



City of
Los Banos
At the Crossroads of California

*City Hall
520 J Street
Los Banos, CA 93635
Phone (209) 827-7000
Fax (209) 827-7006
www.losbanos.org*

A NOTICE TO ALL CUSTOMERS

The City of Los Banos is converting to a new financial software system. As a result of this conversion there will be several changes to your utility bills. The following are a list of those changes:

1. Utility statements will have a new look.
2. Your utility account number will change. Please be on the look out for your new account number.
3. You will need your new account number to access the City's online and over the phone payment systems.
4. If you currently have an online account you will need to sign up for a new account online in the new system.
5. Recurring payments with a credit card that was set up using your online account will stop effective 11-21-23 and you will need to reactivate the recurring payment once you have signed up for a new account online. It is recommended that you utilize a different payment method until you have set up your new online account.
6. Please make sure all your account information including a current contact phone number is up to date. You can contact City Hall to update this information.

We appreciate your understanding and cooperation during this transition period. If you have any questions, please do not hesitate to contact City Hall at (209) 827-7000. Thank you.

City of Los Banos
Finance Department