



Press Release

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CITY OF CHINO HILLS NEW UTILITY BILL PAY SYSTEM COMING AUGUST 2; ONLINE PAYMENT SYSTEM WILL BE DOWN DURING TRANSITION TO NEW SOFTWARE

Chino Hills, CA – The City of Chino Hills is excited to announce the launch of a refreshed, easier-to-use, more convenient utility bill payment experience. The new bill pay system is being implemented based on customer input and is expected to launch on Monday, August 2.

Customers will be able to enroll quickly and easily in the new utility bill pay system and continue using the convenient autopay feature to set up and manage automatic recurring payments. The new system will allow payments to be made 24/7 online, by phone or pay-by-text, and the ability to pay by credit, debit, ACH/eCheck, Venmo, and Paypal.

During the transition to the new software, online utility payments will not be available from Saturday, July 31 at 12:00 am through the launch on Monday, August 2 at 6:00 am while staff transitions data to the new system and conducts quality assurance testing. In preparation for the transition, no new autopay signups will be allowed beginning Tuesday, July 27 as staff transitions current autopay accounts. Automatic payments will not be affected. During this time, customers may send payment by mail or use the drop box located inside the Government Center parking lot adjacent to the Library. Customers can also make a payment over the phone or in-person at City Hall Monday through Friday prior to the transition. One-time payments can still be made until the system is offline beginning Saturday, July 31 at 12:00 am.

Once the transition is complete, the online payment system is expected to launch on Monday, August 2. Customers already enrolled in online bill pay and auto pay will be automatically transitioned into the new system and will receive an email with instructions on how to login and access their account. Customers looking to make a new online bill pay account can visit www.chinohills.org/BillPay on Monday, August 2 to create an account. For questions or more information, please call the Chino Hills Utility Customer Service at (909) 364-2660.

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