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## In This Issue

1	Expanded Public Service Hours at City Hall and Public Counters
2	Horas de Servicio Público Ampliadas en el Ayuntamiento y Mostradores Públicos
3	Paying your Utility Bill: Bill Pay Vs. Autopay/Online Pay
4	How to Properly Recycle Household Hazardous Waste (HHW)
5	Holiday Residential Waste Service Delays and Street Sweeping Cancellations
6	This Holiday Season, Don't Clog with FOG



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City of Santa Barbara  
P.O. Box 1990  
Santa Barbara, CA  
93102-1990

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

November 2024

## EXPANDED PUBLIC SERVICE HOURS AT CITY HALL AND PUBLIC COUNTERS

City Hall and various public counters now have expanded service hours! Whether you need permitting support, to make utility payments, or other city services, these new hours offer more flexibility and convenience. This initiative supports the City's commitment to improving accessibility and customer service across departments.

### Expanded service hours are available at:

- City Hall
- Cashier & Utility Billing Public Counters
- City Clerk's Office
- Community Development & Public Works Public Counter

Operating hours will exclude administrative closures on alternating Fridays and holidays. For a complete listing of all City office and Department hours, including public counters, please visit [SantaBarbaraCA.gov/CityDepartments](http://SantaBarbaraCA.gov/CityDepartments).

## HORAS DE SERVICIO PÚBLICO AMPLIADAS EN EL AYUNTAMIENTO Y MOSTRADORES PÚBLICOS

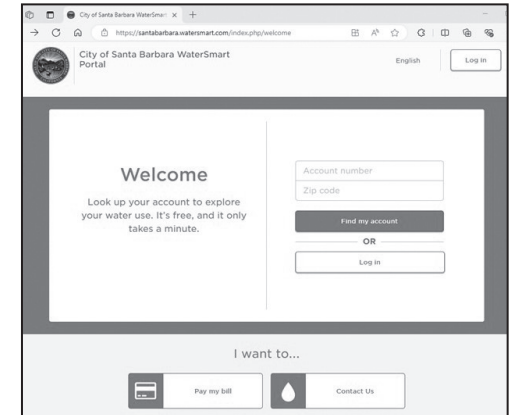
¡El Ayuntamiento y varios mostradores de atención pública ahora tienen horarios ampliados! Ya sea que necesites apoyo para permisos, realizar pagos de servicios públicos u otros servicios de la ciudad, estos nuevos horarios ofrecen más flexibilidad y conveniencia. Esta iniciativa respalda el compromiso de la ciudad de mejorar la accesibilidad y el servicio al cliente en todos los departamentos.

### Los horarios ampliados de atención están disponibles en:

- Ayuntamiento
- Mostradores de Facturación de Servicios Públicos
- Oficina del Secretario Municipal
- Mostrador de Desarrollo Comunitario y Obras Públicas

Los horarios de operación no incluirán cierres administrativos en viernes alternos y días festivos. Para ver una lista completa de todas las horas de oficina y de los departamentos de la ciudad, incluidos los mostradores públicos, visite [SantaBarbaraCA.gov/CityDepartments](http://SantaBarbaraCA.gov/CityDepartments).

## PAYING YOUR UTILITY BILL: BILL PAY VS. AUTOPAY/ONLINE PAY



WaterSmart Utility Portal Page for the City of Santa Barbara

Some customers use their bank's online bill pay service to mail in utility bill payments, but occasionally customers can experience delays and lost payments with this method. Because bill pay is a service offered by your bank, any concerns about bill payments should be directed to them. However, autopay and 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 [SantaBarbara.WaterSmart.com](http://SantaBarbara.WaterSmart.com). 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)

# HOW TO PROPERLY DISPOSE OF HOUSEHOLD HAZARDOUS WASTE (HHW)

Household Hazardous Waste (HHW) includes a wide range of items commonly used in households. These items often contain toxic, corrosive, flammable, or reactive ingredients that pose risks to both human health and the environment.

## Examples of HHW include:

- **Paints and solvents** (oil-based paints, stains, and varnishes)
- **Pesticides** (insecticides, herbicides, and rodenticides)
- **Cleaning products** (bleach, ammonia, drain cleaners)
- **Automotive products** (motor oil, antifreeze, gasoline)
- **Batteries** (rechargeable, lithium-ion, car batteries)
- **Electronics** (computers, TVs, cell phones)
- **Fluorescent light bulbs** (including CFLs)
- **Aerosol cans** (hairspray, air fresheners, cooking sprays)

## Why Does HHW Need to be Disposed of Separately

Properly disposing of HHW is important because throwing it in the trash or down the drain can harm the environment. These chemicals can pollute soil, water, and air. By properly disposing of HHW, we keep toxic substances out of the ecosystem and help reduce pollution.

## Convenient Ways to Properly Dispose of Your HHW:

The Sustainability & Resilience Department and MarBorg Industries are hosting a FREE Household Hazardous Waste (HHW) Collection Event on Saturday, November 16, from 9:00 AM to 1:00 PM at Santa Barbara City College's Lot 2-C (La Playa Stadium Parking Lot - enter from Loma Alta Drive). This event is free for City of Santa Barbara residents, but please note only household items will be accepted – no business waste. Visit [bit.ly/hhwsbfall2024](http://bit.ly/hhwsbfall2024) for details.

If you can't attend this event or miss the date, don't worry! You can still dispose of hazardous waste throughout the year by visiting MarBorg Industries' regular hazardous waste drop-off services. For more information, visit [MarBorg.com](http://MarBorg.com).

# 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 Thursday, January 2, 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](http://UtilitiesOnline.SantaBarbaraCA.gov).

**MarBorg Service Delays:** Pickup of trash, recycling and yard waste following weekday holidays (Thanksgiving, Christmas, and New Year's Day) will be delayed one day. For example, if your regular scheduled service day is Monday, your service day will be Tuesday, 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](http://MarBorg.com/Holiday-Schedule).

**Street Sweeping Cancellations:** Street sweeping and related parking enforcement will be canceled on Veterans Day, Thanksgiving and 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](http://SantaBarbaraCA.gov/StreetSweeping).

For a complete list of holiday hours, visit [SantaBarbaraCA.gov/HolidayClosure](http://SantaBarbaraCA.gov/HolidayClosure).

# THIS HOLIDAY SEASON, DON'T CLOG WITH FOG

Pouring fats, oils, and grease (FOG) down the drain or garbage disposal creates obstructions in underground pipes and creates serious problems like blockage and sewer overflows. When washed down the sink, FOG can stick to the inside of sewer pipes (both on your property and under the streets). Over time, grease buildup can clog an entire pipeline, causing sewer overflows in our community. The damage from overflows could result in costly repairs for you and the City of Santa Barbara.

## This holiday season, dispose of fats, oils, and grease properly using these tips:

- Do not pour cooking oil, greasy food, dairy products, or salad dressing down the drain.
- Use strainers in the sink drains to catch food scraps and other solids.
- Do not use hot water and soap to try to wash grease down the drain. It will eventually cool and harden in the sewer lines.
- Pour cooled grease into a disposable container, cover with a tight-fitting lid and place in your freezer. Once contents are frozen, toss in the garbage.
- Mix cooking oils with absorbent material such as coffee grounds or cat litter. Place in tight lidded container and dispose of it in garbage.
- Wipe or scrape food particles from pots, pans, and dishes into the trash can prior to placing them in the sink for washing.
- Wipe excess fats and grease from pans with a dry paper towel and toss it in the garbage.

Learn more about proper FOG disposal by visiting our website, [SantaBarbaraCA.gov/FOG](http://SantaBarbaraCA.gov/FOG).