REGISTER YOUR ACCOUNT ONLINE

Go to https://utilitiesonline.santabarbaraca.gov/

City of Santa Barbara

Utilities Online
Convenient, Easy, and Secure!

Username: [   ]

Password: [   ]

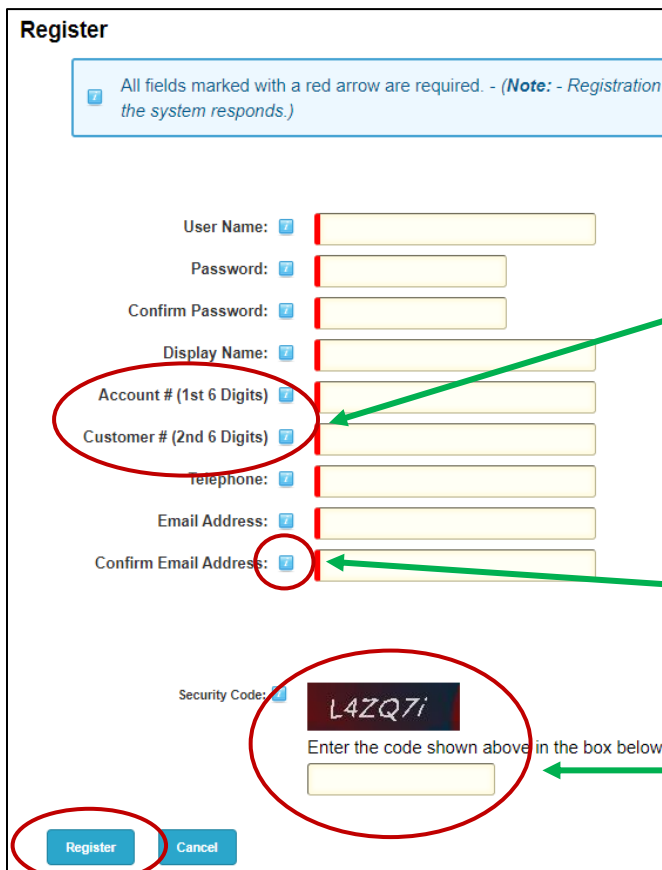[Login]

[Register] [Reset Password]

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.

Register

All fields marked with a red arrow are required. - (**Note:** - Registration the system responds.)

User Name: [   ]
Password: [   ]
Confirm Password: [   ]
Display Name: [   ]
Account # (1st 6 Digits) [   ]
Customer # (2nd 6 Digits) [   ]
Telephone: [   ]
Email Address: [   ]
Confirm Email Address: [   ]
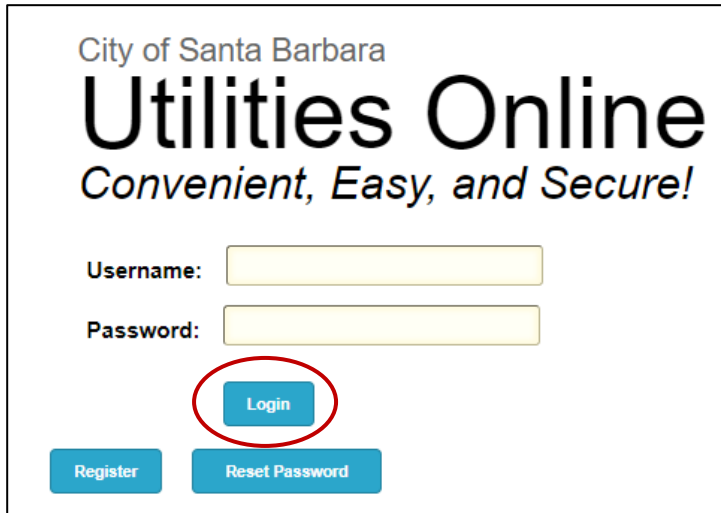
Security Code: L4ZQ7i
Enter the code shown above in the box below
[   ]

[Register] [Cancel]

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.

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.

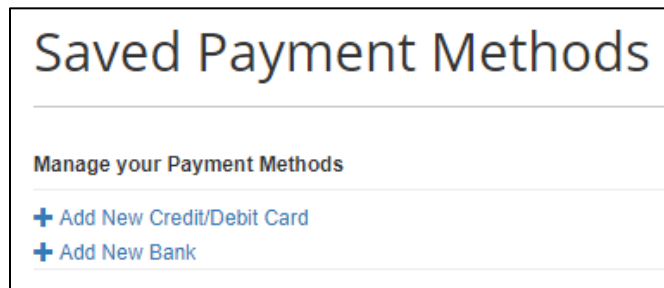Click on the Make a Payment link (even if you don't need to make a payment).

TO SIGN UP FOR AUTOPAY

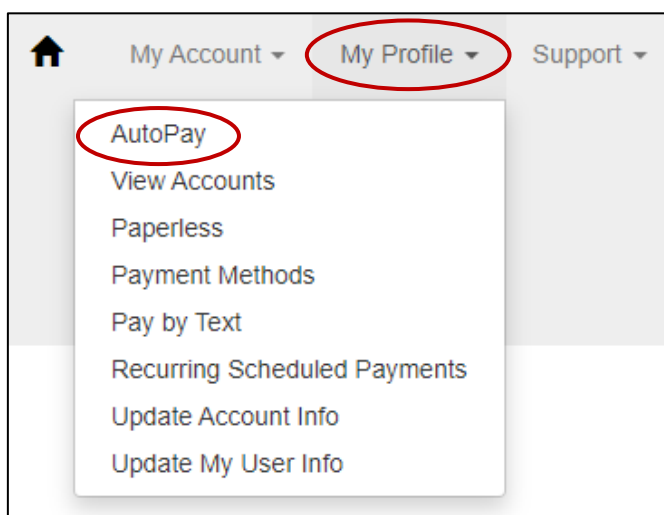To sign up for Autopay, you must first save a Payment Method.
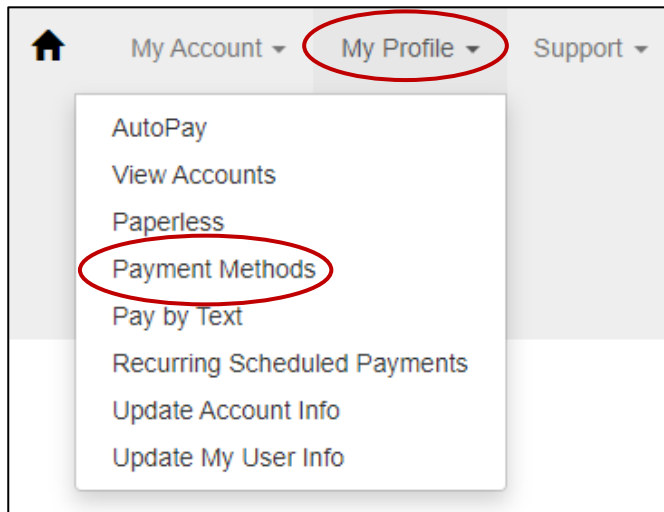
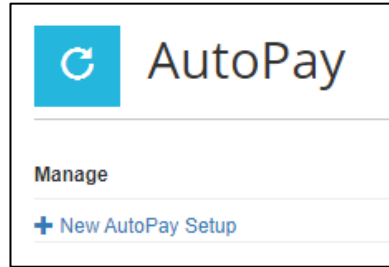1) Click on the My Profile drop down menu.

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.

AutoPay

Manage

+ New AutoPay Setup

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 dup which are pending for this account will be cancelled. AutoPay will then pay invoices on 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.
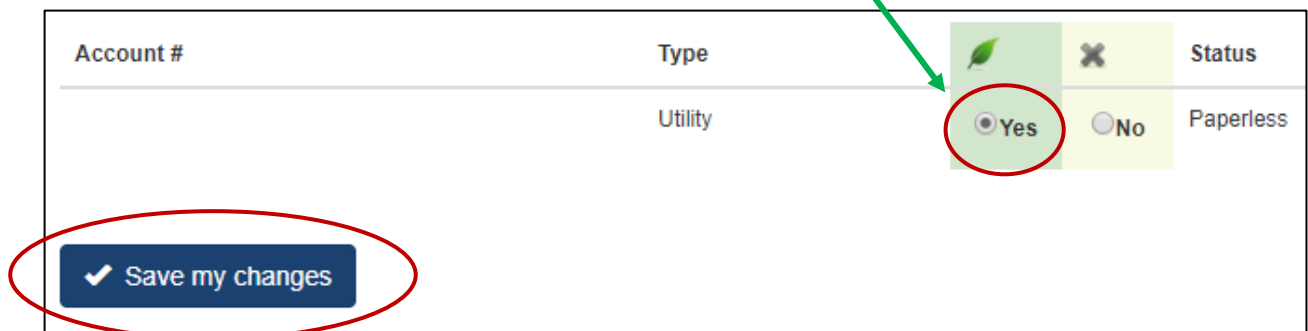
9) Click the Save this AutoPay Setup button.

TO SIGN UP FOR PAPERLESS BILLING
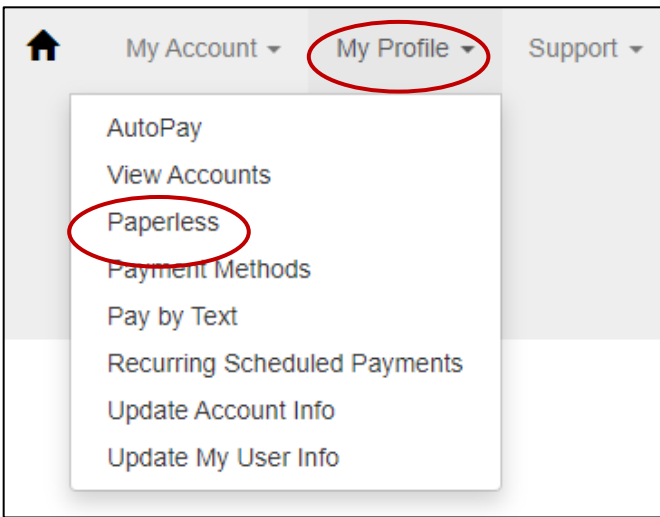
1) Click on the My Profile drop down menu.

2) Click on Paperless.

3) Click the Yes radio button.

4) Click the Save my changes button.

TO SIGN UP FOR PAY BY TEXT
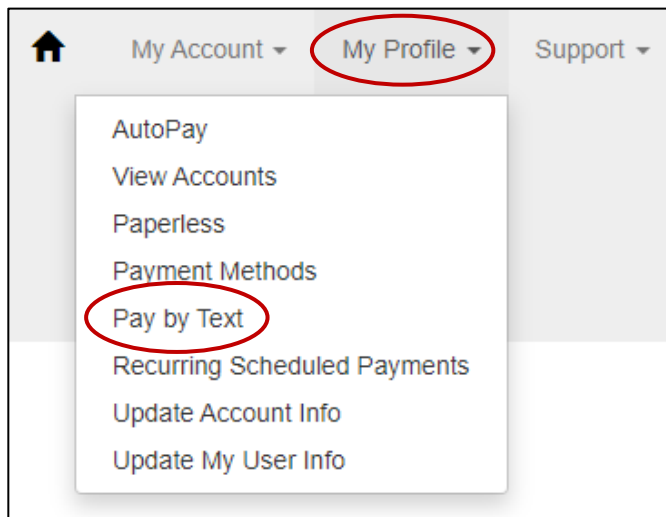
1) Click on the My Profile drop down menu.

2) Click on Pay by Text.

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.