



Press Release

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CITY OF CHINO HILLS ONLINE PAYMENT SYSTEM DOWN DURING TRANSITION TO NEW UTILITY BILLING SOFTWARE

Chino Hills, CA – Online utility payments are currently not available as the City of Chino Hills makes the transition to a new utility billing software system to replace the outdated 12-year-old system. Auto-payments set up using a bank account as a payment method will not be affected. The system was taken offline in order to transition data to the new system and conduct quality assurance testing. During this time, customers may send payment by mail, use the drop box in the Government Center's parking lot adjacent to the Library, make a payment over the phone, or pay in person at City Hall. Once the test results are verified, the online payment system will be activated, as early as October 1. All online customers will need to visit www.chinohills.org/BillPay to register their accounts in the new system.

The new system will allow online customers the option to pay their bill using their bank account, in addition to the already-available option to pay by credit or debit card. The actual bill will also be available to view online. According to City officials, online payments or scheduling recurring payments through auto pay are the most convenient options for customers and help keeps costs down for the City. Customers may call utility customer service at (909) 364-2660 if they have questions.

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