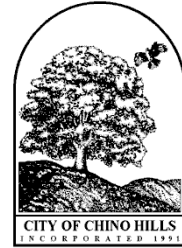


CITY OF CHINO HILLS

PRESS RELEASE



PR15 – 157

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Date: December 9, 2015

UTILITY PAYMENTS VIA CITY OF CHINO HILLS WEBSITE WILL BE OFFLINE DURING SYSTEM UPDATES DECEMBER 11th & 12th

The City of Chino Hills is upgrading the online utility bill payment system as part of ongoing efforts to provide security, reliability, and availability for customers who access their account information, and make utility bill payments, online through the City's website for water, sewer, and trash. This upgrade will allow customers to log in to the system with an email and password; the account number will no longer be required to log in.

The online bill payment option will not be available during the system upgrade which will begin at approximately 5:00 p.m. on Friday, December 11th through 5:00 p.m. Saturday, December 12th. Customers who pay their utility bill online will have to use an alternate method during the 24-hour offline period. Payments may be: paid by mail, using the return enveloped provided; or dropped off at the payment drop box in the Government Center parking lot adjacent to the Library. Customers who pay their utility bill using their bank's online payment system, or those who have pre-arranged "auto-pay" to schedule automatically-recurring payments by credit card or checking account, will not be affected.

When the upgrade is complete, online customers will be asked to update their personal information during their initial log on. This step will ensure a smooth transition of data. Once the personal information is provided, the customer will be automatically logged out of the system. An email will be sent to the customer that provides a link the customer must click on to complete the email address verification and enable their account.

Online bill payments significantly reduce the City's costs to process utility billing and payments. The City encourages customers to visit 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.