

City of Palo Alto, CA  
Utility Users Tax Remittance Form  
Avenu Insights & Analytics – as administering agent  
555 Bryant Street #821  
Palo Alto, CA 94301



Date: July 2, 2021  
Avenu Account #: \*\*\*\*\*

Dear Utility Service Provider:

**\*\*IMPORTANT UTILITY USERS TAX INFORMATION FOR THE CITY OF PALO ALTO \*\***

The City of Palo Alto has partnered with Avenu Insights & Analytics who will be assisting in the collection of the Utility Users Tax on behalf of the City of Palo Alto. Service Providers will begin filing their Utility Users Tax returns and remitting tax payments to Avenu beginning with tax period July 2021. (Taxes due on or before August 31, 2021.) The Avenu Insights Support Team will provide taxpayers with support for all aspects of UUT including return filing, payment, compliance, and general support for your tax filing needs.

For assistance, or if you have any other questions, please do not hesitate to contact **Taxpayer Support at (866) 240-3665 Monday-Friday 7:30 am – 4:30 pm PST**. You may also contact us via email at [supportmuni@avenuinsights.com](mailto:supportmuni@avenuinsights.com).

Avenu offers both online filing and paper filing options:

**For Online filing:**

You may access online filing by going directly to [www.salestaxonline.com](http://www.salestaxonline.com):

**Registration and Return Setup** (This is a one-time process.)

- From the Home page of [www.salestaxonline.com](http://www.salestaxonline.com), click “Create a Business Account”.
- Step 1: Sign Up for a New Account: Begin by creating the username and password for your online filing account and entering your contact information. Be sure to store your username and password in a safe place.
- Step 2: Business Information: Enter the information of the business you are filing for. This information will appear on the returns you file online.
- Step 3: Security Question: Click the link next to a question to use or type in your own question. Enter the answer to your question. Click the next button to save and continue. If you forget your password, contact us [supportmuni@avenuinsights.com](mailto:supportmuni@avenuinsights.com) or call (866) 240-3665 for assistance.
- Step 4: Location Information: Click the Yes button at the top of the screen to continue past this page if not needed. **Note:** Upon completion of your online registration, you will receive a confirmation email. Select options from the drop-down menus. Click the Add Return button. The return appears in a table at the bottom of the screen. Click the Yes button at the top of the screen when you are finished setting up your return to continue to the home page of your account.
- Congratulations! Your Online Filing account setup is complete. You are ready to begin filing your monthly returns.

- **Step 5: Return Setup:** This is the step where you will set up the returns you want to file with their corresponding account number(s).
  1. Select State: California
  2. Select the Return: This will automatically populate with Utility Users Tax (UUT)
  3. Select Location: From the drop down menu, select the applicable location
  4. Select Jurisdiction: From the drop down menu, select Palo Alto
  5. Select Tax Type: From the drop down menu, select appropriate tax type (i.e, Wireless, Prepaid Wireless, Cellular, etc.)
  6. Select Tax Rate: Tax rate will automatically populate
  7. Complete all the applicable fields on the calculation worksheet and click Save. On the next screen click Next.
  8. Enter your payment method. ACH Debit (Checking/Savings)
  9. In case your bank requires an Originator ID, this information is found under the Account Center tab.
  10. Review the information on the Summary screen, when ready click File Return. A confirmation page is available by clicking Print/View.
  11. Your complete filing history is available under My Returns > Filing History.

**Filing and Payment by Mail:**

- For your convenience a customized UUT form has been included with this letter. This form should be completed and remitted along with your tax payment. If you need additional remittance forms, downloadable forms are available at [www.avenuinsights.com](http://www.avenuinsights.com). Select the following:
  - Taxpayer Login
  - For Taxpayers
  - Documents, Forms, Etc.
  - California, then select Taxpayer Forms
  - Palo Alto – then select Palo Alto Utility Users Tax Form
- You can mail your completed form and payment to the address below. If paying by check, please make checks payable to **Tax Trust Account**. If paying by ACH Debit (checking/savings), please contact Avenu for more information.
- Please remit your return form and payment to:

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Our Avenu Insights & Analytics team is excited to have the opportunity to serve the City of Palo Alto business community. We are committed to making this transition as seamless as possible and look forward to working together with your organization. For more information on this transition please visit the City's website at: [cityofpaloalto.org](http://cityofpaloalto.org). Thank you.

Sincerely,  
 Avenu Insights & Analytics Client and Taxpayer Support