

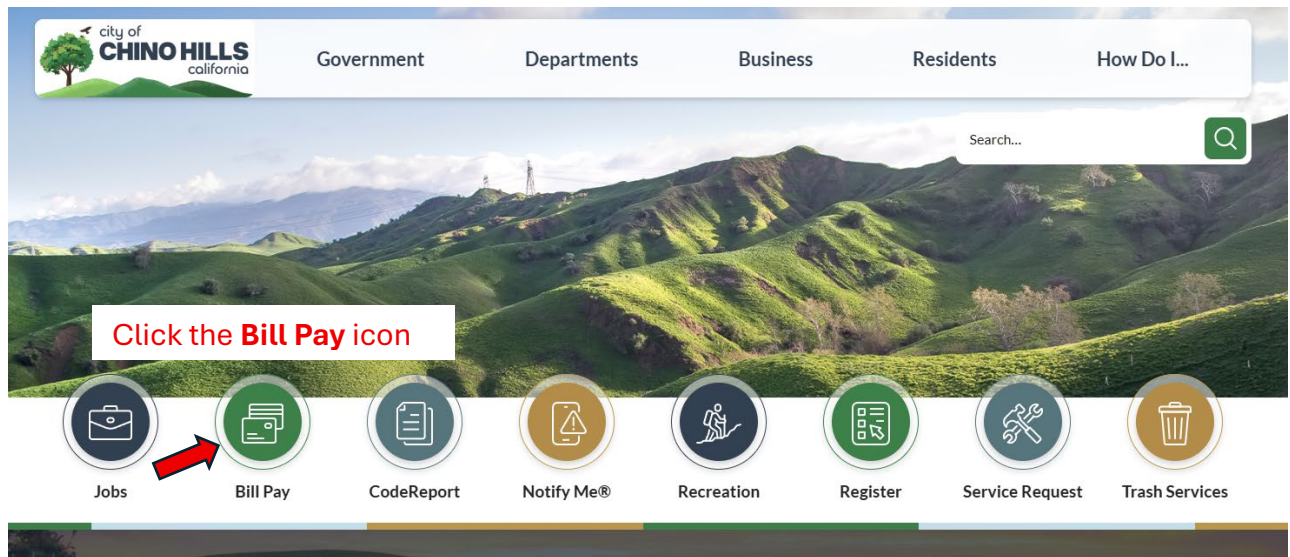


City of Chino Hills
Utility Billing Office
14000 City Center Drive
Chino Hills, CA 91709
Ph: (909) 364-2660 Fax: (909) 364-2675

How to Setup an Online Water Utility Account

Go to the City of Chino Hills homepage at www.chinohills.org

Step #1



[Home](#) › [Residents](#) › [Utilities](#) › [Water & Sewer Service](#) › [Online Bill Pay](#)

▼ A ▲

Step #2

Online Bill Pay System

The City's utility bill pay system lets you enroll in features like autopay and paperless billing for easy, 24/7 payments. Receive your bill by email and pay online with just a click via computer or mobile device. You can also pay by phone, text, debit/credit card, Check, PayPal, or Venmo.



Bill Pay

← Click the **Bill Pay** icon

New Online Bill Pay Customers

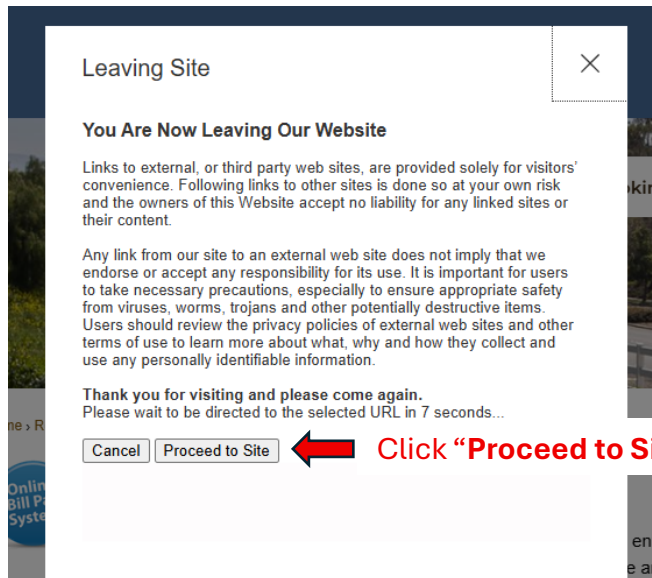
Register your account to access information online, pay your bill, or schedule automatic payments.

To set up a new account:

1. Select the icon above to register your account or make a one-time payment
2. Locate your account number and customer number from a previous bill and follow the prompts

How to Setup an Online Water Utility Account

Step #3



Click "Proceed to Site"

Step #4

A screenshot of a login form. At the top left is a small globe icon and the word "Login". Below this are two input fields: "Email*" containing "someone@example.com" and "Password*" containing "Password". Below the password field is a link: "Don't have an account [Register Now](#)". At the bottom left is a blue "Login" button, and to its right is a link: "[Forgot your password?](#)". A red arrow points to the "Register Now" link.

Click "Register Now"

How to Setup an Online Water Utility Account

Step #5

Enter your information in all fields below and then click “**Enroll**”

 New Account Information

Email Address

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

Password

Enter your new password

Re-enter password

Re-enter your new password

First Name

Your first name

Last Name

Your last name

Phone Number

(111) 222-3333

ZIP Code:

12345



Enroll

Cancel

How to Setup an Online Water Utility Account

Step #6

Answer #1 through #5 below and then click “Add Account”



**Accounts**

**Pay My Bill**

**AutoPay**

**Bill History**

**Payment History**

**My Wallet**

**My Profile**

**Log out**

Powered by **Paymentus**

[Privacy Notice](#)

[Privacy Notice to California Residents](#)

[Bill Payment Terms and Conditions](#)

[Payment Authorization Terms](#)

[SMS Text Communication Terms and Privacy](#)

Add Account

All fields are required unless labeled as optional.

Account Information

Payment Type

☒  Utility Bill

Please enter your Customer Number and Account Number below.

Customer #-Account #

#1

Paperless 

☒ No #2  paper

E-Bill Notification For New Bills 

☐ Receive email notification  #3

Bill Summary Notifications 

☐ Secure PDF eBills  #4

☐ Bill Summary - Pay By Text 

Terms & Conditions

[Read the Payment Authorization Terms](#)

☐ I agree to the Payment Authorization Terms. #5



Your online water utility account is now set up.