In response to the latest directives from Mayor Kevin L. Faulconer and state, federal, and local authorities that aim to slow the spread of the COVID-19 pandemic, the Office of the City Treasurer has implemented service changes that will be effective until further notice.

The service changes include:
- The closure of the lobby Parking Administration and Delinquent Accounts
- The closure of the City Treasurer lobby located at 1200 Third Avenue
- Modified hours to receive assistance over the phone

Alternative payment options and communication methods continue to be available as provided below.

**General Drop Off:** For those customers that only need to drop off a bill payment, a drop box is available. All drop off payments must be in a sealed envelope and must include enough information to identify the purpose of the payment, including associated account numbers and contact information. The drop box is located on the wall outside the lobby at Plaza Hall – 202 C Street.

**Business Tax and Rental Unit Business Tax:**
- Payments can be made online via credit card or ACH at [https://www.sandiego.gov/treasurer/payments/btax](https://www.sandiego.gov/treasurer/payments/btax)
- New Business Tax account registration or updates to an existing account can be made at [https://pay.sandiego.gov/BTaxApp/Login.aspx](https://pay.sandiego.gov/BTaxApp/Login.aspx).
- Customer inquiries can be made via email
  - Business Tax: [btax@sandiego.gov](mailto:btax@sandiego.gov) or (619) 615-1500 8am – 4pm M-F
  - Rental Unit Business Tax: [rtax@sandiego.gov](mailto:rtax@sandiego.gov) or (619) 615-1545 8am-4pm M-F
**Cannabis Business Tax:**
Remittances will continue to be accepted by appointment only. Contact the Cannabis Business Tax Program at cannabis@sandiego.gov or (619) 615-1580 8am – 4:00pm M-F

**Police Regulated Business Permits:**
The updated New/Renewal permit application process is now outlined at: https://www.sandiego.gov/treasurer/taxesfees/pdpermits

**Transient Occupancy Tax:**
- Payments can be made online via electronic debit at https://webapps.sandiego.gov/TOTPay.
- Customer inquiries can be made via email at sdtot@sandiego.gov or (619) 615-1530 8am-5pm M-F

**Delinquent Accounts/Bills:**
- Payments can be made online via credit card or ACH at http://www.sandiego.gov/treasurer/payments/delinquent.shtml. Payments can also be made via credit card by phone at (866) 840-1198 (toll-free).
- Customer inquiries can be made via email at collections@sandiego.gov or (619) 744-3100 9am-4pm M-F

**Parking Citations/Parking Permits:**
- Payments can be online via credit card at https://www.dspayments.com/SanDiego. Payments can also be made via credit card by phone at (866) 470-1308 (toll-free).
- For information regarding overnight RV Parking or Residential Parking permits, visit the Parking Administration webpage at www.sandiego.gov/parking/permits.
- Customer inquiries can be made via email at parking@sandiego.gov or (866) 470-1308 9am-4pm M-F.

**Water and Wastewater Utility Bills:**
Payments can be made online at www.sandiego.gov/customercare/. Alternate locations to make Public Utilities (Water) payments can be found at www.sandiego.gov/water/rates/billing/paymentlocations.

**Citywide Invoice payments:**
Payment information, including the link to remit credit card or ACH payments online can be found at https://www.sandiego.gov/treasurer/payments/invoice

**COVID-19 Information**
Stay informed about COVID-19 by visiting the City’s COVID-19 Information page, the Center for Disease Control website and the County of San Diego Health and Human Services website.