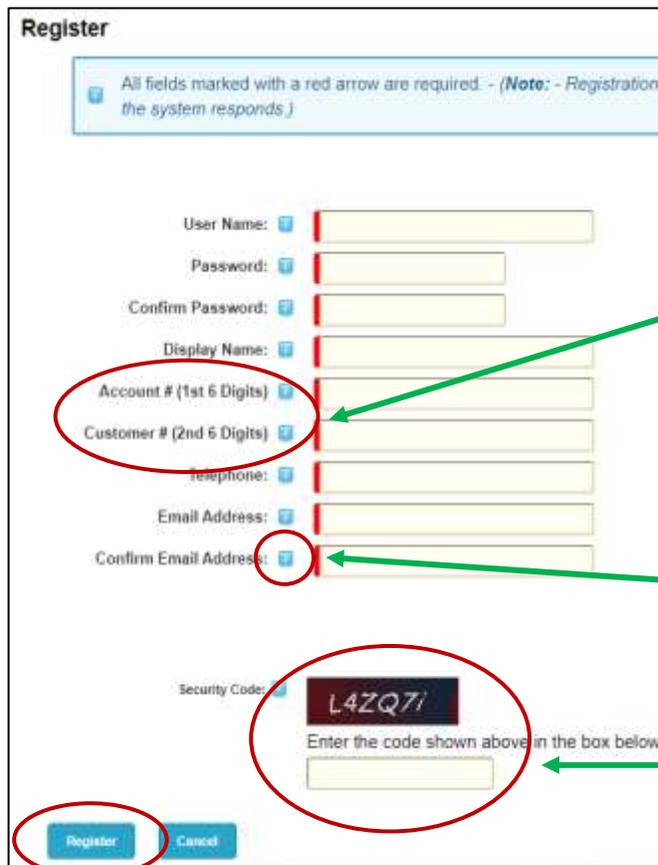
REGISTER YOUR ACCOUNT ONLINE

Go to <https://utilitiesonline.santabarbara.gov/>



In order to register your account, you will need your Account and Customer Numbers. This information can be found on your billing statement. If you don't have a recent statement, call the Billing Office at (805) 564-5343 for assistance.

1) Click the Register button.



2) Fill in ALL fields.

3) Type in a Username.

4) Type in a Password (a minimum of 7 characters).

5) Your Account and Customer Numbers can be found on your billing statement. They will appear as one long number separated by a dash. The first 6 digits are the account number. The second 6 digits are the customer number.

6) For questions about what to enter into each field, use your mouse to hover over the blue info icon for info of each field to be filled in.

7) Enter the Security Code that you see on your screen.

8) Click the Register button.

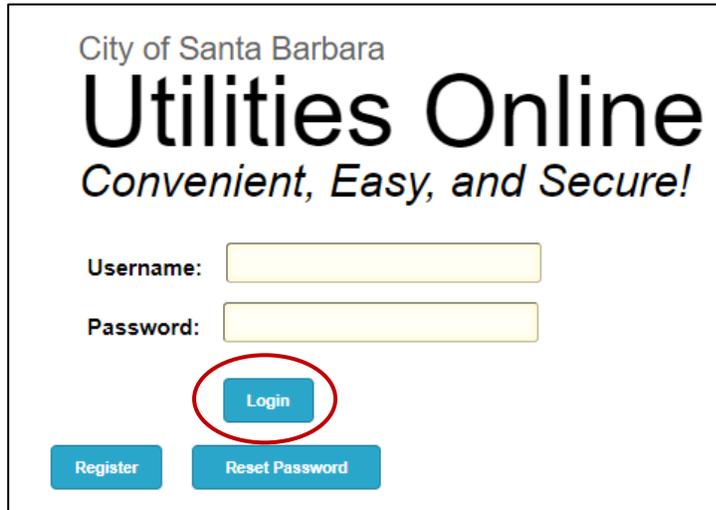
You will be sent an email confirmation. Check the email address used to register your account. Click the confirmation link in the email to complete the registration. If you do not click the link, your registration will not be complete.

If you do not see the email in your inbox, first check your Junk or Spam folder to see if it was sent directly to one of those folders.

If you do not receive an email confirmation, please call the Billing Office at (805) 564-5343 for assistance.

SIGN UP FOR AUTOPAY, PAPERLESS BILLING, OR PAY BY TEXT

Go to <https://utilitiesonline.santabarbaraca.gov/> and login to your account with your Username and Password.



City of Santa Barbara
Utilities Online
Convenient, Easy, and Secure!

Username:

Password:

Login

Register **Reset Password**

Click on the Make a Payment link (even if you don't need to make a payment).



City of SANTA BARBARA

Online Services

- Make a Payment**
- Account Options
 - Billing History - Home
 - Meter Reading History
 - Usage History
 - Service Information
 - Transaction History
- Manage

Trash & Recycling Information

ARE YOU RECYCLING RIGHT? Due to... recyclable. Items like cartons, plastic prod... with styrofoam and other film plastics (pla... (805) 564-5631.

Water Information

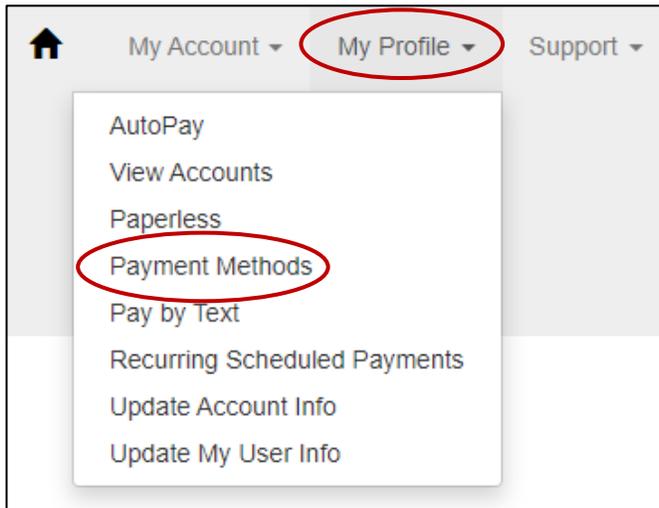
RAIN ON - SPRINKLERS OFF. Turn off v... sprinkler timer to help you save. Call (805

Billing History

Bill Date
01/29/2020

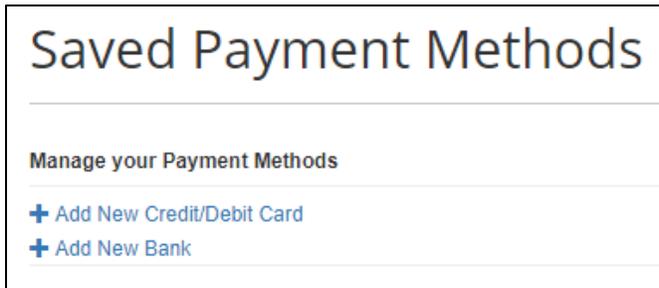
TO SIGN UP FOR AUTOPAY

To sign up for Autopay, you must first save a Payment Method.



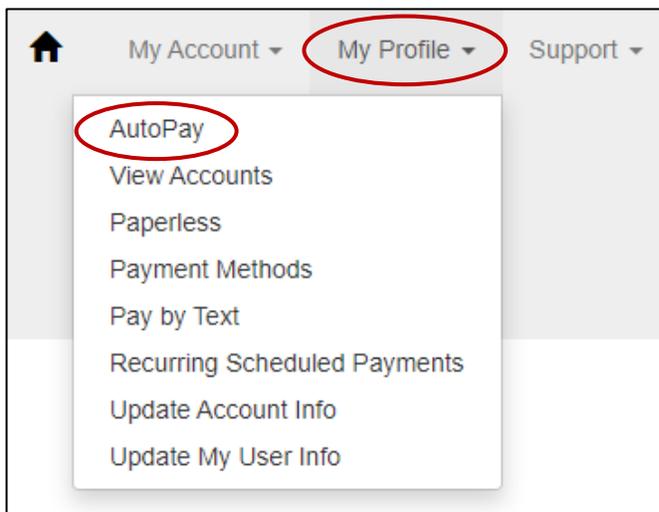
1) Click on the My Profile drop down menu.

2) Click on Payment Methods.



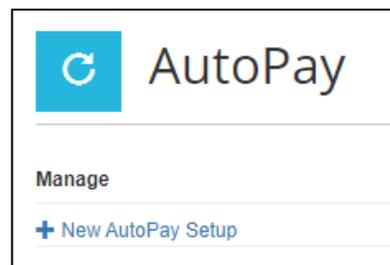
3) Click a + to add a bank account or credit/debit card.

4) Enter your payment information and click the blue Save Information button at the bottom of the page.



5) After you save your Payment Method, click on the My Profile drop down menu.

6) Click on AutoPay.



7) Click the + to add a New AutoPay Setup

New AutoPay Setup

Registering for AutoPay will void any prior scheduled payments. In order to prevent duplicates which are pending for this account will be cancelled. AutoPay will then pay invoices on the selected method.

Select an Account *

#XXXXXX-XXXXXX YOUR NAME

Invoice Type *

Utility

Use this payment method *

BANK ACCOUNT OR CREDIT CARD ON FILE

AutoPay Status *

Yes, put me on AutoPay

No, I do not want AutoPay

✓ Save this AutoPay Setup

Standard service fees may be applied if applicable.

If you have one account, your account and payment method will prepopulate in their respective fields.

If you have more than one account and/or more than one payment method on file, click the down arrows to choose the account you would like to autopay and choose the payment method you would like to use for the chosen account.

8) Click the Yes radio button.

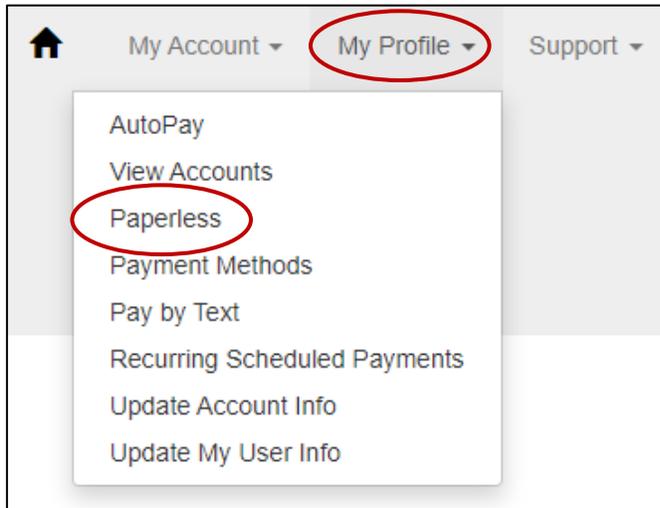
9) Click the Save this AutoPay Setup button.

You will be sent an email confirmation. Check the email address used to register your account. Click the confirmation link in the email to complete the AutoPay Setup. If you do not click the link, your AutoPay will not be complete, and no account charges will be paid.

If you do not see the email in your inbox, first check your Junk or Spam folder to see if it was sent directly to one of those folders.

If you do not receive an email confirmation, please call the Billing Office at (805) 564-5343 for assistance.

TO SIGN UP FOR PAPERLESS BILLING



1) Click on the My Profile drop down menu.

2) Click on Paperless.

3) Click the Yes radio button.

A screenshot of a table with columns for 'Account #', 'Type', and 'Status'. The 'Type' column contains the word 'Utility'. The 'Status' column contains the word 'Paperless'. To the right of the 'Type' column, there are two radio buttons: 'Yes' (which is selected and circled in red) and 'No'. A green arrow points from the text 'Click the Yes radio button.' to the 'Yes' radio button. Below the table, there is a blue button with a checkmark and the text 'Save my changes', which is also circled in red.

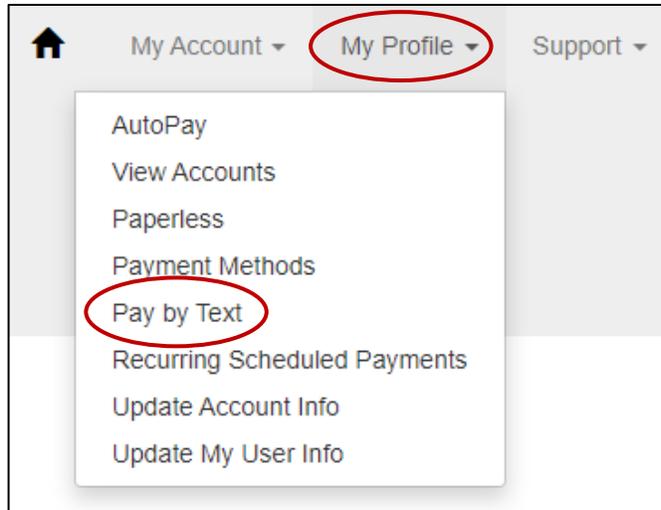
4) Click the Save my changes button.

You will be sent an email confirmation. Check the email address used to register your account. Click the confirmation link in the email to complete the Paperless Billing Setup. If you do not click the link, the setup will not be complete, and you will not receive Paperless Bills.

If you do not see the email in your inbox, first check your Junk or Spam folder to see if it was sent directly to one of those folders.

If you do not receive an email confirmation, please call the Billing Office at (805) 564-5343 for assistance.

TO SIGN UP FOR PAY BY TEXT



1) Click on the My Profile drop down menu.

2) Click on Pay by Text.

A screenshot of a form titled 'Sign up for Pay By Text'. At the top left, there is a checkbox with a checkmark inside, circled in red. Below the title is a section labeled 'Enter a Phone Number *' with three input fields: 'xxx', 'xxx', and 'xxxx', separated by dashes. A green arrow points to the 'xxxx' field. Below the input fields is a paragraph of text: 'Message and data rates may apply. Y from Invoice Cloud. Text HELP for m Message frequency varies. Contact d messages.' At the bottom of the form, there is a blue button with a white checkmark and the text 'Save my changes', which is circled in red.

3) Click the box to check Sign up for Pay by Text

4) Enter a phone number.

5) Click the Save my changes button.

You will receive a confirmation text message.

6) Reply OK to confirm your Pay By Text registration.