



# City of Santa Barbara

Finance Department

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

Dear Valued Customer,

We are writing to inform you of a change to our utility billing payment mailing address. **This change will streamline and expedite your payment processing.** Effective September 1, 2024, please mail all check payments to the following address:

**City of Santa Barbara**  
P.O. Box 60000  
Los Angeles, CA 90060-6000

## Why the Change?

While our office is located in Santa Barbara, your checks have been processed in Los Angeles for many years. This new PO Box directly reflects that existing process, eliminating an additional routing step and ultimately speeding up your payment processing.

**To ensure your payment can be processed, please follow these guidelines:**

- **Include a remittance stub:** A remittance billing stub is required for all payments.
- **Update the amount:** If the pre-printed amount on the stub is incorrect, please write the correct amount and cross out the pre-printed amount.
- **One check per envelope:** To avoid delays or misapplied payments, please include one check and its corresponding remittance stub per envelope.
- **Make checks payable to:** "City of Santa Barbara"
- **Avoid postdated checks:** Postdated checks may not be honored and can cause processing delays.
- **Include your 12-digit account number:** Please ensure your full 12-digit numerical account number (with zeroes and no letters) is clearly written on your check. Avoid including any other numbering or letters under the description of your check.

Online payments provide the fastest and most convenient way to pay your utility bill. You can even sign up for leak alerts while you're there. **We strongly encourage you to pay your utility bill online at our payment website:** <https://santabarbara.watersmart.com/>.

While some customers use their bank's online bill pay service, we've occasionally experienced delays and lost payments with this method. Because bill pay is a service offered by your bank, any concerns should be directed to them. Our website is the most reliable option to ensure your payment is processed promptly.

If you have any questions or require further assistance, please do not hesitate to contact Utility Billing at 805-564-5343 or [SBUilities@SantaBarbaraCA.gov](mailto:SBUilities@SantaBarbaraCA.gov).

Sincerely,

Utility Billing Team