

# CITY OF CHINO HILLS

## PRESS RELEASE



**PR15-017**

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Date: February 10, 2015

### UTILITY PAYMENTS VIA CITY OF CHINO HILLS WEBSITE WILL BE OFFLINE DURING SYSTEM UPGRADES MARCH 9<sup>th</sup> – 22<sup>nd</sup>

The City of Chino Hills is working to upgrade the utility billing software that allows customers to access their account information and make utility bill payments online through the City's website for water, sewer, and trash. During the two-week installation and validation phase of the project, tentatively scheduled from March 9<sup>th</sup> to March 22<sup>nd</sup>, customers who pay their utility bill by logging onto the City website each month will have to use an alternate method. Payments may be: paid by mail, using the return enveloped provided; dropped off at the payment drop box in the Government Center parking lot adjacent to the Library; paid by phone through the Utility Billing Office at (909) 364-2660; or paid in person at City Hall, 14000 City Center Drive. Customers who pay their utility bill using their bank's online payment system, or those who have arranged "auto-pay" to schedule automatically-recurring payments by credit card or checking account, will not be affected.

The software upgrade will improve the availability of information including water consumption history to help customers review the effectiveness of their water conservation efforts, payment history, and more. It will also allow customers to receive their bill via email rather than regular mail. The application will also work on multiple platforms including Android and Apple devices. The cost of the upgrade is \$8,340.

Online bill payments significantly reduce the City's costs to process utility billing and payments. Once the upgrade has been completed, the City encourages customers to visit [www.chinohills.org/BillPay](http://www.chinohills.org/BillPay) to explore utility payment features, account information, and data available. For additional information, please call Utility Billing Customer Service at (909) 364-2660.