



City of Pismo Beach – Utility Billing

760 Mattie Road
Pismo Beach CA 93449
Ph: 805-773-4655
UB@pismobeach.org

CUSTOMER INFORMATION

Bill Payment Options & Services During COVID-19

Beginning on Friday, March 20, 2020 the City of Pismo Beach City Hall closed to the public. But don't worry, there are many other ways to pay your bill or contact City staff. These include:

- Online at <https://pismobeach.merchantransact.com/>
 - Here, you can set up automatic payments through your credit card, checking, or savings account.
 - You can also pay your bill online with no additional fee, check water usage history, view your current and past bills online, and save on postage and paper.
- Drop off payment in the white Utility Billing depository boxes outside of City Hall (one in the parking lot and one next to the Utility Billing entrance (include bill stub or account number with payment).
- By phone, to pay by credit, debit card or e-check, call 1-805-773-4655.
- By mail, send bill stub with check to:

City of Pismo Beach
Finance Division
760 Mattie Road
Pismo Beach, CA 93449

WHAT WE ARE DOING TO HELP CUSTOMERS

- We have suspended service disconnections until further notice. This means no customer will have their water turned off due to non-payment.
- We are committed to helping customers experiencing hardships, including from COVID-19. Please email us at ub@pismobeach.org or call us and leave a voicemail with utility billing and we will get back to you to discuss options.

WHAT TO EXPECT FOR YOUR WATER AND WASTEWATER SERVICE

- The City is committed to providing clean, safe, and reliable water and wastewater service for you.
- We have made some temporary changes to some of our customer service operations, consistent with guidance from public health officials.
- We will continue to make essential and emergency service appointments, including reports of suspected water leaks. Please contact the Police Non-Emergency line at 805-773-2208 and they will contact a water or wastewater technician.

Visit pismobeach.org for additional information and updates regarding City services.

