



# City of El Segundo Utility Water Billing Process

## Ways to pay your bill:

- **Sign up for AUTOMATIC payments**—this method ensures your payment is on time. It is easy, convenient, saves time and money spent on stamps. The funds are automatically withdrawn from your bank account for the current bill amount due. If you are interested in automatic payment service, please complete the online form at [http://www.elsegundo.org/home\\_nav/water\\_billing.asp](http://www.elsegundo.org/home_nav/water_billing.asp) and click on “Auto-pay Setup”.
- **ONLINE**—go to the City of El Segundo website at [www.elsegundo.org](http://www.elsegundo.org) and click on the “Water Billing” link found on the top left corner under the “Links” menu.
- **MAIL a check to the lockbox**—P.O. Box 101426, Pasadena, CA 91189-1426
- **In PERSON**—go to the Business License Counter at City Hall.

## Important:

1. **Account Number (NOT Service Address)** | When paying your water bill by check or using online banking, *please write the account number in the check memo*. A lot of times, accounts are set up with the same service address because of customers that move in and out. As a result, writing the service address may cause your payment to be misapplied.
2. **Pay Balance in Full** | Every water bill has a line that shows your previous balance and most recent payment. You must pay the *entire balance due* in order to avoid being delinquent and assessed late fees. If you notice a balance and you believe a payment was made, please contact us immediately so we can research the payment. We may be reached at (310) 524-2319 or [h20inquiries@elsegundo.org](mailto:h20inquiries@elsegundo.org). Provide us with all pertinent information such as your account number, name and contact info. We will respond within two business days.

## When is my bill due?

All City residents receive bi-monthly water bills. Most businesses receive monthly water bills. The water is billed in arrears for the past months. Once the bill is generated and mailed, it becomes due within 21 days of the billing date.

## What happens if I forget to make my payment within the 21-day requirement?

A past due (late notice) will be generated and mailed or emailed. A \$13 late fee will be assessed on the bill. Payment is due within 10 days of a past due notice. If you believe you cannot make the payment, please contact us immediately so you can avoid further notices, penalties and shut offs.

## What happens if I don't make a payment after the 10-day past due notice?

If you do not make a payment or contact us within 10 days of the past due notice, a **\$28 RED TAG fee** will be added to your past due balance and a “**RED TAG**” will be posted on your door. The red tag is a notification that your water service will be shut off until you make a payment or contact us for a payment arrangement. You have 48 hours to resolve the amount due on the red tag notice. An unresolved red tag will result in a shut off of your water service and a **\$100 SHUT OFF fee** will be added to your account. All fees must be paid to resume water service.

If your service is shut off due to nonpayment, payment must be made in person at City Hall:

- Between 7am – 3pm: service will be reconnected within 4 hours (Monday – Thursday)\*
- After 3pm: service will be reconnected at 7am the next morning (Monday – Thursday)\*

\*If you choose to make an online payment, your service will only be reconnected once the City can verify the payment was received. Therefore, we do not recommend online payment after the shut off.