



# City of Monterey Park News Release

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## City of Monterey Park to Change Online Payment System August 21

Monterey Park, Calif. — August 20, 2024 — The City of Monterey Park is advising water and sewer utility customers that starting Wednesday, August 21, 2024, the City's current online utility payment system, Paymentus, will be replaced with InvoiceCloud.

To maintain the confidentiality and safety of payment information, the City of Monterey Park will not automatically migrate any current automatic payment information on file.

Therefore, customers who were set up for recurring scheduled payments through the City's current online system will need to re-enroll in the new InvoiceCloud payment portal to have automatic payments processed and to access the system's new enhanced account features. Existing ACH AutoPay customers who signed up by filling out the City's EZ-Pay form should not experience any disruption in their scheduled payments.

The following payment methods will be accepted in the new online InvoiceCloud payment portal:

### Processing Fees Applied

- Bank/Debit Card
- Credit Cards
  - Discover
  - American Express
  - Visa
  - Mastercard

### Free of Charge

- Checking account
- E-Check
- ACH
- EFT

Effective August 21, 2024, a 2.65% or \$2 minimum credit card processing convenience fee will be assessed on all debit and credit card transactions. The City of Monterey Park will continue to offer free and convenient methods of payment through E-check, ACH and EFT.

Residents are still welcome to make payments over the counter at City Hall Monday through Thursday from 7:30 a.m. to 6 p.m.; via regular US mail; or via the drop box located at the City Hall west side entrance.

For more information, please contact the Finance Department at 626-307-1342, [utilitypayments@montereypark.ca.gov](mailto:utilitypayments@montereypark.ca.gov), on the web at [www.montereypark.ca.gov/utilitybilling](http://www.montereypark.ca.gov/utilitybilling), or in person at Monterey Park City Hall, 320 W. Newmark Ave., Monterey Park CA 91754.

**Important Solid Waste Collection and Recycling Update:** Billing services for residential customers will be remitted to Ware Disposal and no longer collected by the City of Monterey Park. Starting in September, Ware Disposal will bill residential customers on a bi-monthly basis. Residents can pay their trash bill electronically at [www.waredisposal.com](http://www.waredisposal.com); in person at Ware Disposal's office or by mail to Ware Disposal, 1111 Corporate Center Dr. Suite 206, Monterey Park, CA 91754. Ware's offices are open Monday through Friday from 8:00 A.M to 5:00 P.M and Saturday from 8:00 A.M to 12:00 P.M. Residents may also contact Ware directly to enroll in automatic bill payment service.

For solid waste service or billing questions please call 626-225-2400 or 877-714-9273 (Toll-Free) or [mpinfo@waredisposal.com](mailto:mpinfo@waredisposal.com).

City of Monterey Park news is available on the web, by email subscription and via RSS feed at [www.montereypark.ca.gov](http://www.montereypark.ca.gov).

For additional information about new residential trash service please visit, <https://www.montereypark.ca.gov/552/Trash-Recycling>.

**Media Contact**

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