

Utility System Billing Back Online Frequently Asked Questions (FAQs)

MAY 29, 2024

On March 17, 2024, during a planned equipment upgrade, the City experienced a loss of financial system data, including payroll, financial records, and utility billing data, including data backups. As the City worked to restore the data, we also continued to read water meters and accept payments, even though payments were not required. The City has not shutoff water and has not assessed penalties for late payments.

Fortunately, the City’s utility billing system is functional again, and utility bills for March, April and May will be ready for distribution shortly. The City will begin sending these bills at weekly intervals, beginning the week of May 27, 2024, as shown in the table below, and June 2024 bills are expected to be on schedule and should be received by customers in late June and early July.

Monthly Utility Billing Information:

Description of Monthly Bill	Week Bill Will Be Generated*	Bill Due Date
March 2024 Utility Bill (Enclosed) (For February 2024 usage)	Week of May 27, 2024	June 17, 2024
April 2024 Utility Bill (For March 2024 usage)	Week of June 3, 2024	June 24, 2024
May 2024 Utility Bill (For April 2024 usage)	Week of June 10, 2024	July 1, 2024

**Bills can be expected to be received in customers’ mailboxes the week following bill generation.*

I am enrolled in the City’s Electronic Fund Transfer (EFT) Program. How will my payments be handled?

For customers who are enrolled in the EFT Program, EFT payments will be deducted from customers’ bank accounts on the due date noted on the bill. Customers who wish to discontinue enrollment in the EFT program may contact our office to cancel enrollment. Online users can click [here](#).

I made a payment(s) while the system was down. How will that be reflected on my bill?

Payment(s) will be reflected on your bill depending on when you paid. If payment was made on or before the Bill Date noted on your bill, your payment will be reflected on that bill. If payment was made after the Bill Date, your payment will be reflected on a subsequent bill. We recommend waiting for all of the catch-up bills listed above in order to see payment(s) that you have recently made.

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CITY OF MONROVIA

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Will I have late fees or my water shut-off?

At this time, we are not charging late fees or shutting off water for non-payment. Should you have difficulty paying a bill(s), please contact our office to discuss payment arrangements.

What data has been restored in the system?

Bills for the month of February 2024 (i.e., the last bill generated prior to the system outage) have been re-stored in the utility billing system. Additionally, any outstanding, unpaid amounts due prior to the February 2024 bill have also been restored as a separate bill in the system.

Can I pay online?

Yes. The City's online payment portal is now available. February and March bills have been posted online. Any unpaid amount prior to the February bill has also been posted on the online portal as a separate bill. Future monthly bills will be available online, as they are generated.

If you have any further inquiries, please contact our customer service team at:

Email: watercustomersvs@ci.monrovia.ca.us

Phone: (626) 932-5517