



# Press Release

PR18 – 104

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## **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 1<sup>st</sup>. 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](http://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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