



# CITY OF SOLVANG

SOLVANG, CALIFORNIA

## Online Billing Portal Registration & Other Payment Options

Don't have an online account yet? Registration is easy!

### How do I create an online profile, view account details and make payments online?

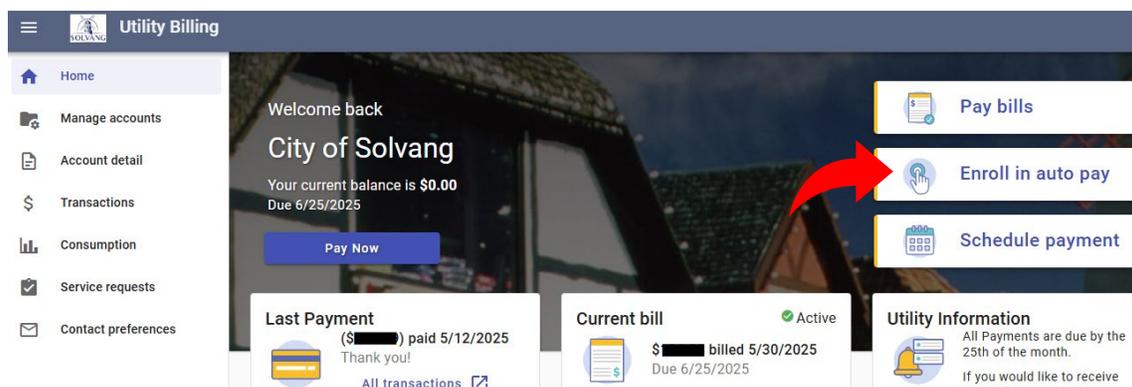
1. Go to: <https://solvangca.municipalonlinepayments.com/solvangca/utilities>
2. Click "Sign In/Register" button.
3. On next screen select "Register" link (below Login button).
4. Enter your email address, create password, enter name and phone number, click "Register"
5. Verify your email address - a link will be sent to your email.
6. Log in with email and password you just created.
7. Click on "Utility Billing"
8. On "Accounts" page, click "Add Account" button.

### Refer to your bill for:

9. Account Number (with dashes).
  10. Last Payment amount (no \$ symbol). New utility accounts, last payment is \$0.00.
- You may add other accounts to same login, if applicable.

### New and Current users to enroll in Auto Pay:

11. Sign In.
12. Click "Enroll in Auto Pay" from list, then select "Enroll" next to account.
13. Select Payment Day, enter your Credit/Debit card information (payments are due by the 25<sup>th</sup> of each month). Click "Enroll Now." (\$1.25 fee applies)



By enrolling in Auto Pay, you understand that your account will automatically be drafted on the same day every month. We recommend you pay 5 days before the due date to allow time for processing your payment.

**Are you on Auto Pay but your account is Past Due?** Click "Manage Auto Pay" and update your Payment information immediately. If you schedule your payment after it is due, you will incur a late penalty that, if left unpaid, may result in disconnection of service.

**Can I pay my bill without creating an online account?** Yes, you may make a one-time payment using Quick Pay through the online billing portal, no login necessary, you'll need your account # and last payment amount. (\$1.25 fee applies)

**Is there a fee to have an online account to view my bill and account history?** No, the online billing portal is free. The fee only applies to payments made through the online billing portal.

**What other payment options are available?** You may pay by cash, check, money order, credit card in office or mail a check. There is a 3.0% surcharge for card payments made directly with city personnel over the phone or in person. A silver drop box is available for afterhours, located in the alley way between City Hall and the parking lot. We also have an automated pay by phone system, you can call the automated pay by phone system directly at (866)306-7865 (\$1.25 fee applies). If you use your bank's Bill-Pay service, allow 7-10 days mailing time. Payments are due by the 25<sup>th</sup> of each month.