

## The City of Sacramento Department of Utilities Response to the Coronavirus (COVID-19)

Dear Customer,

As the local impact of the coronavirus (COVID-19) continues to unfold, The City of Sacramento is making efforts to adapt quickly and effectively.

The Department of Utilities has detailed plans in place to ensure the safe delivery of Utility Services to all customers amid these challenging times. As you may already know, the Sacramento County's Department of Health Services has issued a Shelter-in-Place directive.

COVID-19 is affecting us all and we are all in this together.

To observe the Shelter-in-Place directive, the Department has made the difficult decision to close our public counter; **we encourage you to take advantage of our online self-service [website](#) and mobile pay app.**

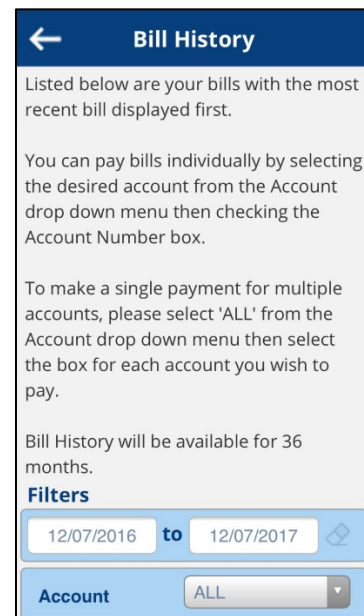
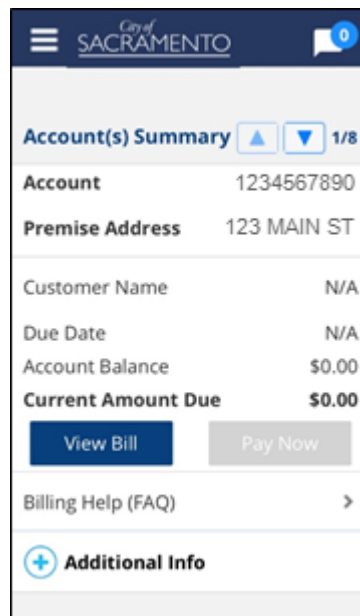
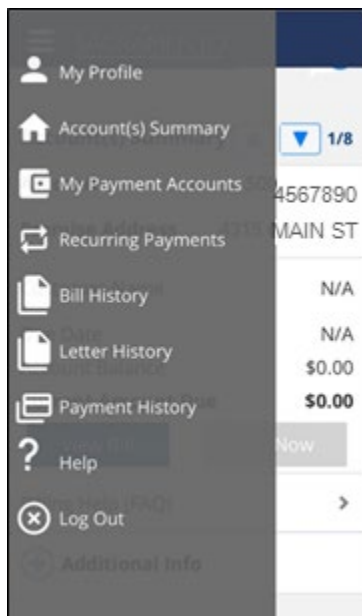
You can locate and download the app in the Apple App Store or the Google Play Store, under the name *City of Sac Utility Mobile Pay*. The mobile app allows you to pay your bill, manage future payments, and receive SMS notifications from the convenience of your iPhone or Android smartphone.

### Manage Your Payments

- Pay Your Bill
- Enroll in Automatic Payments
- Change Payment Methods
- View Payment History
- Cancel Scheduled Payments

### Manage Your Accounts

- Manage and Link Multiple Accounts
- Contact Customer Service
- Sign up for Paperless Billing
- View Bill & Letter History
- Receive SMS Notifications



If you have not already enrolled for online access, it is a fast process. [Set up online access.](#)

If you have already enrolled, but need help signing in – recover your [username](#) or [password](#).

We want to be able to assist each of you with your concerns, so we appreciate your patience and understanding during this time.

**Additional Avenues to Make Payments:**

- You may enroll your utility account in online banking with your banking institution
- You may pay by phone with our automated phone system
- You may send check or money order payments by mail to:
  - CITY OF SACRAMENTO  
PO BOX 2770  
SACRAMENTO CA 95812-2770

**If you have been affected** by COVID-19, The City of Sacramento has decided to suspend related late charges to your utility account. Additionally, the City of Sacramento will not be shutting off services to accounts that may become delinquent during these difficult times.

Thank you,  
City of Sacramento  
Department of Utilities  
Customer Service

For questions, please contact Customer Service at (916) 808-5454.