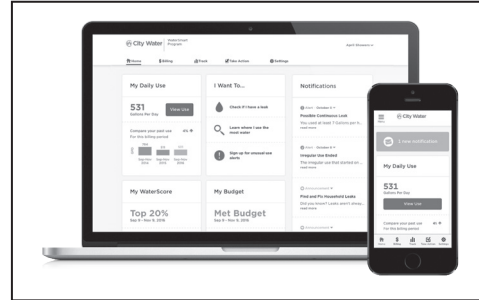


## BILL PAYMENT WEBSITE UPGRADE COMING SOON

The website currently in use to pay City utility bills online is being upgraded to WaterSmart, a new online portal.

WaterSmart also has enhanced features for water customers including tracking hourly water use, receiving leak alerts, and exploring water efficiency recommendations. Learn more about the program by visiting [SantaBarbaraCA.gov/AMI](http://SantaBarbaraCA.gov/AMI).



WaterSmart provides customers with hourly water use, leak alerts, and online bill pay.

## SUMMER CAMP REGISTRATION NOW OPEN



Junior Lifeguards is one of many camps offered by Parks and Recreation this summer.

Summer camp registration is now open with plenty of camps to choose from for ages 4-17. Half-day, full-day, and extended care options are available with topics including art, business, engineering, sports, theater, and water safety. Visit [SantaBarbaraCA.gov/Camps](http://SantaBarbaraCA.gov/Camps) to learn more and register.

## NEW BATTERY STORAGE SYSTEM AT CATER WATER TREATMENT PLANT



Cater Battery Ribbon Cutting.

The City's Public Works and Sustainability & Resilience Departments recently partnered on a project to install a battery energy storage system at the Cater Water Treatment Plant. The system improves the resilience of the City's water system and will provide substantial energy cost savings over the lifetime of the system.

The Tesla battery array has the capacity to hold 3,727 kilowatt-hours of electricity (enough to power 300 Santa Barbara homes for a day). The project provides additional energy assurance at Cater, which serves a critical role in treating surface water from Lake Cachuma, the State Water Project, and Gibraltar Reservoir for residents of Santa Barbara, Carpinteria, Montecito, and Hope Ranch.

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[SantaBarbaraCA.gov](http://SantaBarbaraCA.gov)

March 2024

## ESSENTIAL SERVICES SURVEY

**COMMUNITY SURVEY**

WHAT ARE YOUR PRIORITIES FOR THE CITY OF SANTA BARBARA?

- Housing?
- Public Safety?
- Streets & Roads?
- Other?

Learn More & Take the Survey!  
[santabarbaraca.gov/essentialsb](http://santabarbaraca.gov/essentialsb)

The City is focused on maintaining core services like public safety, street and road maintenance, housing, parks and many others. However, the City is facing several challenges that could have real impact on the City's ability to maintain its high quality services. Let us know YOUR priorities for Santa Barbara's local services by completing our online survey by visiting [SantaBarbaraCA.gov/EssentialSB](http://SantaBarbaraCA.gov/EssentialSB).

## REPLACING AGING WATER INFRASTRUCTURE, PLANNING FOR TOMORROW



*Continued investment in the water system is essential to providing safe and reliable drinking water to our customers.*

The City of Santa Barbara's water system represents one of the largest investments in public infrastructure in the City, playing a critical role in providing the foundation for our community to thrive. With a dedicated staff of 55 full-time employees, the City provides approximately 2.5 billion gallons of potable water to its customers annually through over 300 miles of water main pipelines. The City's water system has entered a prolonged period where capital improvement will be an increasing priority as a significant portion of our infrastructure is reaching the end of its useful life. City Council set a goal to replace 2% of the pipelines every year, based on a risk-based approach that weighs the likelihood of failure and the consequence of failure. To this end, the City is reinvesting over \$17 million annually into the water system.

For more information on our current and future water system projects, watch the video recording of the Water System Annual Report from the December 21, 2023 Water Commission Meeting at [SantaBarbaraCA.gov/WC](https://www.santabarbaraca.gov/WC).

## VIP CONCIERGE SERVICE NOW AVAILABLE AT SBA

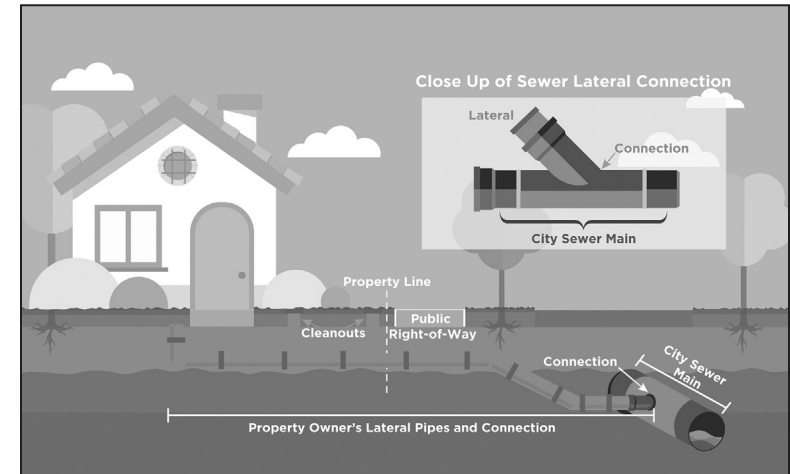
Perq Soleil, a premier airport concierge service, is now available for booking at Santa Barbara Airport. Their VIP Services include curb-to-gate escorts, streamlined check-in, luggage assistance, and expedited TSA processing. All services must be reserved at least 24 hours in advance on Perq Soleil's website. To learn more, visit [FlySBA.com/PerqSoleil](https://www.flysba.com/PerqSoleil).



*Passengers can enjoy first-class treatment and reduced wait times with VIP Service by Perq Soleil.*

## SEWER LATERAL MAINTENANCE

In the City of Santa Barbara property owners are responsible for maintaining their sewer lateral, or the private sewer pipe that connects their house or building to the public sewer main. The responsibility for maintenance also includes the connection fitting, or the "wye," that attaches the lateral to the public sewer main, which conveys the community's sewage.



*Protect your property and the environment from costly sewage backups by properly maintaining your private sewer lateral.*

Like your roof, pipes deteriorate over time and require maintenance. Common issues with aging sewer laterals include failed joints or cracks, broken or separated joints, or complete collapses. As your pipe deteriorates, joints may begin to fail, allowing roots to enter into the barrel of the sewer lateral. If the roots are not discovered in time, they can cause a blockage leading to a sewage spill that could cause costly damage to your private property and environmental harm.

If you experience a sewage backup, have a household drain emptying slower than usual, or find patches in your yard that are always wet, you should contact a City Certified Closed-Circuit Television (CCTV) Inspector to have your sewer lateral inspected as soon as possible. It is good practice to clean your sewer lateral annually and inspect it every four to five years to prevent a Private Lateral Sewage Discharge (PLSD). A CCTV Inspector can perform a video inspection of your sewer lateral to determine if it is damaged or simply clogged by grease or debris such as disposable wipes, which should never be flushed even if labeled "flushable". To find a list of City Certified CCTV Inspectors, please visit [www.santabarbaraca.gov/SLIPplumber](https://www.santabarbaraca.gov/SLIPplumber).

In the event of a PLSD you should contact your plumber immediately. Your plumber will be able to prevent the spillage from leaving your property, clean up the spill, and re-establish service. It is essential that you contact your plumber immediately to prevent the spillage from entering the public right-of-way. Once sewage enters the public right-of-way, City staff must respond, to alert the City that a sewage spill has entered the public-right-of-way, please call (805) 564-5413. Please note the property owner will be responsible for reimbursing the City for staff time utilized to respond to the private spill, currently \$419 per hour for a two person crew with heavy equipment. Please refer to the City's Sewer Rate and Fee schedule located at [SantaBarbaraCA.gov/WaterRates](https://www.santabarbaraca.gov/WaterRates) under Wastewater Miscellaneous Fees for the current fee schedule.

For more information on the Sewer Lateral Inspection Program visit [SantaBarbaraCA.gov](https://www.santabarbaraca.gov).