Community Connect Portal

Instructions for First Time Utility Users

The portal is SGCWD's secure, web-based payment and account access portal that lets you interact with the website online. It provides self-service experience that directly connects you to your account and other online services provided by the city in real time.

To use the portal, you will need to use your account number provided to you by the SGCWD to log in and set up your account. Creating your portal account will only take a few minutes.

What you'll need:

- **A valid email address**
- **Access your email inbox**
- **Utility customer number**
- **Payment method**
  (bank account, credit/debit card)

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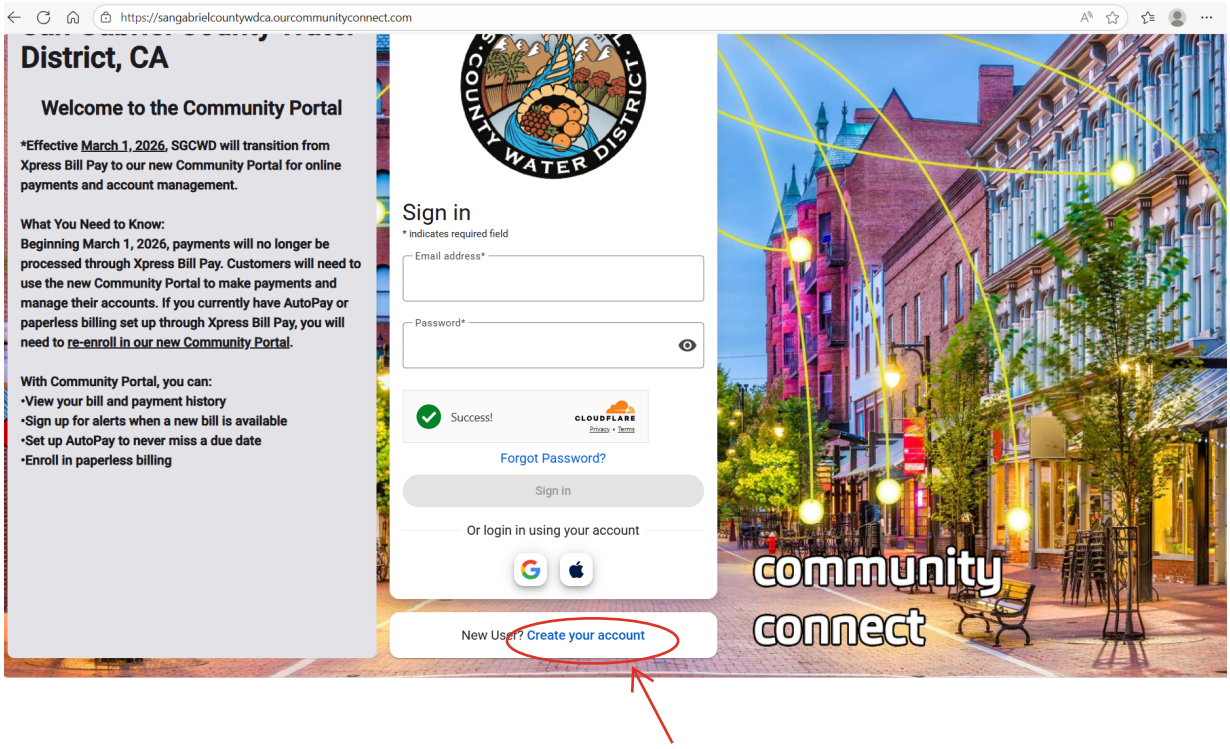
Step 1: Create Your Account

Open your web browser **https://sangabrielcountywdca.ourcommunityconnect.com** and navigate to the portal sign-in page.

Helpful hint: Save or pin (add it to your Favorites) the website in your web browser for future use.

1. Click Create Your Account (at the bottom of the Sign In box).



2. Enter your
   Email address
   Password

3. To receive text messages,
   Enter your mobile telephone number (for receiving text messages)
   Check Opt In to Text Message Alerts

4. Click Register.

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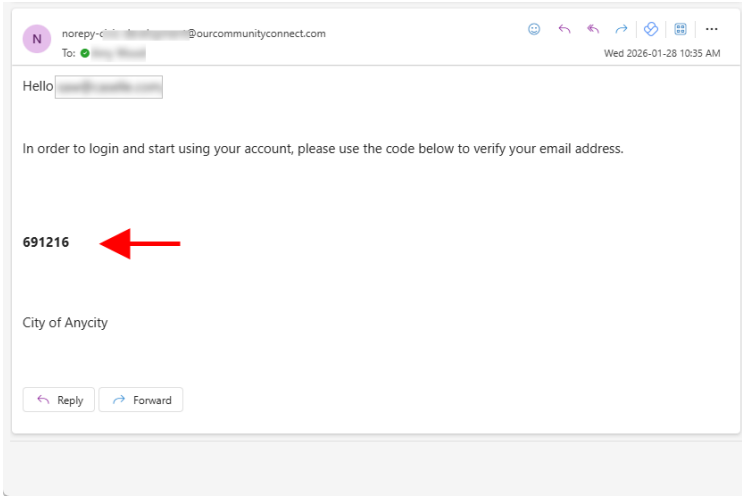
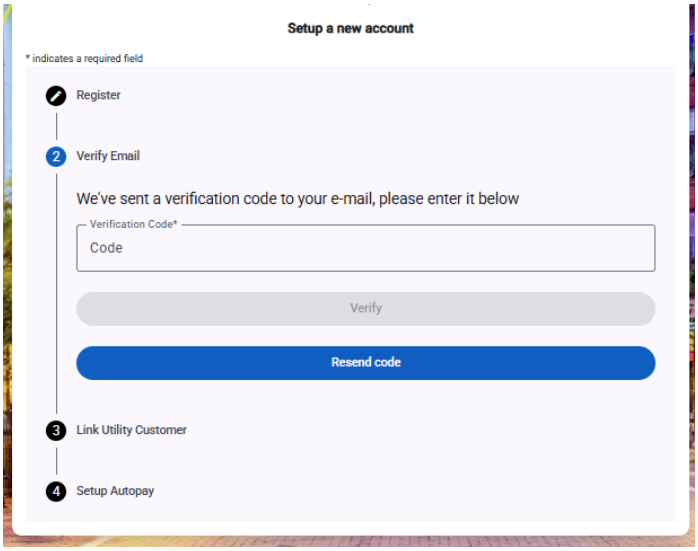
Step 2: Verify Your Email

1. Check your inbox for a verification email from the portal.
(Example: noreply-sgcwd@ourcommunityconnect.com)



2. In the web browser, enter the verification code to confirm your email address and activate your account.

Didn't see the verification email?
Check your junk or spam folder.
If you find it there, mark it as safe so you don't miss future messages from the portal.



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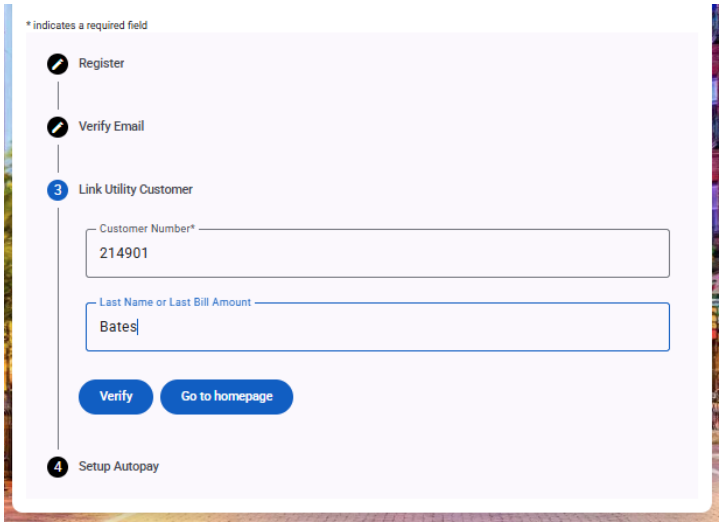
Step 3: Link Your Utility Account

Add your utility account so you can use the portal to look up and pay utility bills.
You will need:

- Your utility account number
- Your last name or amount billed on the last utility bill

1. Enter your utility customer number. Do not key the dashes, periods, etc. (Your account number is located at the top of your utility bill or contact the SGCWD to request it.)



2. Enter your last name or the last bill amount.
3. Click Verify.

Failed to Link Account:

A message will display in the lower-right corner of the web browser if the utility account verification failed.

Check for errors in the customer number, last name, or last billed amount.

If you need help, contact SGCWD for assistance.

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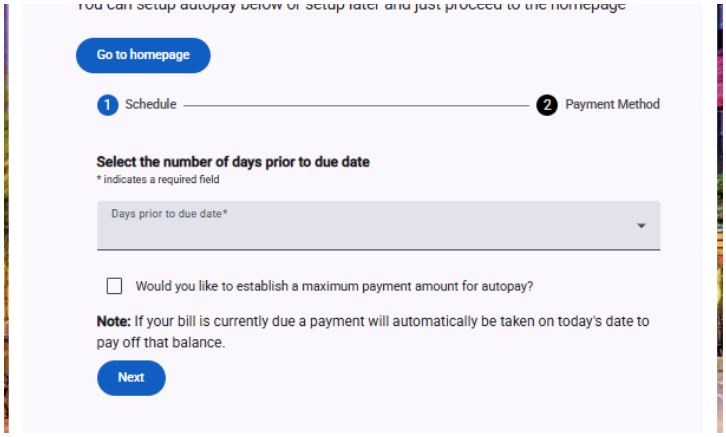
Step 4: Set Up Auto Pay

Auto Pay helps you pay your utility bill automatically, on time, every time.
You will need:

- A linked utility account
- A valid payment method (bank account or credit/debit card)

1. To set the maximum payment amount allowed for auto pay, check Would you like to establish a maximum payment amount for auto pay.
2. Click Next.



3. Enter your bank or card details.

Your payments will be processed automatically according to your billing schedule. You'll receive confirmation once Auto Pay is active, and you can update or turn it off at any time from Bills and Payments. If Auto Pay isn't available or you encounter an error, check that your utility account is fully linked or contact your city for assistance.

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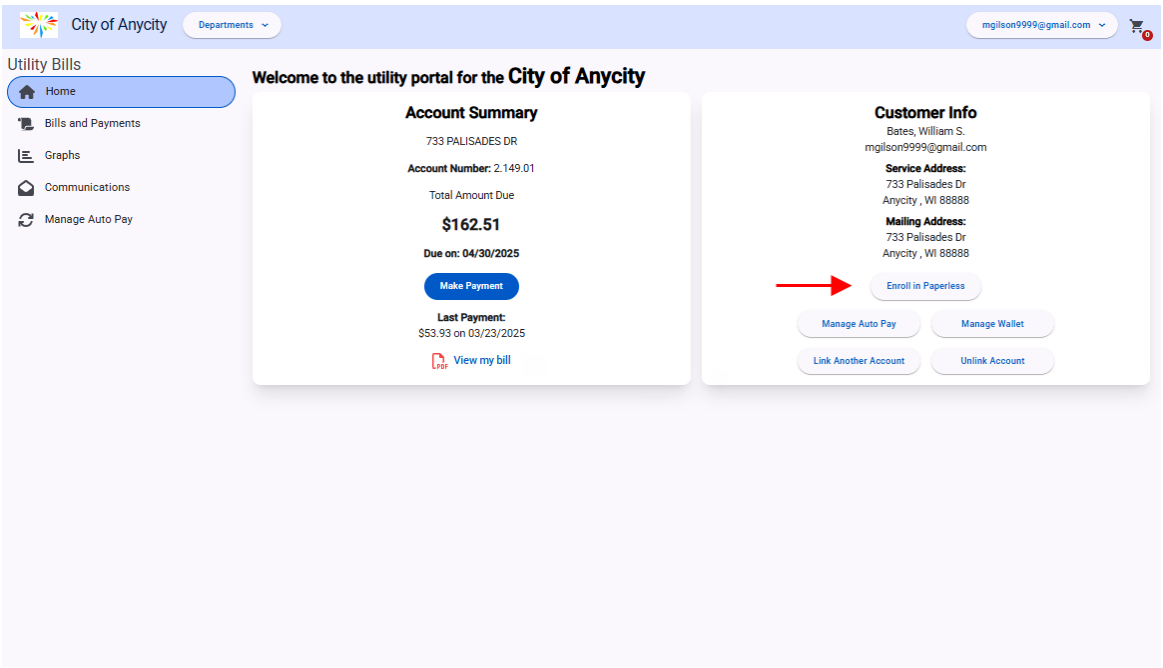
Step 5: Set Up Paperless Billing

Paperless billing lets your receive bills electronically instead of by mail. It's faster, more secure, and helps reduce paper waste.

1. Sign in to the portal.
2. Click Utility Bill.
3. In the Customer Info tile, click Enroll in Paperless.



Your account is set up and ready to use. If you need to make changes, you can use the portal to update your payment options and make changes to paperless billing.

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