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December 2024

HOLIDAY CLOSURES, DELAYS, AND CANCELLATIONS

Non-emergency City Offices are closed from Monday, December 23, 2024, through Sunday, January 5, 2025. Two City holidays will be observed during this closure. Christmas Day is observed on Wednesday, December 25, 2024, and New Year's Day on Wednesday, January 1, 2025. Normal operations will resume on Monday, January 6, 2025.

Police, Fire, and Harbor Patrol emergency services will be fully staffed throughout the office closure. The 9-1-1 emergency service will continue to dispatch calls 24 hours a day, 7 days a week.

Water, sewer, and trash bill payments can be mailed, left in the night drop box at City Hall, or paid online at UtilitiesOnline.SantaBarbaraCA.gov.

MarBorg Service Delays: Pickup of trash, recycling and yard waste following weekday holidays (Christmas, and New Year's Day) will be delayed one day. For example, if your regular scheduled service day is Wednesday, your service day will be Thursday, and so on.. A reminder e-mail will be sent to residential customers prior to each holiday. To sign up for alerts, visit MarBorg.com/Holiday-Schedule.

Street Sweeping Cancellations: Street sweeping and related parking enforcement will be canceled on the day after, Christmas Day, and New Year's Day. Regularly scheduled street sweeping will resume the following day. There will be no make up days or shift in schedule. For more information, visit SantaBarbaraCA.gov/StreetSweeping.

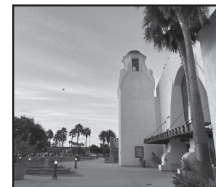
For a complete list of holiday hours, visit SantaBarbaraCA.gov/HolidayClosure.

TIPS AND TRICKS FOR HOLIDAY TRAVEL

This holiday season, airports across the country are preparing to see record-breaking numbers of passengers traveling through. If you're flying out of Santa Barbara Airport, be prepared for busier days, longer lines, and limited parking. To make sure your experience is as smooth as possible, remember these helpful tips:

- Arrive at least two hours before your flight, especially during peak travel times.
- Check directly with your airline for up-to-date flight status.
- The short- and long-term parking lots fill up fast; the economy lot is available with 24/7 shuttle service.
- Better yet: catch a ride with a friend, taxi, rideshare service, or the bus!
- Traveling with gifts? Make sure they're unwrapped or in a gift bag that TSA can easily inspect.

Learn more helpful tips at FlySBA.com/HolidayTips.



Be prepared for the busy holiday season if you're traveling through SBA.

WHERE ARE YOU MAILING YOUR UTILITY BILL PAYMENT?

Our mailing address has recently changed. Mailing a payment to the incorrect address causes delays and may result in late fees. Be sure you are mailing your check payment and the remittance stub to:



Writing a check for a water bill.

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

Another way to avoid delays and late fees is to pay your bill online at SantaBarbara.WaterSmart.com.

¿DÓNDE ENVÍA POR CORREO EL PAGO DE SU FACTURA DE SERVICIOS PÚBLICOS?

Nuestra dirección postal ha cambiado recientemente. Enviar un pago a la dirección incorrecta provoca retrasos y puede dar lugar a recargos por demora. Asegúrese de que está enviando su pago por cheque y el talón de remesas a:

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

Otra forma de evitar retrasos y recargos es pagar su factura en línea en SantaBarbara.WaterSmart.com.

AVOID A SEWER BACKUP THIS HOLIDAY SEASON

Sewer backups are not only unpleasant and inconvenient but can also result in costly damages. If a backup occurs, it is usually due to tree roots or debris, such as disposable wipes in the property's sewer lateral. Property owners in Santa Barbara own and are responsible for the maintenance of their sewer lateral including the connection. Over the holiday season, many plumbing fixtures are used more than normal. Avoid a sewer backup this holiday season by using our guide below.

Only Flush the 3 Ps: Pee, Poo, and (Toilet) Paper

- Remember that your toilet is an “only-human-waste-and toilet-paper-zone.”
- Disposable wipes should never be flushed even if labeled “flushable.”
- Visit [SantaBarbaraCA.gov/WTF](https://www.santabarbaraca.gov/WTF) for more information on what to flush.

Dispose of Fats, Oils, and Grease (FOG) Properly:

- Do not pour cooking oil, greasy food, dairy products, or salad dressing down the drain. Over time they can clog an entire pipeline, causing sewer overflows in our community.
- Wipe excess fats and grease from pans with a dry paper towel and toss it in the garbage.
- For more tips on proper FOG disposal, visit [SantaBarbaraCA.gov/FOG](https://www.santabarbaraca.gov/FOG)

Maintain your sewer lateral:

- 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.
- To find a list of City Certified CCTV Inspectors, visit [SantaBarbaraCA.gov/SLIPplumber](https://www.santabarbaraca.gov/SLIPplumber)

Maintain your backwater valve, if your property requires one:

- A backwater valve is a backflow prevention device that is used to prevent outbound wastewater from re-entering a property.
- It is recommended that you check and maintain the valve at least every 6 months. If you have a history of sewer blockages, you should check more often.
- For a video tutorial on how to maintain your backwater valve, visit [SantaBarbaraCA.gov/BackwaterValve](https://www.santabarbaraca.gov/BackwaterValve).

In the event of a PLSD you should 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 of a PLSD, please call (805) 564-5413. Please note property owners are responsible for reimbursing the City for staff time utilized to respond to the private spill, currently \$440 per hour for a two-person crew with heavy equipment.

Proper use and maintenance of your sewer lateral is essential to prevent costly sewer backups and helps protect the community's sewer system, reducing the risk of system failures and protecting water quality in our creeks and ocean. For more information, please visit [SantaBarbaraCA.gov/WastewaterCollection](https://www.santabarbaraca.gov/WastewaterCollection).

DID YOU KNOW THAT A CITY OF SANTA BARBARA “BUSINESS LICENSE” IS NOT A LICENSE?

The commonly known “Business License” is a tax paid annually by businesses for operating within the city limits, for which a Business Tax Certificate is issued. The sole purpose of the business tax is to raise revenue for general municipal services to residents and businesses, it is not a “license” or “permit.”

Business Tax Certificates expire December 31 and are delinquent if paid on or after February 1. The business tax can be paid online through Avenu Insights & Analytics at [SantaBarbara.BizLicenseOnline.com](https://www.santabarbaraca.gov/BizLicenseOnline.com). Although payments are no longer accepted by the City Hall Cashier, there is a new computer station in the City Hall lobby for walk-in customers to pay their business tax online with a credit card, debit card, or bank account. The lobby is open to the public Monday through Thursday, and alternate Fridays from 9:00 AM-5:00 PM. Visit the Business Tax Certificate Information (under Taxes & Assessments) page on the City website ([SantaBarbaraCA.gov/Business](https://www.santabarbaraca.gov/Business)) to learn more.

¿SABÍA QUE LA LICENCIA DE NEGOCIO DE LA CIUDAD DE SANTA BÁRBARA NO ES UNA LICENCIA?

La comúnmente conocida “licencia de negocio” es un impuesto que pagan anualmente las empresas por operar dentro de los límites de la ciudad, para lo cual se expide un Certificado de Impuesto Comercial. El único propósito del impuesto sobre actividades económicas es recaudar ingresos para servicios municipales generales a residentes y empresas, no es una “licencia” ni un “permiso.”

Los Certificados de Impuestos de Negocios expiran el 31 de diciembre y son delinquentes si se pagan en o después del 1 de febrero. El impuesto de negocios se puede pagar en línea a través de Avenu Insights & Analytics en [SantaBarbara.BizLicenseOnline.com](https://www.santabarbaraca.gov/BizLicenseOnline.com). Aunque los pagos ya no son aceptados por el cajero del Ayuntamiento, hay una nueva estación de la computadora en el vestíbulo del Ayuntamiento para los clientes sin cita para pagar su impuesto de negocios en línea con una tarjeta de crédito, tarjeta de débito o cuenta bancaria. El vestíbulo está abierto al público de lunes a jueves, y los viernes alternos de 9:00 AM-5:00 PM. Visite la página de Información sobre Certificados de Impuestos Comerciales (en Impuestos y Tasas) en el sitio web de la Ciudad ([SantaBarbaraCA.gov/Negocios](https://www.santabarbaraca.gov/Negocios)) para obtener más información.