



Press Release

PR18 – 117

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CHINO HILLS UTILITY BILLS DELAYED CUSTOMERS DO NOT NEED TO WORRY

Chino Hills, CA – The City of Chino Hills completed the transition to a new utility billing system as of October 1. As a result, some September and all October billing statements have been delayed due to the activation of the new system.

“Customers should not be alarmed because they will still have the normal 21 days in which to make their payment, once their billing statement is mailed,” said Christa Buhagiar, Finance Director. “There is no need to contact customer service – just keep an eye out for the next bill.”

According to Ms. Buhagiar, October billing statements will arrive about three weeks later than usual. Staff is working to get back to the normal billing cycles which does require some “catch up” work. The City generates and mails utility bills every day for about four weeks in order to complete the monthly billing for all customers.

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