

IMPORTANT CHANGES TO YOUR UTILITY BILL COMING IN 2024



To better serve our customers, the City of Monterey Park will transition to monthly billing February 2024.

- 🕒 City Council has passed water and sewer rate increases, currently scheduled to take effect February 1, 2024.
- 🕒 To help ease the effects on our customers, the City of Monterey Park will begin billing for water, sewer, and trash services on a monthly basis.
- 🕒 Customers will receive utility bills twelve (12) times per year instead of six (6).
- 🕒 The date of the switch from bi-monthly to monthly will depend on your billing cycle. Customers will transition to monthly billing by the end of February.

Some of the benefits of the change to monthly billing include:

💧 ***Smaller, more manageable payments***

💧 ***More detailed Information regarding water use and consumption***

💧 ***Better alignment with other monthly bills***

- 🕒 If your account is set up for automatic payments, your bank will be drafted monthly on your due date, no additional steps are needed.
- 🕒 If you currently pay using our Paymentus payment portal, you will need to log into your account to adjust your payments accordingly.
- 🕒 The City offers discounts to qualified residents. For more information, please visit our website.

For any questions, feel free to contact us:

Phone: (626) 307-1342

Email: cashier@montereypark.ca.gov

Website: <https://www.montereypark.ca.gov/UtilityBilling>
320 W. Newmark Ave., Monterey Park, CA 91754

