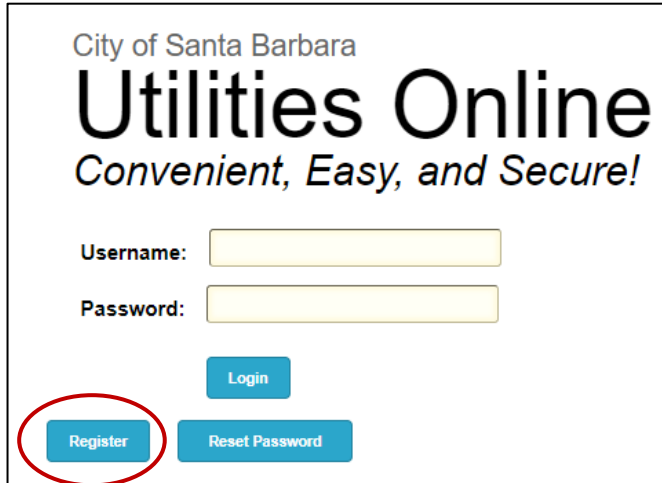


# REGISTER YOUR ACCOUNT ONLINE

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



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

Username:

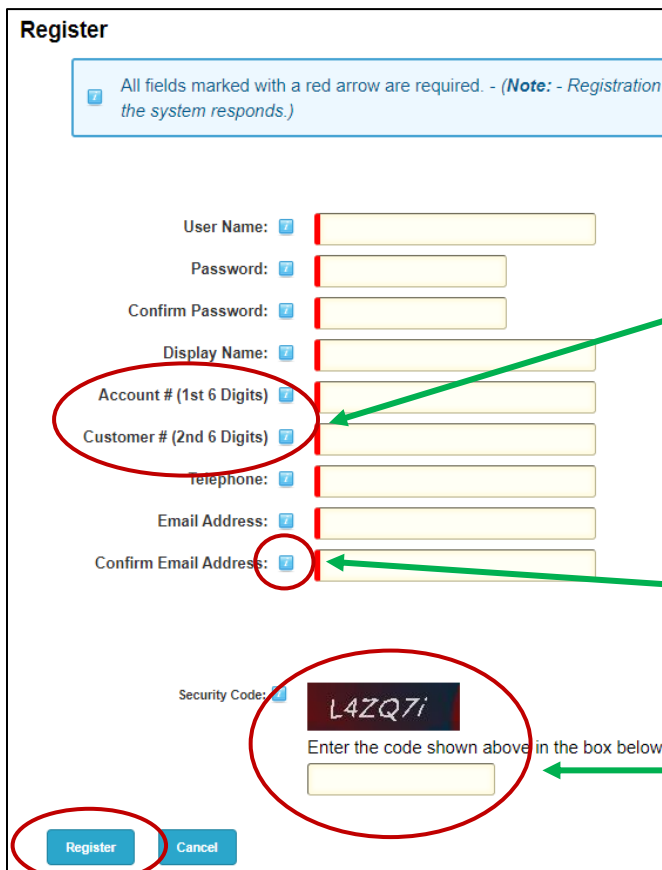
Password:

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:  LAZQ7i

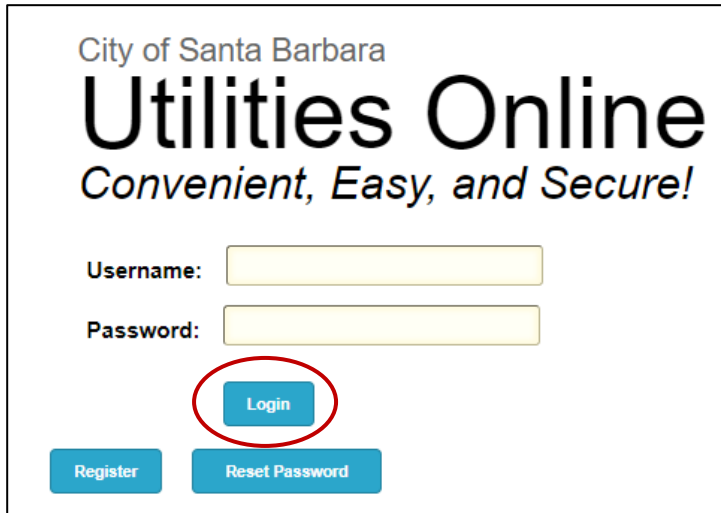
Enter the code shown above in the box below

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.



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 recycling regulations, items like cartons, plastic products with styrofoam and other film plastics (plastic bags, etc.) are not recyclable. Call (805) 564-5631.

**Water Information**

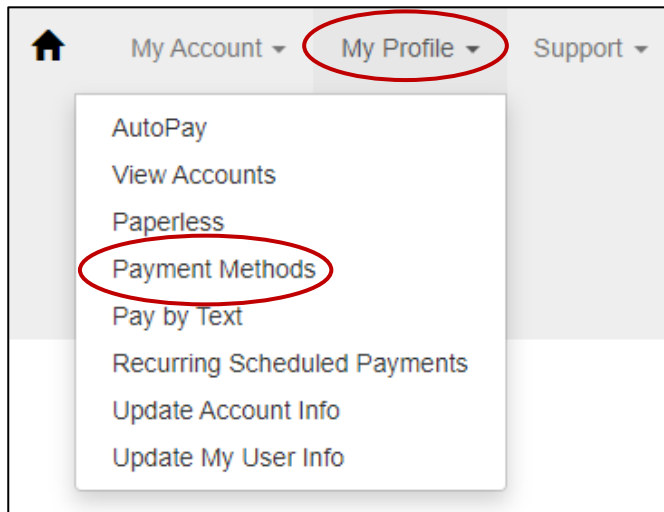
RAIN ON - SPRINKLERS OFF. Turn off your sprinkler timer to help you save. Call (805) 564-5631.

**Billing History**

Bill Date
<u>01/29/2020</u>

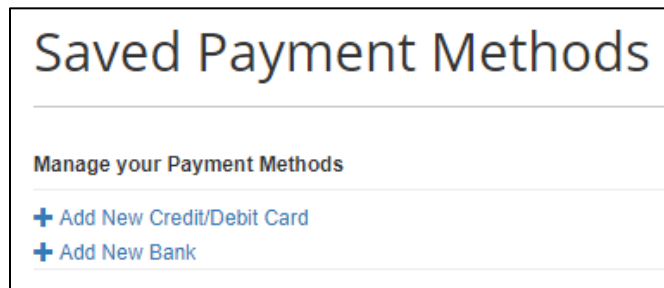
# TO SIGN UP FOR AUTOPAY

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



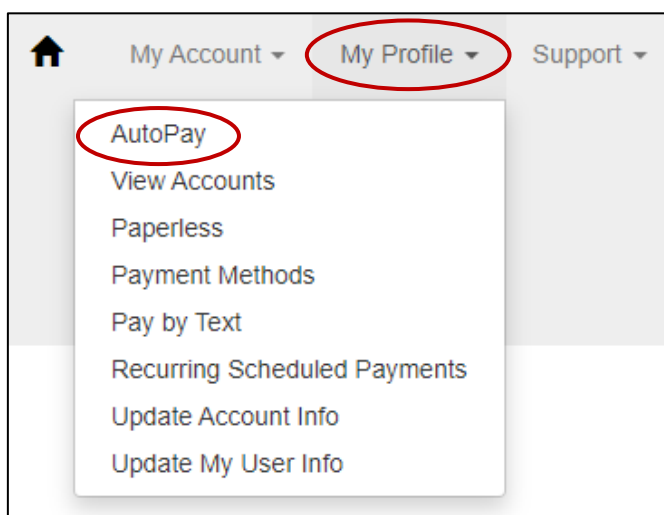
1) Click on the My Profile drop down menu.

2) Click on Payment Methods.



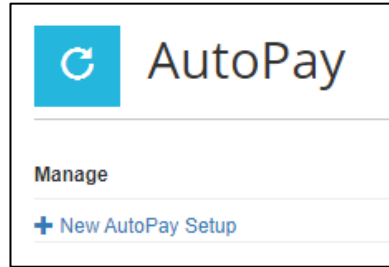
3) Click a + to add a bank account or credit/debit card.

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 duplication, any payments which are pending for this account will be cancelled. AutoPay will then pay invoices on the selected account and payment 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

Standard service fees may be applied if applicable.

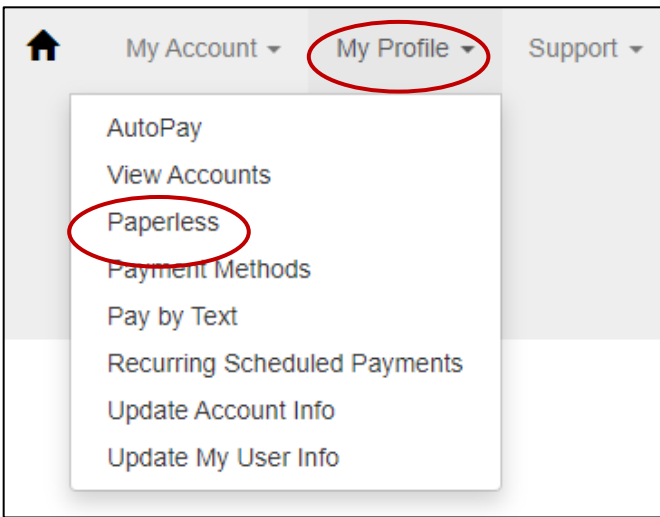
If you have one account, your account and payment method will prepopulate in their respective fields.

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.

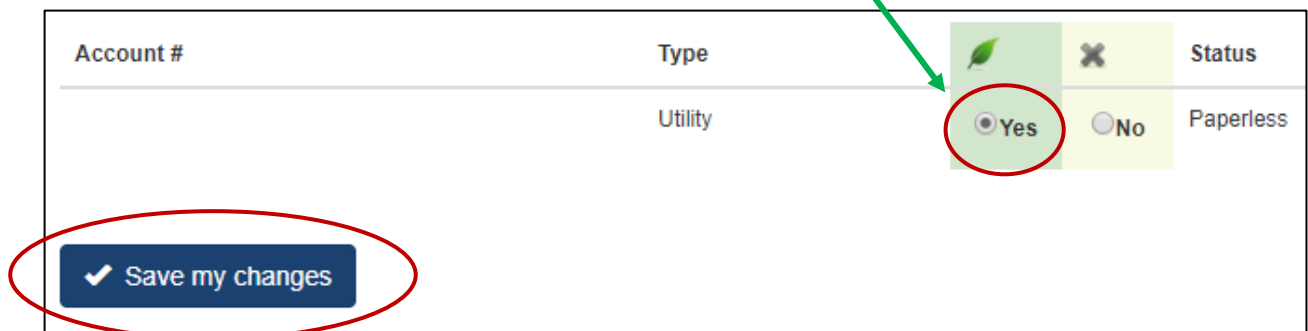
## TO SIGN UP FOR PAPERLESS BILLING



1) Click on the My Profile drop down menu.

2) Click on Paperless.

3) Click the Yes radio button.

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

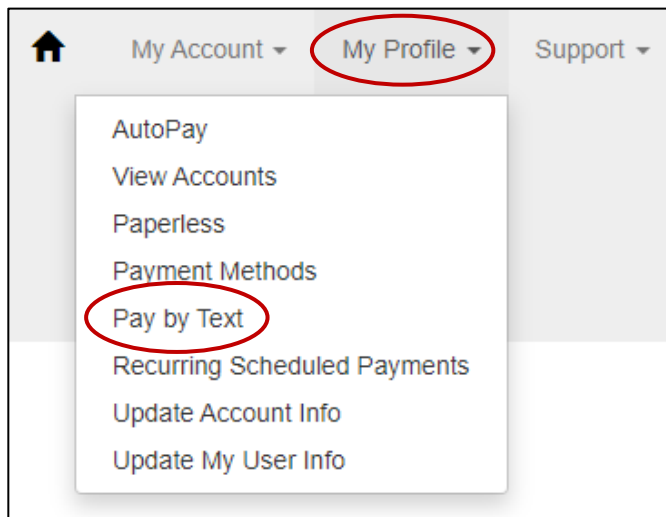
Account #	Type	Status
	Utility	Paperless

Yes  No

Save my changes

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.

A screenshot of a form titled 'Sign up for Pay By Text'. At the top, 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 containing 'xxx', 'xxx', and 'xxxx', separated by dashes. A green arrow points to the third field. Below the phone number fields is a paragraph of text: 'Message and data rates may apply. Y from Invoice Cloud. Text HELP for me 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.