

PAYMENT OPTIONS

We accept Visa, Mastercard, Discover, American Express, and eChecks at no additional charge.



SIGN-UP FOR AUTOPAY OR PAY YOUR BILL ONLINE:

<https://customer.ontarioca.gov/>



BY PHONE 24/7:
(833) 366-7097



KIOSK (DOES NOT ACCEPT CASH):
Inside Entrance at City Hall at
303 East "B" Street



DROP BOX LOCATIONS:
(Check or Money Order)

- Ontario Senior Center Parking Lot at
225 East "B" Street
- Utilities Customer Services Center at
1333 S. Bon View Avenue



IN PERSON:
Utilities Customer Services Center at
1333 S. Bon View Avenue



MAIL PAYMENT TO:
City of Ontario
PO Box 8000
Ontario, CA 91761

LATE FEES AND RETURN CHECK

A ten percent (10%) Late Charge will be assessed if the full payment is not received by the bill due date. In addition to the Late Charge, a Late Penalty of one and one half percent (1.5%) per month on all obligations older than thirty (30) days from the due date will be assessed. If there is a Past Due Balance on this bill, the utility service may be discontinued. Utility service will be restored only after full payment is made of all outstanding charges and restoration fees.

A \$25.00 charge will be imposed for all checks returned by the bank unpaid and your service may be subject to immediate disconnect.

QUESTIONS ABOUT YOUR BILL

Billing Questions and Discrepancies

If you have any questions regarding this bill, please call (909) 395-2050. All billing discrepancies should be registered with a customer service representative within five days of receipt of this bill.

Inland Empire Utilities Agency (IEUA) Charges

IEUA fee is a pass-through charge. If you have any questions about this charge only, please call (909) 993-1600.

Storm Water Serviced by City of Chino Charges

If you have any questions about this charge, please call (909) 591-9824.

WHY YOUR MONTHLY WATER BILL MAY VARY

Water meters are read on or about the same date every month. However, due to holidays and the number of days in the month, the time period in each billing cycle may vary plus or minus 5 days. In addition, the weather may have a significant impact on water consumption for landscape improvements. Other factors that may impact the amount of water consumption include pipe leaks, new landscaping, change in number of residents, and swimming pool use.

INTEGRATED WASTE HOLIDAYS OBSERVED

Please place your containers out by 6 a.m. on your collection day facing the street with the wheels against the curb and 3 feet from any obstruction. Refuse/Solid Waste is collected Monday through Friday, except the following Holidays:

- New Year's Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

Collection will be delayed one day for the rest of the week following a holiday.

ONTARIO HOUSEHOLD HAZARDOUS WASTE FACILITY

1430 S. Cucamonga Avenue
Open Friday & Saturday from 9:00 am to 2:00 pm

State Regulation considers the items listed below CANNOT be placed in the trash. Please bring these items to the Ontario Household Hazardous Waste Facility. Local businesses may call 909-395-2050 for disposal options.

- **Hazardous Waste:** Motor Oil & Filters, Auto Fluids such as Anti-Freeze & Transmission Fluids, Paints and Paint Thinners, Household Cleaners, Pesticides and Fertilizers, Weed Killer, and Pool and Hobby Supplies.
- **Universal Waste:** Common batteries such as AAA, AA, C & D Cell, Mercury Thermometers and Mercury Containing Devices, Fluorescent Tubes, Cell/Mobile/Land Phones, and Clothes Irons.
- **E-WASTE:** Computer Monitors, Computer CPUs, Printers, Televisions, Microwave Ovens, Stereos/Radios, and VCRs.