



Press Release

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STATE LEGISLATION SB998 RESULTS IN CHANGES TO CITY OF CHINO HILLS' UTILITY BILLS

Chino Hills, CA – Changes have been made to the City of Chino Hills' policies, procedures, and water/utility bill statements as a result of Senate Bill 998. The intent of the legislation is to minimize the number of Californians who have their water service shut off due to their inability to pay. Previously, the bill had a printed due date, which was 21 days after the billing date. Penalties would be assessed on the 43rd day, and service disconnected at 50 days. Now the bills for utility service are due and payable upon presentation, penalties assessed on the 45th day, and service disconnected for non-payment at 60 days.

"We expect that customers who regularly pay their bills on time will be concerned about this change to the billing cycle," said Christa Buhagiar, Finance Director. "The customer's next bill will arrive within days of previous month's payment. And, without a specific "due date" listed anymore, the bill will say "due now."

Mrs. Buhagiar encourages customers to make note of the date the bill is received and make payment within 21 days. For autopay customers, payments will continue to be processed 21 days from the bill date.

Water service cannot be disconnected for non-payment until 60 days from the date of the bill. However, if payment is not received within 44 days from the bill date, a 10% penalty will be applied to the account (the minimum penalty is \$10.00). A Shut-off notice is generated/mailed on the 45th day. All delinquent accounts not paid by the 60th calendar day after the bill date will have water service discontinued without further notice.

The policy is available to review online at <https://www.chinohills.org/BillPay>. For additional information, residents may call utility customer service at (909) 364-2660.

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