



Press Release

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CITY OF CHINO HILLS NEW UTILITY BILL PAY SYSTEM IS HERE

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 City has completed the transition to the new online utility bill pay system, which was activated on Tuesday, August 3. The new system was implemented based on customer input and 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.

As part of the new system, customers can easily access information about their accounts and make payments 24/7 by phone as well. The new interactive automated phone system allows for residents to make payments using their checking/savings account (eCheck) or a debit/credit card via touch tone keypad selection without having to speak to a customer service representative. City utility customer service representatives are still available to assist customers with setting up new service accounts, questions related to their bills, and any issues related to their utility accounts.

Existing customers already enrolled in the City's online bill pay have been automatically transitioned into the new system. Instructions were sent by email to the email account they are registered under on how to login and access their accounts. Customers already enrolled in the City's online bill pay system, who did not receive an email or are having trouble accessing their account, should contact Chino Hills Utility Customer Service at (909) 364-2660.

Customers who want to access their account information online and take advantage of the convenient autopay feature to set up and manage automatic recurring payments can enroll quickly and easily online. To register, visit www.chinohills.org/BillPay and click on the "online bill pay system" icon to create an account. For utility account or billing related questions, please call the Chino Hills Utility Customer Service at (909) 364-2660.

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