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Start New Utility Services

Welcome to the City of Santa Clara. We’ve made it easy for you to start new utility services. If you are moving into Santa Clara and wish to start a new utility service, go to [http://santaclaraca.gov](http://santaclaraca.gov) and click on My Utilities Account. Then click on Start New Utility Services to sign up.

NOTE

If you currently live in Santa Clara and are moving into another location within Santa Clara, go to Move Within Santa Clara.

LOGIN > Service Orders > “Create Order” button > Choose: Move Within Santa Clara
1. Click on the link in the left side navigation bar, Start New Utility Services.
2. In the first paragraph, click on Start New Utility Services link to begin the process.
3. A new screen will appear indicating that you will be redirected to an external website.
STEP ONE: Complete the User Agreement

1. Move In-Account Type: Choose Residential or Business.
2. Move In-Occupancy Status. Choose Owner or Tenant.
3. Terms: Click “here” to read the Municipal Services Rules and Regulations. Check the box “I agree to the terms” and then click on the Next > button.
**STEP TWO: Complete First Page in Move In Registration form.**

1. Customer Name: Complete First Name, Last Name fields (Middle Initial is optional).
2. Contact Information: Enter your Home Phone number and Email Address.
3. Where Are You Moving To: Enter Street No., City, State, Zip Code and Move In Date
4. Click on the Next > button.
STEP THREE: Complete Second Page in Move In Registration form.

1. Mailing Address: Check “Same as service address” box if your mailing address is the same as your service address. Otherwise, complete the following fields: Street Name, Street No., City, State, Zip code.

2. Identification 1: Enter your SSN. If you don’t have an SSN, complete the Drivers License and DL State fields.

3. Comments: Add any necessary instructions or additional comments.

4. Click on the Next > button.
STEP FOUR: If you are a tenant and not the owner, you will be brought to the Tenant Form to complete.

1. Fill in the fields of the Landlord / Property Manager Detail form: Company Name, Street address, City, State, Zip Code, and Phone No.
2. Click on the Next > button to continue.

![Tenant Form Image]

Welcome to the City of Santa Clara.
For Property Managers and Landlords, please complete the form below. If not applicable, please select Next to continue.

Please note: All fields marked with a red asterisk (*) are mandatory and must be completed.
STEP FIVE: Complete the Choose What’s Applicable To Me form.

1. If you have a dog, check the box and provide any additional information in the comments box.
2. Check the gate-related boxes if applicable. Check the garbage container size you’d like.
3. Click on the Next > button to review your move in request.
STEP SIX: Review Registration Summary Page.

If you should need to edit any of the fields, click on the “EDIT” button. Otherwise, click on the “SUBMIT” button to complete your move in request.

Once you click the “SUBMIT” button, you will be taken to a Confirmation page with all of your transaction details. You will also receive an email confirming your New Utility Services activation.
Create an Online Account

Why Create An Online Account
Signing up for an online account is free, simple and will save you time. Once you have signed up, you will be able to pay your bill online, check the status of your account day or night, sign-up for paperless billing, view your bill, usage history, and more.

How to Create An Online Account
2. Click on the link in the left side navigation bar, Create Online Account.
3. A new window will open with the Registration Form.
4. Complete the Registration Form.

**Registration Form**

**Account #:** When entering your account number, include the zeros at the front of your account number. Ex. 00012345 06

**Username:** This can be a name of your own choosing or your email address.

**Email:** Please enter a valid email address that is not already registered on My Utilities Account.

**Password:** Your password requires a minimum of seven letters and one number.

**Security Question / Answer:** An authentication measure used to protect your account. Your answer does not have to necessarily reflect the question.

**Social Security Number:** Enter the last four numbers of your Social Security Number or Tax ID associated with your utility account.
5. Once you have completed all of the fields, click on the Register button. You will then be taken to a webpage with the message:

You have successfully registered for a new online account. You must now activate your account via the email confirmation that was sent to you. Please read that email and follow its instructions.

6. Check your email inbox for the email from us. Click on the link in the body of the email to activate your account.

If you have not received your activation email . . .

1. From the My Utilities Account Home Page, click on the Login link.
2. Enter the user login credentials used to create your Online Account and click the Log In button.

![User Login Form]

Forgot your password?
Forgot your username?
Start New Utility Service
Sign up for My Utilities Account

Recommended browsers include: Internet Explorer, Google Chrome and Safari.
If using Firefox, display issues may occur.

Contact Us
3. A new screen will appear. Click on “here” link to resend the activation email.

Your account has not yet been activated. To activate your account, please read and follow the instructions of the email that was sent to you upon registration.

To resend another activation email, click here.

Back
4. A message will appear confirming that the email was re-sent. Check your email account for a new activation email.
Navigation

We’ve tried to make it as simple as possible for you to find your way around My Utilities Account. Below are the main areas of navigation.

Main Areas of Navigation

Account Info

- Electric Meter Reading History
- Water Meter Reading History

Service Orders

- Automatic Payment Cancel
- Billing Inquiries
- Garbage Cart Changes
- Green Power Inquiries
- Move Within Santa Clara
- Other Inquiries
Stop Service

Billing

e-Billing
Balance History
Billing History
Automated Payments
Deposit Information
View Bill

Help / More Info

Bill Inserts
Help FAQ
Mission City Scenes
My Utilities Account User Guide
Header Navigational Features

In the header at the top of the page are several navigational features. They’re located all together making it easier for you to set your preferences.

1. Control Font Size
   
   A = Increase font size to make text larger
   
   A = Text will be normal size
   
   A = Decrease font size to make text smaller

2. Home, Default
   
   You can set which page you want as your default home page in Settings (#3).

3. Your Settings
   
   • Select your default home (landing) page
   
   • View your service details
• If you are signed up for automatic bill payment or bank payment, your information will appear here. If you need to update your credit card information, please call us at 408-615-2300.

• Notification Contact Methods: how do you want us to contact you.

• Add a new Account User for another person to have the ability to view account information. However, they will be unable to view or modify any other Account Users.

4. Linked Accounts

If you have more than one utility account, you will be able to link additional accounts to your existing My Utilities Account profile.

5. Help / More Info

If you have any questions, access our Help FAQ and other useful documents. Bill inserts and Mission City Scenes are also included here.

6. Logout

To logout of My Utilities Account, click on the X.
My Account

To access your User Settings, go to the Header Navigation (top right corner) and click on the “gears” icon. This will take you to the My Account page.

<table>
<thead>
<tr>
<th>Online Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username: kbrates3</td>
</tr>
<tr>
<td>Email: <a href="mailto:kbrates.test2@gmail.com">kbrates.test2@gmail.com</a> Update</td>
</tr>
<tr>
<td>Security question Edit</td>
</tr>
<tr>
<td>Password: ******** Update</td>
</tr>
<tr>
<td>Deactivate Online Account</td>
</tr>
</tbody>
</table>

In the Online Account section, you can update your email address, change your security question, change your password, or deactivate your online account.

Update Email Address

1. Click on the Update link next to Email.
2. Enter your current password, then enter your new email address.
3. Confirm your email address by re-entering your updated email address in the third field, Confirm Email Address.
4. Click on the “Save” button to save your changes.
Update Your Security Question

1. Click the Edit link.
2. Pick a new question from the list.
3. Supply your answer.
4. Type in your password.
5. Click “Save”.

Update Your Password

1. Click the Update link next to Password.
2. Enter your current password.
3. Re-enter your password to confirm you have entered the correct new password.
4. Click “Save”.

![Password Update Screen](image)
Deactivate Your Online Account

**NOTE:** This action cannot be undone.

1. Click the “Deactivate Online Account”
2. Enter your current password.
3. Click Submit.
View Settings

In the View Settings section, you can choose which page you want as your default landing page. Choose the page from the drop-down list and click the “Update” button in the top right corner of the View Settings section.

You can also choose table or graph as the display preference, for billing history, balance history, and meter reading.
Account Information

The Account Information section contains your utility Account Number and your Service Address.

Service Details

In the Service Details section, you will find a list of your services and the amount due for each of them.

<table>
<thead>
<tr>
<th>Utility</th>
<th>Bill Code Description</th>
<th>Due Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCISE TAX (SERVER)</td>
<td></td>
<td>06-01-15</td>
<td>$0.00</td>
</tr>
<tr>
<td>CLEANUP CAMPAIN (REFUSE)</td>
<td></td>
<td>06-01-15</td>
<td>$4.20</td>
</tr>
<tr>
<td>HSE HAZ WASTE (SOLID WASTE)</td>
<td></td>
<td>06-01-15</td>
<td>$0.20</td>
</tr>
<tr>
<td>ELECTRIC</td>
<td></td>
<td>06-01-15</td>
<td>$63.16</td>
</tr>
<tr>
<td>GENERAL FUND</td>
<td></td>
<td>06-01-15</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
Notification Settings

In the Notification Settings section, you can enter your preferred method of contact.

1. My web portal account (My Utilities Account)

2. Email and an additional email address

3. Text message and an additional cell phone number

After you’ve entered your preferences, click “Save” in the top right corner of this section.

When you have notifications, they will appear at the top of the page under the navigation bar.
Account Users

In the Account Users section, you can add an Account User (Alias). This person will be able to view and export reports, but will be unable to view or modify any other Account Users.

Adding a New Account User

To add an Account User, click “Add User” in lower corner of this section. Complete the Add User form and click “Save”.

Username: This can be a name of your own choosing or your email address.

Email: Please enter a valid email address that has not been used before on My Utilities Account. Re-enter the email address in the Confirm Email field.

Password: Your password requires a minimum of seven letters and one number. Re-enter your password in the Confirm Password field.

Security Question Answer: An authentication measure used to protect your account. Select your question from the drop-down menu. Enter your answer in the Answer field. Your answer does not have to reflect the question.
Web Portal Notifications

If you have chosen to be notified of any alerts (My Account > Notification Settings), they will appear at the top of your webpage under the Main Navigation bar. Click on the down arrow on the right of the Notifications bar to see all of your notifications.

Red Notifications: These are generated by the City of Santa Clara to announce emergencies.

Orange Notifications: These are generated by My Utilities Account when customer-defined thresholds have been exceeded.

Green Notifications: These are generated by the City of Santa Clara regarding general information.
Account Info

Electric Meter Reading History

Select a reporting period by using either the Filter by year of Filter by date range options. Your electric meter reading history will appear according to your search criteria. View in table or graph format by clicking the Table or Graph tab. Print the results or export the data to Excel by clicking on the icons in the top right hand corner.

![Electric Meter Reading History](image)
Water Meter Reading History

Select a reporting period by using either the Filter by year or Filter by date range options. Your water meter reading history will appear according to your search criteria. View in table or graph format by clicking the Table or Graph tab. Print the results or export the data to Excel by clicking on the icons in the top right hand corner.

Note: Unbilled water consumption has not been user-adjusted and may contain estimated data.
Service Orders

Service Order History

To view past service orders, use the Order Period drop-down menu or select Previous Year or Next Year.

NOTE: You may also create a new Order or View / Edit an existing order by clicking on the appropriate button.
**Create Service Order**

To request service, click on the Create Order button. You will then be taken to the Create Service Order form. Select the appropriate subject from the Order Type drop-down menu:

<table>
<thead>
<tr>
<th>Automatic Payment Cancel</th>
<th>Other Inquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Inquiries</td>
<td>Stop Service</td>
</tr>
<tr>
<td>Garbage Cart Changes</td>
<td>Green Power Inquiries</td>
</tr>
<tr>
<td>Move Within Santa Clara</td>
<td></td>
</tr>
</tbody>
</table>

Your first and last names are auto-populated in the First Name and Last Name fields.

In the Date Scheduled field, choose an available service date.

Enter the details of your inquiry in the Comments field and click on the “Submit” button to send. A dialogue box will open with the message: “Your service order was created successfully.” Click on the “OK” button to close.

You’ll be taken back to your Service Order History page and you’ll see your service order listed.
Order Type
Billing Inquiries

Please note: All fields marked with a red asterisk * are mandatory and must be completed to process your request. All service orders will be processed the next business day.

First Name *

Last Name *

Date Scheduled *

Comments
Please use the following fields for additional comments. (i.e. special instructions, or arrangements)

Submit  Cancel
Billing

e-Billing
To change your bill delivery preference, click on the button underneath your desired billing method and click the Submit button. One or more message boxes will appear confirming your change. Click “OK” to confirm your change and complete the process.
Balance History

Your Balance History displays your past billing amount and payments made. You can filter this information by year, date range, or by ‘Billing’ or ‘Credit’ transaction types. You can also print out the results or export the data to Excel (in CSV format).
Billing History

In Billing History, you will find your billing totals and billing dates. You can view this in table or graph format and filter by year or date range. You can also print or export the data to Excel (in CSV format).
Automated Payments

The City of Santa Clara offers a number of convenient bill payment options for our utility customers. Automated payments can be set up from either your credit card or checking account, which will save you time and avoid late fees, by ensuring that your monthly utility bill is automatically paid on its due date.

To enroll in our Automated Credit Card payment program:

1. Under the Billing menu, choose ‘Automated Payments’
2. Under the ‘Pick your plan’ tab, check the ‘Pre-Authorize’ check box.
3. Under the ‘Credit card enrollment’ tab, ensure that the ‘Credit card plan’ button is selected.
4. Type in the following information:
   - Card Holder Name: Type your name exactly as it appears on your credit card
   - Credit Card Type: Choose Visa, MasterCard, Discover, or AMEX from the drop down menu, as appropriate.
   - Card Number: Enter your credit card number exactly as it appears on your credit card.
   - Expiration Date: Select Month and Year from the drop down menus, corresponding to your credit card expiration date.
- CVV/CSC: The 3 or 4 digit security code on the front or back of your card, depending on your card type.
- Address: Enter your credit card billing address.
- Address 2: Optionally, you may add a second address line.
- City: Enter the City for your credit card billing address.
- State/province: From the drop-down menu, select the State for your credit card billing address.
- Zip/postal code: Enter the zip code for your credit card billing address.

5. After reading the Terms and Conditions, check the ‘I agree’ box.
6. Click the ‘Create Plan’ button to complete your Automatic Credit Card payment program enrollment.
7. A confirmation message will appear. Click the ‘OK’ button.
YOU MUST ACKNOWLEDGE THE TERMS AND CONDITIONS

I authorize the City of Santa Clara to charge my utility payments to the credit card account or instruct my bank / credit union to deduct utility payments from the checking account listed above. For credit card payments, I will promptly notify the City when the expiration date changes or the credit card becomes invalid (i.e. fraud) for checking accounts, I will promptly notify the City if my account is closed or changed.

If at anytime I decide to discontinue this payment service, I will notify the City of Santa Clara Municipal Services at the address listed in the footer at bottom of this page or call a customer service representative: 408-615-2300. I understand there is a fee for declined payments. This fee is listed in the Municipal Fee Schedule.

- [ ] I agree

Create Plan
Editing Your Existing Automated Payment Plan

1. Click on ‘Edit payment plan’
2. Your existing Automated Payment Plan will appear.
3. To change the credit card or bank information associated with your automated payments, follow either the Automated Credit Card or Automated Checking Account instructions as listed above.
4. After reading the Terms and Conditions, check the ‘I agree’ box.
5. Click the ‘Update Plan’ button to complete your automated payment change.
6. A confirmation message will appear. Click the ‘OK’ button.

Deposit Information

If you have paid a deposit on your utility account, it will be listed here along with any interest accrued.
View Bill

To view a bill, choose the date from the Bill Date drop-down menu. The bill you select will appear as a PDF in a new window. You can view up to eighteen months of bills. If you would like a copy of an older bill, please contact us at 408-615-2300.
Pay My Bill

Making A One-Time Payment

1. From the top menu bar, click on Pay My Bill
2. The ‘Pay Amount’ and ‘Personal Information’ sections will automatically populate with your account information.
3. If you wish to pay a different amount than what is listed in the ‘Pay Amount’ box, or if you wish to update any of your personal information, edit these fields accordingly.
4. Enter your credit card information.
   a. Credit Card Type: Choose Visa, MasterCard, Discover, or AMEX from the drop down menu, as appropriate.
   b. Credit Card Number: Enter your credit card number exactly as it appears on your credit card.
   c. Credit Card Expiration: Select Month and Year from the drop down menus, corresponding to your credit card expiration date.
   d. CVV/CSC: The 3 or 4 digit security code on the front or back of your card, depending on your card type.
5. Click the ‘Submit’ button to complete your one-time payment.
6. A confirmation page will appear confirming your payment. In addition, you will receive a payment confirmation email for your records.
7. Click ‘Done’ to return to the Pay My Bill page or click ‘Print’ to print your payment confirmation.
Help / More Info

The Library

Help information is stored in the Library. From “How to Read Your Bill” to this User Guide, we supply helpful information to make your experience with us as easy as possible.

Also stored in the Library are “Mission City Scenes” and monthly bill inserts. Even if you are on paperless billing, you still have access to all the information customers receive when they are signed up for the “paper only” billing option.