

Payment Options



AutoDraft

Have your monthly water bill automatically paid from your checking account or personal credit or debit card.



Online

<https://www.municipalonlinepayments.com/antiochca>



By Phone – Available 24/7

(925) 779-7060



By Mail

City of Antioch
PO Box 6015
Artesia, CA 90702-6015



Dropbox

Antioch City Hall
Mid Parking Lot (Drive-Up)
*No Cash



In Person

Antioch City Hall – 1st Floor
200 H Street

Billing

If you have any questions about billing, payment arrangements or to change your billing address, contact Customer Service at service@antiochca.gov or call (925) 779-7060.

You are responsible for all charges until you notify the City of Antioch to stop water service and water service is terminated.

Section 6-5.04.E provides disputes regarding a water bill shall not justify non-payment, underpayment, or delay in payment. Disputed bills shall be paid when due. Requests for investigation of a disputed bill shall be made in writing to the Finance Services Supervisor. If a dispute is resolved in favor of the customer, a refund or credit shall be made.

Any type of payment returned to the City are subject to a returned fee of \$50.00. This may subject you to immediate disconnection of water service if payment was made to avoid a disconnection.

Automated telephone or Internet payments made to avoid disconnection must be made ON or BEFORE the due date specified in your Final or Disconnection Notice to avoid penalties and service charges.