



Chino Hills

RESIDENT RESOURCE DIRECTORY

Resident Resource Directory

Table of Contents

City Hall, Police Department, Library & Fire Dist. Hours	1
Animal Control	2
Chino Hills Police Department	2
Chino Valley Fire District	2
Code Enforcement	2-3
Community Services - Sponsorships.....	3
Community Services - Facility & Gazebo Rentals	3
Community Services - Mobile Rec. & Youth Sports.....	4
Demographics	4
Emergency Information	4-5
Graffiti Removal	5
Household Hazardous Waste.....	5
James S. Thalman Chino Hills Branch Library	5
Municipal Code	5
Neighborhood Watch	6
Passports	6
Public Meetings	6
Permits	6-8
Schools	8
Shop Chino Hills First	9
Street Sweeping	9
Utilities	9-11
Volunteer Opportunities	11
Water Conservation Ordinance	11-12
Website	2-13
Mobile App	13
Shop Chino Hills First.....	14

Chino Hills Police Department

14077 Peyton Drive
Chino Hills, CA 91709
(909) 364-2000

After Hours Dispatch: (909) 465-6837

Hours of Operation

8:00 a.m. - 5:00 p.m. Mon.- Fri.

www.chinohills.org



Chino Valley Fire District

14011 City Center Drive
Chino Hills, CA 91709
(909) 902-5260



Hours of Operation

8:00 a.m. - 5:00 p.m. Mon.- Thur.

Staff available on Fridays by appointment only.

Fire Prevention Counter closed 12:00 - 1:00 p.m. daily.

www.chinovalleyfire.org



City Hall

14000 City Center Drive
Chino Hills, CA 91709
Ph: (909) 364-2600
Fax: (909) 364-2695

www.chinohills.org

7:30 a.m. - 5:30 p.m. Mon.-Thur.
7:30 a.m. - 4:30 p.m. Friday

City Hall Public Counter Hours

Water Utility Billing, Recreation,
Building & Safety, Code Enforcement,
Community Services, Community
Development, and Engineering Counters
7:30 a.m. - 5:00 p.m. Mon. - Thur.
7:30 a.m. - 4:00 p.m. Friday

Passport Services (Appointment Only):

8:00 a.m. - 5:00 p.m. Mon. - Wed.
9:00 a.m. - 7:00 p.m. Tuesday
9:00 a.m. - 5:00 p.m. Thursday
8:00 a.m. - 12:00 p.m. Friday

Chino Hills Community Center Office Hours:

14250 Peyton Drive
7:30 a.m. - 5:30 p.m. Mon.-Thur.
7:30 a.m. - 4:30 p.m. Friday
8:00 a.m. - 5:00 p.m. Saturday

Follow Us !



James S. Thalman Chino Hills Branch Library

14020 Civic Center Drive
Chino Hills, CA 91709
(909) 590-5380

www.sbclib.org



Hours of Operation

10:00 a.m. - 8:00 p.m. Mon.-Thur.
10:00 a.m. - 6:00 p.m. Friday
9:00 a.m. - 5:00 p.m. Saturday
1:00 p.m. - 5:00 p.m. Sunday

Animal Control

**Inland Valley Humane Society & S.P.C.A.
(IVHS)**

Ph: (909) 623-9777

24-Hour Emergency Line: (909) 594-9858

The City of Chino Hills contracts with the Inland Valley Humane Society & S.P.C.A. (IVHS) for animal care and control services. IVHS also provides wildlife information for residents who may encounter wildlife because many homes in Chino Hills are adjacent to large open spaces.

Call the Inland Valley Humane Society:

- For dog licensing
- To report barking dog concerns
- To report a stray dog or cat
- To arrange pick-up and disposal of injured, stray, unwanted, or dead animals
- For low-cost rabies vaccination clinics
- For wildlife concerns
- For animal evacuation information
- For educational programs

All dogs over four months old must be licensed in accordance with State law. Chino Hills also requires that dogs over four months old be microchipped and offers a \$30 rebate (www.chinohills.org/MicrochipRebate). Contact your veterinarian, animal rescue organizations, pet stores, or IVHS to insert and register a microchip. Owners who have not renewed their dog's license or who have unlicensed dogs are subject to a penalty. Residents may complete a dog license application and submit a current rabies certificate, a spay or neuter certificate, proof of microchip insertion and registration, and the \$30 license fee to receive their license. Licenses for unaltered dogs cost \$100. Senior citizens, age 65 or older with proof of age, and active military and veterans are eligible for a \$10 fee for altered dogs. For licensing, visit Inland Valley Humane Society or visit www.ivhssPCA.org for online licensing.

Dogs must be kept on a leash at ALL times, except when on your own private property.



Inland Valley Humane Society
500 Humane Way
Pomona, CA 91766
Fax: (909) 623-0432

Chino Hills Police Department (CHPD)

Ph: (909) 364-2000

The City of Chino Hills has contracted with the San Bernardino County Sheriff's Department for law enforcement services since the City's incorporation in 1991. The Chino Hills Police Department has developed a strong working partnership with the City and its citizens by establishing a total team response that meets the needs of the community.

Chino Hills Police Department

14077 Peyton Drive

Chino Hills, CA 91709

After Hours Dispatch: (909) 465-6837

In an emergency, always dial 911!

Chino Valley Fire District (CVFD)

Ph: (909) 902-5260

The Chino Valley Fire District (CVFD) is headquartered in Chino Hills and serves the Chino Valley, which includes the Cities of Chino Hills and Chino. The District is not a City Department, but is a separate agency with its own elected Board of Directors.

Chino Valley Fire District

14011 City Center Drive

Chino Hills, CA 91709

Fax: (909) 902-5250

In an emergency, always dial 911!

Code Enforcement City of Chino Hills

Ph: (909) 364-2757

The purpose of the Code Enforcement Program is to maintain and improve the general appearance, safety, and property values of the City's residential neighborhoods and commercial districts.

In an ongoing effort to maintain the quality of life in the City, Code Enforcement Officers respond to citizens' complaints regarding observed and alleged violations of the Municipal Code.

The following is general information regarding what constitutes a violation:

- Abandoned/inoperable vehicles on private property visible from the street
- Bulky items left on the sidewalk/parkway
- Home businesses without proper permits
- Short-term rentals (homes/rooms rented out for less than 30 days)
- Trash containers left in public view
- Unpermitted construction or signs
- Unmaintained landscaping, properties, or structures

To report a Code Enforcement violation, visit www.chinohills.org/CodeEnforcement. You may also visit www.chinohills.org/MunicipalCode to review regulations.

Community Services & Recreation

City of Chino Hills **Ph: (909) 364-2700**

The Community Services Department provides quality recreation activities, which reflect the interest, needs, and demographics of the residents of Chino Hills. Recreation programs enhance the quality of life in the City, build a sense of community, expose children to positive role models, improve self-esteem, and contribute to the health and safety of the Chino Hills community. For more information, visit www.chinohills.org/CommunityServices.



Facility Rentals

Looking for a place to hold your next event? Consider utilizing one of the City's many facilities for the occasion. Hours and availability for each location vary. Please call the numbers listed above for more information, or visit www.chinohills.org/FacilityRentals.

Gazebo Reservations/Rentals

Reserve a covered picnic gazebo for your next party or gathering! Covered picnic gazebos are available at the following parks:

- Alterra Park (4921 Soquel Canyon Pkwy.)
- Butterfield Park (17671 Mystic Canyon Dr.)
- Crossroads Park (2765 Chino Hills Pkwy.)
- Danbury Park (15701 Fairfield Ranch Rd.)
- English Springs Park (2201 Grand Ave.)
- Fairfield Ranch Park (16333 Fairfield Ranch Rd.)
- Grand Avenue Park (1301 Grand Ave.)
- Los Serranos Park (15450 Pomona Rincon Rd.)
- Pinehurst Park (5800 Park Dr.)
- Vellano Park (16321 Aviano Ln.)
- Vila Borba Park (17001 Amadora Dr.)

Information on requirements for gazebo reservations and the available times can be found at www.chinohills.org/GazeboReservations, or by calling (909) 364-2700.



Mobile Recreation

Come out and have some fun! Mobile Recreation is a FREE drop-in program. provides a safe after-school environment for kids in kindergarten through 6th grade. The Mobile Recreation vehicle and Recreation staff provide:

- Arts & Crafts
- Sporting Activities & Outdoor Games
- Board Games
- Nutritional Education & Snacks

- Homework Assistance & Supplies

Children are required to sign in and out and may do so at any time without a parent present. Each child must have a signed emergency card on file. For more information, visit www.chinohills.org/MobileRec.



Youth Sports

The Recreation Division provides quality recreation activities, which reflect the interests, needs, and demographics of the residents of Chino Hills. Recreation programs enhance the quality of life in the City, build a sense of community, expose children to positive role models, improve self-esteem, and contribute to the health and safety of Chino Hills residents.

The City of Chino Hills hosts many youth activities, sports, and camps. Check out the recreation brochure online at www.chinohills.org/RecOnline, or visit City Hall Recreation Office.

Chino Hills Recreation Office
14000 City Center Drive, 1st Floor
Chino Hills, CA 91709

Chino Hills Demographics

The City of Chino Hills is located in the rolling hills of southwestern San Bernardino County, adjacent to Orange, Riverside, and Los Angeles Counties. This beautiful residential community has retained its rural character and open spaces, and fostered the development of vibrant commercial corridors.



City Facts

Size45 square miles
Population76,414
Housing Units.....26,142

Demographics*

Asian40.5%
White29%
Hispanic (people of Hispanic origin may be included in any race)28.2%
Two or more14%
Other.....11.3%
African American4.2%
Native American0.8%
Native Hawaiian/Pacific Islander0.2%
Median Age.....32.3
Average Household Income\$132,851
Median Income\$108,458

*ESRI 2020

Emergency Information

Stay connected to emergency information in the City!
The following list includes ways in which the City stays connected to the community during an emergency:



E-Notify

Sign up to receive Emergency Alerts, News & Announcements, Bid and RFP Openings & Announcements, and other subscriber notifications. Subscribe online at www.chinohills.org/NotifyMe.

Emergency Conditions & Road Closure Hotline

Call (909) 364-2828 for recorded information in the event of an emergency or road closure.

City TV 3/41 Cable Channels

These City channels provide updates regarding major emergencies within the City (Spectrum Channel 3/ Frontier Channel 41).

Graffiti Removal City of Chino Hills

Ph: (909) 364-2820

Graffiti is an unsightly nuisance and the City of Chino Hills is committed to removing it as quickly as possible. The City maintains a recorded phone line for graffiti removal requests. Residents can help eliminate this blight by reporting graffiti to the City. Please call (909) 364-2820 and leave your name, phone number, and a detailed description of the location(s) of the graffiti, or submit an online request at www.chinohills.org/Graffiti.

Household Hazardous Waste HHW Collection Ctr.

Ph: (909) 334-3266

Household Hazardous, Electronic (E-Waste) or Universal Waste CANNOT be disposed of in your trash, recycle, or green waste bins. These are items such as computers, televisions, chemicals, propane, paint, fertilizers, batteries, motor oil, etc. San Bernardino County residents can take their Household Hazardous Waste to the San Bernardino County HHW Collection Center located at the City of Chino Public Works Service Center.

5050 Schaefer Avenue
Chino, CA 91710

2nd & 4th Saturdays: 8:00 a.m. - 1:00 p.m.

Chino Hills residential customers can also conveniently dispose of their electronic devices by scheduling a bulky item pick-up through Waste Management. Visit home.wm.com/Chino-Hills or call (800) 423-9986 to schedule a pick-up and learn more about what items cannot be disposed of in your regular trash can

Battery Recycling Waste Centers

For battery recycling, you may visit any retail store or hazardous waste center (see above) that participates in battery recycling. To find a location near you, call (877) 2-RECYCLE toll-free, or visit www.call2recycle.org.



James S. Thalman Chino Hills Branch Library

Ph: (909) 590-5380

The 28,000 s.f. James S. Thalman Chino Hills Branch Library is part of the San Bernardino County Library system, and is located within the Chino Hills Government Center. Call or visit www.sbclib.org for more information. See page 1 for hours of operation.

James S. Thalman Chino Hills Branch Library
14020 City Center Drive
Chino Hills, CA 91709



Municipal Code

The Chino Hills Municipal Code represents the most current regulations adopted by the City. The document is a compilation of City ordinances. Following adoption by the City Council, ordinances of a general and permanent nature are codified into the Municipal Code. Codification is completed quarterly. To view the entire Municipal Code, visit www.chinohills.org/MunicipalCode.

Neighborhood Watch Chino Hills Police

Ph: (909) 364-2000

Neighborhood Watch is a cooperative effort of the City of Chino Hills, the Chino Hills Police Department, community members, and Homeowner Associations, where appropriate.



Chino Hills Police Department
14077 Peyton Drive
Chino Hills, CA 91709
Fax: (909) 364-2011



Passport Services

Passport Hotline

Ph: (909) 364-2628

The City of Chino Hills is an authorized Passport Acceptance Facility that accepts applications for passport books and passport cards. Applications and photos are available at the City Clerk's Office in City Hall. For complete up-to-date information and current fees, visit the U.S. Department of State website at www.travel.state.gov. In some instances, you may qualify to mail your application directly and do not need to visit an acceptance facility. The City of Chino Hills has limited passport acceptance services by appointment ONLY. Walk-in service will not be available. To book an appointment, visit www.chinohills.org/PassportAppointment.

Hours

Monday and Wednesday
8:00 a.m. - 5:00 p.m.
Tuesday:
9:00 a.m. - 7:00 p.m.
Thursday:
9:00 a.m. - 5:00 p.m.
Friday:
8:00 a.m. - 12:00 p.m.

City Clerk's Office
14000 City Center Drive, 2nd Floor
Chino Hills, CA 91709

Requirements Needed for Passport Processing

- Certified live birth certificate or naturalization certificate (bring the original and a copy)
- Valid I.D. (bring the original and copies of front and back)
- 1 passport photo (can be taken at City Hall)

Fees

Two separate checks or money orders are required.

Processing Timeline

Regular: Up to 8 weeks / Expedited: Up to 3 weeks

Public Meetings

All public meetings are held in the Council Chambers, 14000 City Center Drive, Chino Hills, unless otherwise noted. Notices of public meetings and agendas are posted outside the main entrance to City Hall as well as on the City website.

City Council - 6:00 p.m.

2nd & 4th Tuesdays

Planning Commission - 6:00 p.m.

1st & 3rd Tuesdays

Public Works Commission - 6:00 p.m.

1st Wednesday*

Parks & Recreation Commission - 6:00 p.m.

3rd Wednesday*

**Changes to Thursdays during the summer due to Concerts in the Park.*

Permits

Garage Sale City of Chino Hills

Ph: (909) 364-2757

A Temporary Sales Permit is required for garage, yard, and rummage sales within the City of Chino Hills. This permit is free. A household can obtain up to three permits per any twelve-month period. Each permit is good for up to three consecutive days or two consecutive two-day weekends. There must be at least 60 days between each permit. Garage, yard, and rummage sales may be conducted only between the hours of 8 a.m. and 6 p.m., Friday - Sunday. Only the applicant's own personal, used property can be sold.

The applicant may have one double-faced sign, not to exceed six-square-feet in area, on their property (in the front yard, the sign can be four feet in height). This sign may be posted 24 hours prior to the sale, and must be removed immediately following the sale.

A Temporary Sales Permit application can be found on the City website at www.chinohills.org/GarageSale or can be obtained at the Code Enforcement Counter, located on the second floor of City Hall.

Code Enforcement counter
14000 City Center Drive, 2nd Floor
Chino Hills, CA 91709

RV Parking City of Chino Hills

Ph: (909) 364-2757

A Temporary Parking Permit is required in order to temporarily park a recreational vehicle (RV) or trailer on any street within Chino Hills. This permit is free of charge, must be renewed annually, and can be obtained from the Community Services Department. The Temporary Parking Permit allows a resident to park their RV adjacent to their home for a maximum of three consecutive days (no more than 12 days total per calendar month). This will allow a resident to prepare or clean out their RV for a trip, but will also prevent our residential streets from being used for RV storage.

This permit does not exempt the RV from other parking restrictions or ordinances. Your RV will be ticketed if it is parked on residential streets on street sweeping days, parked longer than 72 hours, or parked too close to fire hydrants. A Temporary Parking Permit application can be found online at www.chinohills.org/RVParking, or at the Code Enforcement Counter.

Code Enforcement Division
14000 City Center Drive, 2nd Floor
Chino Hills, CA 91709



Carbon Canyon Resident Decal City of Chino Hills

Ph: (909) 364-2757

The City of Chino Hills developed the "Carbon Canyon Access Plan" for use in the event of an emergency or extended road closure in Carbon Canyon. The resident decal identifies Carbon Canyon Residents and allows them access to their homes during an emergency closure, when public safety personnel deem it is safe and appropriate.

The decal will only be issued to Carbon Canyon residents who live within the Carbon Canyon area. This area is defined as the Chino Hills communities along Carbon Canyon Road from the Orange County line to Chino Hills Parkway. To apply for your FREE bi-annual Carbon Canyon Resident Decal, visit the Community Services Department. An application can be found online at www.chinohills.org/CarbonCanyonResidentDecal or at the Code Enforcement Counter.

Code Enforcement Division
14000 City Center Drive, 2nd Floor
Chino Hills, CA 91709

Home Occupation Permit City of Chino Hills

Ph: (909) 364-2740

All businesses and home occupations shall obtain, and renew annually, a business license through the City of Chino Hills. Home occupation uses shall be incidental to the primary use of the structure as a residential use and shall not detract from the residential character of the neighborhood. There shall be no signs, banners, or flags displayed which would be visible from outside the dwelling unit. Visitors, customers, or deliveries shall not exceed what is normally and reasonably occurring for a residence. Other performance standards and the Home Occupation Permit application can be found online at www.chinohills.org/Permits or by contacting the Community Development Department.

Community Development Department
14000 City Center Drive, 1st Floor
Chino Hills, CA 91709
Fax: (909) 364-2795



School Zone Parking Permit City of Chino Hills

Ph: (909) 364-2757

Some neighborhoods near schools have restricted parking to reduce the impact of student parking. A School Zone Parking Permit system has been established to provide a free parking permit for residents.

Vehicles parked on residential streets near Chino Hills High School and Gerald F. Litel Elementary School must display that parking permit from 7:00 a.m. to 4:00 p.m. Applications are available online at www.chinohills.org/SchoolZoneParking.

Temporary Parking Permits:
City of Chino Hills **Ph: (909) 364-2757**

- Can be obtained from the Code Enforcement counter located on the second floor of City Hall
- Are free of charge
- Do not exempt the vehicle from other parking restrictions or ordinances

Code Enforcement Division
14000 City Center Drive, 2nd Floor
Chino Hills, CA 91709

Building Permit
City of Chino Hills **Ph: (909) 364-2780**

A building permit is generally required for any new building, addition, alteration, repair or change in use of an existing building or structure, and site improvements.

Examples of projects that require permits:

- Water heater replacement
- Patio cover
- Re-roofing
- Second story deck
- Interior remodel
- Balcony
- Window replacement

Building Permits and Building Inspection Requests are available online at www.chinohills.org/PermitServices.



24/7
Permits • Inspections • Planning

**VIRTUAL
DEVELOPMENT
SERVICES**

Utilize the new portal by creating an account online at:
www.chinohills.org/PermitServices

Encroachment Permit
City of Chino Hills **Ph: (909) 364-2770**

The City of Chino Hills requires a permit for any work that may affect the public right-of-way. For more information, contact the Engineering Department or visit the City's website for an application at www.chinohills.org/CDapplications.

Engineering Department
14000 City Center Drive, 1st Floor
Chino Hills, CA 91709

Schools
Chino Valley Unified School District
(CVUSD) **Ph: (909) 628-1201**

Public schools within the City of Chino Hills are part of the Chino Valley Unified School District (CVUSD). Contact the CVUSD to register your child or visit www.chino.k12.ca.us for more information.

Chino Valley Unified School District
5130 Riverside Drive
Chino, CA 92710

Elementary Schools

Butterfield Ranch Elementary	(909) 591-0766
Chaparral Elementary	(909) 606-4871
Country Springs Elementary	(909) 590-8212
Eagle Canyon Elementary	(909) 590-2707
Gerald F. Litel Elementary	(909) 591-1336
Glenmeade Elementary	(909) 393-4087
Hidden Trails Elementary	(909) 597-0288
Michael G. Wickman Elementary	(909) 393-3774
Oak Ridge Elementary	(909) 591-1239
Rolling Ridge Elementary	(909) 628-9375

Junior High Schools

Canyon Hills Junior High	(909) 464-9938
Robert O. Townsend Junior High	(909) 591-2161

High Schools

Ruben S. Ayala High School	(909) 627-3584
Chino Hills High School	(909) 606-7540
Boys Republic	(909) 628-1217

Shop Chino Hills First!

"Shop Chino Hills First" and help your community! Every dollar you spend in Chino Hills helps build our economy, pay for City services, and improve the quality of life we enjoy in our City. Supporting our business community helps increase opportunities and adds jobs for our residents. Many local businesses are owned and operated by your friends and neighbors.

It's also important to use local professional services whenever you can. The sales tax rate is 7.75% and 1% of that amount is returned to the City of Chino Hills to provide services like filling a pothole or paying the salary of a police officer.

Do you know which shopping centers are located within Chino Hills? Even if you try to "Shop Chino Hills First," it can be a little confusing. Many businesses will add "Chino Hills" to their name, or print "Chino Hills" on their receipts, even though they are located just outside of our City boundaries.

For a list of Chino Hills restaurants, shops, and businesses, visit our website at www.chinohills.org/ShopChinoHillsFirst and view our Chino Hills "Shopping Center & Office Directory" and our "Business Directory. You will find a shopping center map on page 14 that will show you where our shopping centers are in Chino Hills and help send you on your way to "Shop Chino Hills First." Our City has experienced tremendous growth in the restaurant, retail, medical, service, and professional industry in recent years. You can meet many of your needs right here in your own community.



Street Sweeping City of Chino Hills

Ph: (909) 364-2800

The City of Chino Hills provides bi-monthly street sweeping on public streets in neighborhoods, and weekly street sweeping on main roads throughout the City. Clean streets keep storm drains clear of debris, reduce the potential for flooding, and prevent pollutants from reaching the ocean.

- It is illegal to park on the street on street sweeping days from 8:00 a.m. to 4:00 p.m. Your neighborhood's street sweeping day is posted on a sign at the entrance to your neighborhood.
- Public residential streets are swept twice per month, usually two days after trash pick-up day.
- A Parking Enforcement Officer follows the street sweeper and issues parking citations to vehicles that are illegally parked on City streets on street sweeping days.

If you are not sure when your street sweeping day is, go to the City website to view the street sweeping schedule at www.chinohills.org/StreetSweeping, or contact the Public Works Department at (909) 364-2800.

Utilities

**The City of Chino Hills
Offers Online Bill Pay!**
Visit www.chinohills.org/BillPay

Water, Sewer, & Trash Service City of Chino Hills

Ph: (909) 364-2660

The City of Chino Hills provides high-quality water and sewer service in a cost-effective manner. Your utility bill includes water and sewer collection fees. To start utility service in the City of Chino Hills, please call or visit the Chino Hills Utility Billing Office located at City Hall.

Hours

Monday - Thursday: 7:30 a.m. - 5:00 p.m.
Friday: 7:30 a.m. - 4:00 p.m.

To establish a new account, the following information is required:

1. Service address (property address and unit number if applicable)
2. Name
3. Phone number and secondary phone number
4. Driver's license number
5. Social security number or other government I.D.

Payment and account information must be received before service is established. The City of Chino Hills accepts cash, checks, Visa, MasterCard, American Express, Discover, eCheck, PayPal, and Venmo payments.



Utility Billing Office
14000 City Center Drive, 2nd Floor
Chino Hills, CA 91709
www.chinohills.org/BillPay

Trash Service Waste Management

Ph: (800) 423-9986



The City of Chino Hills contracts with Waste Management for all trash and recyclable collection services in the City. Residential areas are provided with three 95-gallon collection bins: one for trash, one for recyclables, and one for organic waste materials.

Chino Hills customers are billed and managed directly by Waste Management. To establish a new account with Waste Management or if you have questions regarding your trash service or bulky item pick-up, please contact Waste Management or visit home.wm.com/Chino-Hills for more information.

Enroll in online bill pay at www.wm.com/MyAccount. You may also download the "My WM" mobile app from the Apple or Google Play store to manage your account from your mobile device.



Sharps Disposal

All needles should be treated as if they carry disease. State law makes it illegal to dispose of sharps in the trash or recycling bin.

Residents can order a sharps container through Waste Management Customer Care Center at (800) 423-9986 to be delivered to their home. Once the container has been filled, simply place it in the mail-back box and give it to your mail carrier. Residents are limited to four (4) containers at no additional charge per year. Only one sharps container can be requested at a time.

For more information on sharps disposal, please visit www.chinohills.org/TrashServices.

Electric Service So. Cal. Edison (SCE)

Ph: (800) 655-4555

Southern California Edison is one of the largest electric utilities in the United States and serves the residents and businesses in the City of Chino Hills.

Go to www.sce.com to:

- Turn on, transfer, and turn off service
- Pay your bill, or view current bill
- Submit business or residential requests

Southern California Edison
1351 Francis Street
Ontario, CA 91761



Gas Service So. Cal. Gas Company

Ph: (800) 427-2200

Southern California Gas Co. has been delivering natural gas to its customers for nearly 140 years. It is the nation's largest natural gas distribution utility.

Go to www.socalgas.com or call (800) 427-2200 to:

- Sign up for service
- Pay your utility bill online
- Access rebate information



Cable Services Charter Spectrum

Ph: (800) 892-4357



Charter Spectrum services most areas of Chino Hills and offers the following services:

- TV
- Internet
- Phone

Visit www.charter.com for more information.

Local Payment Office

Charter Communications
20657 Golden Springs Drive
Diamond Bar, CA 91765
Ph: (909) 328-1037

Frontier

Ph: (833) 796-2740



Frontier services most areas of Chino Hills and offers a wide variety of services:

- TV
- Internet
- Phone

Visit www.internet.frontier.com/California for more information.

Volunteer Opportunities

City of Chino Hills

Ph: (909) 364-2701

The City of Chino Hills Volunteer Service Program, implemented in 1991, helps improve the level of service provided to Chino Hills residents. Volunteers are a tremendous asset to our community. Please consider becoming a City volunteer. You can enrich your community by volunteering your time and sharing your unique talents and skills. Volunteer positions are available to persons 16 years of age and older. A volunteer application can be found online at

www.chinohills.org/Volunteer.

Water Conservation Ordinance

The City of Chino Hills has a Water Conservation Ordinance which highlights the need for water conservation efforts and regulates water usage under shortage conditions. It also promotes the wise use of water, and helps curb excessive water use.

MODERATE



Stage II

Stage II Moderate Water Conservation Alert

The City of Chino Hills is currently in a Stage II Moderate Water Conservation Alert

Your Outdoor Watering Days and Times are Designated

Residents and businesses are limited to three watering days per week and shall not exceed 15 minutes per watering station, except for drip or micro-spray irrigation systems, which shall not exceed 30 minutes per station. Watering is prohibited between the hours of 9:00 a.m. and 6:00 p.m.

Your Outdoor Irrigation Watering Days are Assigned Based on Your Street Address

The following designated watering days for outdoor irrigation are:

- Residential addresses ending in an **even number** may use water on Mondays, Wednesdays, and Saturdays (except from 9:00 a.m. to 6:00 p.m.)
- Residential addresses ending in an **odd number** may use water on Tuesdays, Thursdays, and Sundays (except from 9:00 a.m. to 6:00 p.m.)
- **Non-residential** addresses may use water on Mondays, Wednesdays, and Fridays (except from 9:00 a.m. to 6:00 p.m.)

These regulations do not apply to properties using recycled water.

The City has set the following restrictions to help conserve our water resources:

1. Prohibits the application of water to hard surfaces such as sidewalks, driveways, and parking areas or irrigation causing runoff, etc.
2. Requires the repair of leaks within 48 hours of notification by the City.
3. Prohibits use of a hose without a shut-off valve.
4. Prohibits irrigating outdoor landscape during or 48 hours after measureable rain (1.10" or more within a 48-hour period).
5. Limits pool filling to the assigned watering days.
6. Decorative water fountains at commercial properties may only be operated if the water is part of a recirculating system.
7. Vehicles, trailers, boats, and livestock can be washed with a hand-held hose equipped with a shut-off nozzle.
8. Restaurants may not serve water unless the customer requests water.
9. Water may not run off or leak from landscaped areas to streets, sidewalks, or other paved areas due to incorrectly directed or maintained sprinklers, or overwatering.
10. Fire hydrants may only be used for firefighting. (An exception may be made for construction use through a City-designated meter when recycled water is not available.).

Businesses may resume the use of outdoor misting devices during the hot months.



Water Conservation Hotline

Ph: (909) 364-2804

Education is an important part of the City's efforts and we encourage our residents to help share the information with friends and neighbors. If residents observe prohibited activities, they may report a concern using an online form at www.chinohills.org/ReportWaterWaste.

The City's Water Conservation staff will follow-up and provide information about the water restrictions. The Stage III water restrictions do not apply to areas where recycled water, flowing through purple pipes, is used.

Go to our City website at www.chinohills.org/WaterAlert to view the complete Water Conservation Ordinance, or contact Public Works with any questions at (909) 364-2800.



Website

We trust that you will find the City of Chino Hills website, www.chinohills.org, easy to navigate and visually appealing.

We are committed to maintaining a personal touch and face-to-face communication with the Chino Hills community. However, information is just a few clicks away and is available 24/7 on all City programs and services via the City website no matter what time of day you seek it.

Online Services Include:

- Live video Streaming of City TV 3/41, and a video archive of City Council Meetings and other City programs
- Online Registration for Recreation Classes
- E-Notify Subscriber Emails and Mobile Alert
- Emergency Alert Center

App

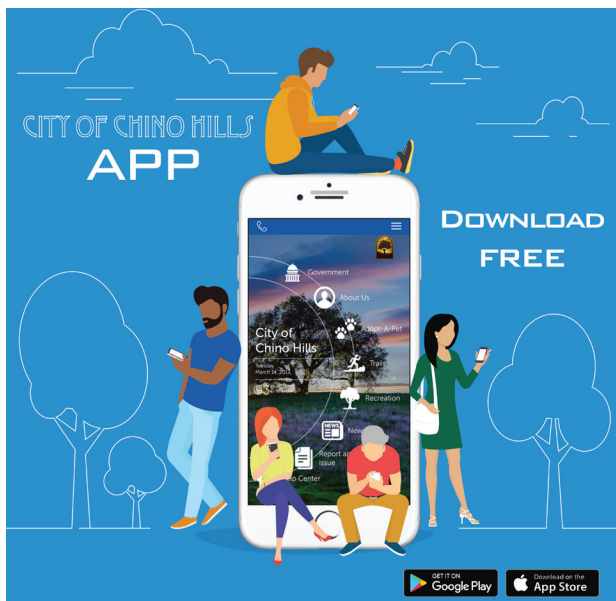
The official City of Chino Hills App is now available for free in the Apple App Store and the Google Play Marketplace for Android. Residents and visitors can stay connected with the community through their smart phone with just a few taps of the screen.

Access to Trails

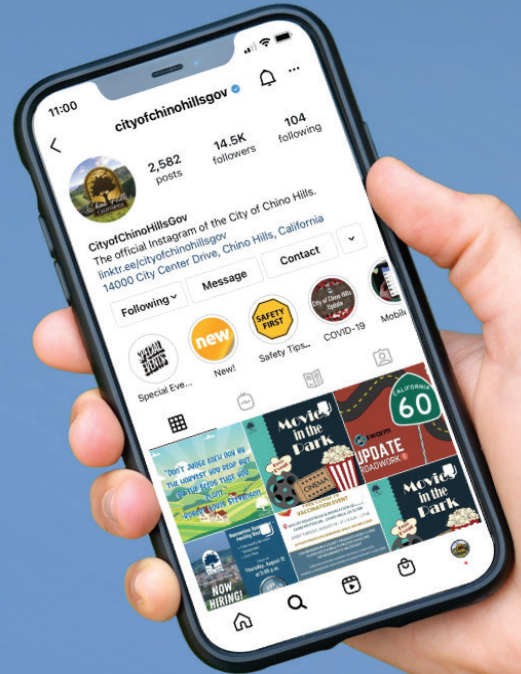
App users have access to incredible information about the City's trails and parks with a simple touch of the smartphone screen. In the app you can click on any trail and access information. Trail photos, trailhead locations, access points, parking availability, and connections to other trails are noted and shown on a map. With GIS enabled on the smartphone, users can track their progress on a trail. Trail information is also available on the City website at www.chinohills.org/Trails.

Other Features

Adopt-A-Pet listings, City news & announcements, emergency alert and road closure information, links to all parks and City facilities, report an issue direct from the app, and even share a beautiful photo of Chino Hills.



We're SOCIAL



City of Chino Hills, California



@CityofChinoHillsGov



@CityofChinoHills



@Chino_Hills

Download the Chino Hills App



Download on the
App Store

GET IT ON
Google Play



Shop, Dine, and Support LOCAL BUSINESSES

Every dollar you spend on taxable items in Chino Hills helps pay for City services, like filling a pothole or paying the salary of a police officer. It also helps local businesses and restaurants thrive! The sales tax rate is 7.75% and 1% of that amount is returned to the City of Chino Hills. Our "Shop Chino Hills First!" campaign encourages local residents to spend their money where their ❤️ is and to shop, dine, and support the local businesses they value.

CHINO HILLS SHOPPING CENTERS

1. Crossroads Marketplace
2. Crossroads Entertainment Ctr.
3. Rolling Ridge Plaza
4. Chino Hills Professional Plaza
5. Chino Hills Courtyard
6. Chino Hills Plaza
7. Gateway Village
8. Laband Village Center
9. Payne Ranch Center
10. The Shoppes at Chino Hills
11. Gordon Ranch Marketplace
12. Chino Hills Promenade
13. The Courts
14. Mission Village
15. Walgreens
16. Chino Hills Shopping Center
17. Chino Hills Pkwy/Pipeline Ctr.
18. Chino Hills Marketplace
19. Woodview Plaza
20. The Commons
21. Country Club Medical & Dental Plaza
22. Country Club Marketplace
23. Soquel Canyon Crossings
24. Soquel Canyon Square
25. Chino Hills Corporate Park
26. Fairfield Ranch Business Ctr.
27. Fairfield Ranch Business Ctr. II
28. Turner Crossing Business Park
29. Santa Barbara Plaza
30. The Rincon
31. Chino Hills Biz Park (Comming Soon)
32. Pine Center
33. Pine Corporate Center
34. Butterfield Ranch Plaza



City of
Chino Hills



14000 City Center Drive
Chino Hills, CA 91709
(909) 364-2600
www.chinohills.org

