



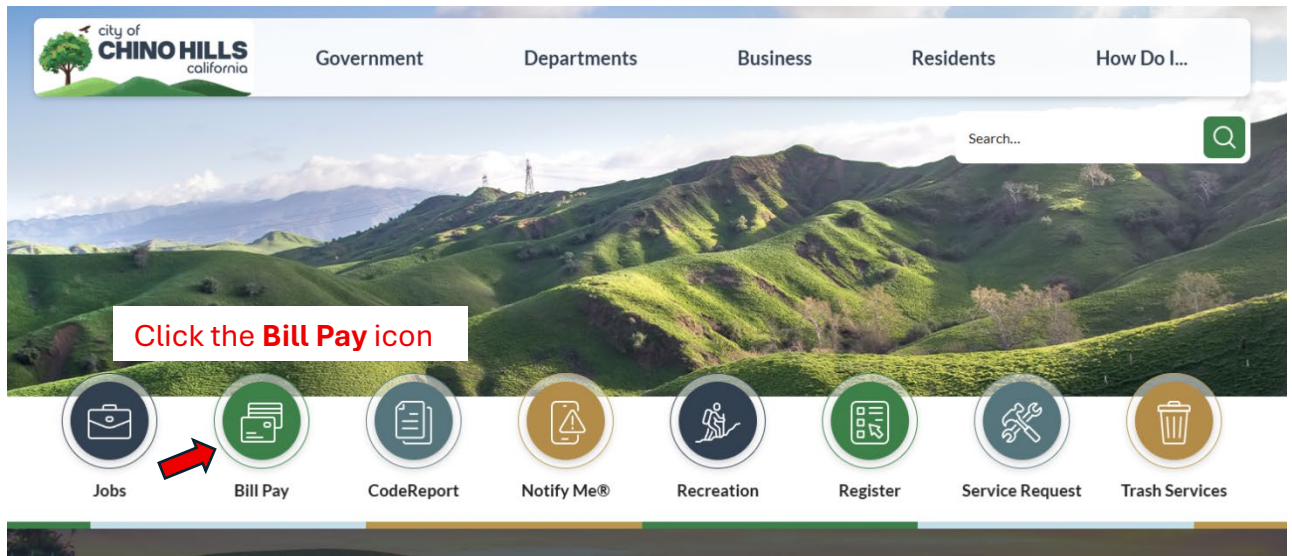
City of Chino Hills
Utility Billing Office
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Chino Hills, CA 91709
Ph: (909) 364-2660 Fax: (909) 364-2675

How to Make Changes to Your Existing Online Water Utility Account

Sign in to your existing 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

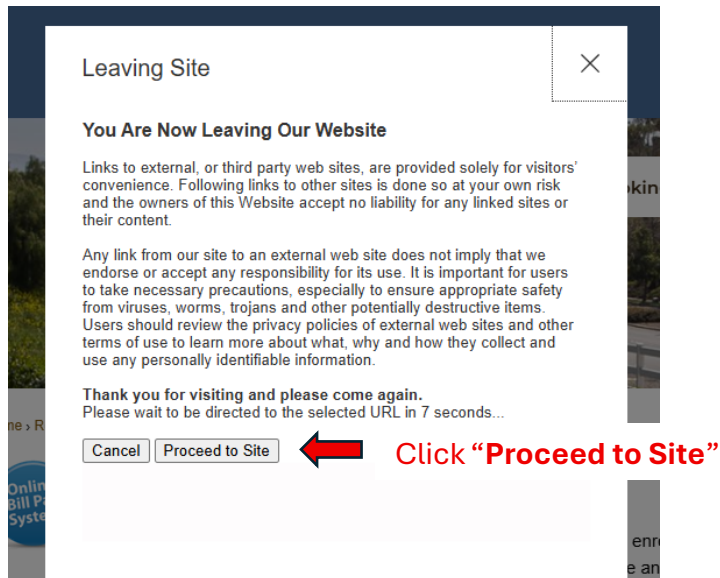
Register your account to access information online, pay your bill, or schedule automatic payments.

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 Make Changes to Your Existing Online Water Utility Account

Step #3



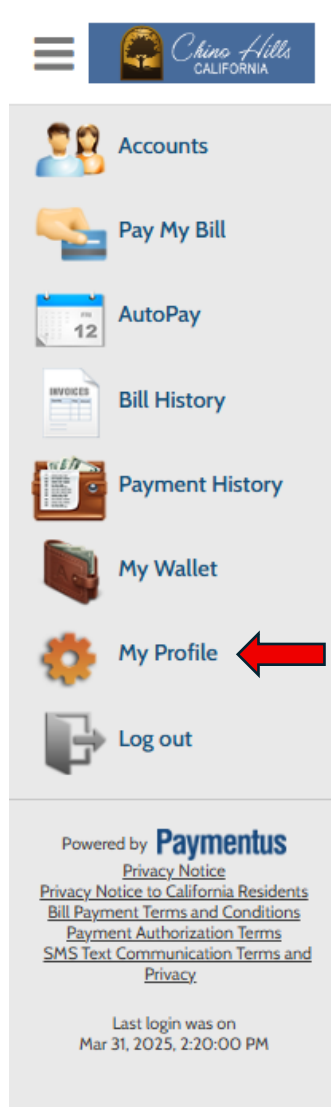
Step #4

Login to your account

The screenshot shows a login form with a header 'Login' and a small globe icon. The form has two input fields: 'Email*' with the value 'someone@example.com' and 'Password*' with the value 'Password'. Below the password field is a link 'Don't have an account [Register Now](#)'. At the bottom of the form is a blue 'Login' button and a link 'Forgot your password?'.

How to Make Changes to Your Existing Online Water Utility Account

To Update your General Information and Login Information



Click “My Profile”

How to Make Changes to Your Existing Online Water Utility Account

This is where you can update General Details and Login Details

My Profile

All fields are required unless labeled as optional.

General Details

First Name

Last Name

Email Address

Phone Number

Mobile Number

ZIP Code:

Attachment Password

This password is used for opening bill summary email attachments.

Login Details

User ID:

Your User Id has to be alphanumeric or dash, underscore or a valid email address.

If you want to change your user id [click here](#)

Current password

New password

Re-enter new password

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
- previous passwords cannot be reused

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

Save Changes

How to Make Changes to Your Existing Online Water Utility Account

To Update Payment Method



[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](#)

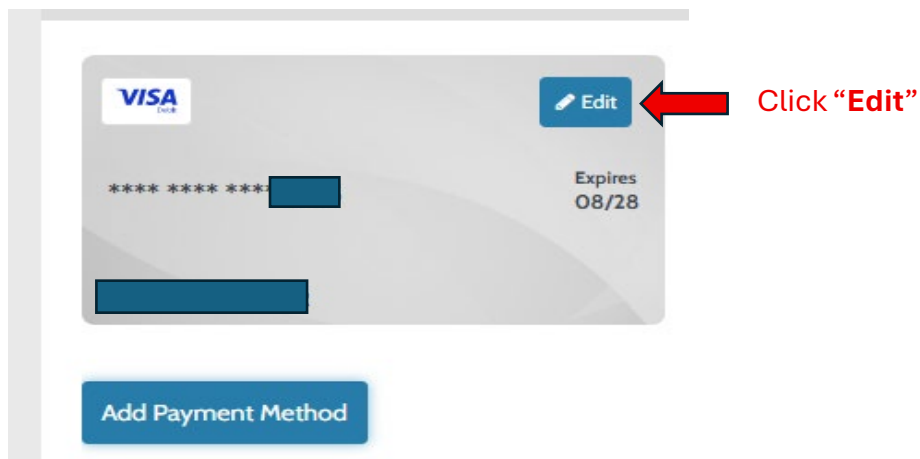
Last login was on
Apr 15, 2025, 2:06:36 PM



Click “My Wallet”

Click **“Edit”** to update credit card information. You are only able to update the CVV, Expiration Date and Card Holder Name – You **cannot update the Card Number**. If you have a new Card Number, you will need to click **“Remove Payment Method”** and select a new Payment Method.

Note: If selecting a new Payment Method, you will have to reinstate AutoPay with your new Payment Method.

A screenshot of the 'Edit' modal form for a credit card. The modal has a dark grey header with the Visa logo, a masked card number (*****1275), and an 'Edit' button. The main content area is white and contains the following fields: 'Card Number' (masked), 'CVV' (masked), 'Expiry Month' (dropdown menu showing '08 - August'), 'Expiry Year' (dropdown menu showing '2028'), and 'Card Holder Name' (masked). Below these fields is a link to 'Read the Payment Authorization Terms in a new window' and a checkbox labeled 'I authorize payment and agree to the Payment Authorization Terms'. At the bottom of the modal are three buttons: 'Cancel', 'Confirm', and 'Remove Payment Method'.

You can update CVV, Expiration and Card Holder Name. If you have a new Card Number, click “Remove Payment Method” and add the new Payment Method. You must update Autopay with a new Payment Method.