CITY OF CHINO HILLS’ TRANSITION TO NEW ONLINE UTILITY BILL PAY SYSTEM COMPLETE – CUSTOMERS MUST REGISTER ACCOUNTS

Chino Hills, CA – The City of Chino Hills has completed the transition to a new online utility bill pay system which was activated on Monday, October 1st. Customers who want to access their account information online, pay their bill online, or schedule automatic payments will need to register their account in the new system. Customers may visit www.chinohills.org/BillPay and click on the “online bill pay system” icon to begin the process to “register” their account. The “log-in” option is not available until after the customer follows the steps to “register” the account. Customers should locate their account number from a previous bill and follow the prompts to register. Options to make automatic payments using a bank account, and to select a bill delivery option (mail, e-mail, or both) are available.

As the City generates the October bills, customers will have the option to make a one-time payment, or schedule auto payments, using a credit or debit card. An electronic copy of the bill will also be available online. Electronic funds transfers (EFT) using a bank account number are not available for one-time payments online, but may be used for automatic payments. For additional information, or assistance, please call Chino Hills Utility Customer Service at (909) 364-2660.

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