

## Six Easy Ways to Pay



Through our Auto Draft program, you may have your monthly water utility bill automatically paid from your checking account or personal credit or debit/card with the following logos (Discover, MasterCard, Visa).

The City of Antioch does not charge for this service; however, your bank or credit card agency may charge you a fee for the transaction. Simply visit our website at [www.ci.antioch.ca.us](http://www.ci.antioch.ca.us), scroll down to the bottom right hand corner, click on Water Payments and scroll down to print the Auto Pay Authorization Agreement form, complete and return this form in person or by mail to Finance Customer Service at 200 H St, Antioch, CA 94509.



To pay your bill online, visit our website at [www.ci.antioch.ca.us](http://www.ci.antioch.ca.us), scroll down to the bottom right hand corner, click on Water Payments, log in and follow the simple prompts. A separate charge will appear on your statement for the convenience fee of \$1.00(subject to change) payable to Municipal Online Payments. In addition, you may sign-up for **FREE** e-billing, see your account detail, transaction history, change or update your phone number and view your consumption history. **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.**



To pay your bill by automated phone attendant, call Customer Service at (925) 779-7060 and follow the prompts to pay your *current* water utility bill. This service is available 24 hours a day. **Automated telephone 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.**



To pay your regular, non-delinquent bill by mail, checks or money orders may be mailed to:

City of Antioch  
P.O. Box 6015  
Artesia, CA 90702-6015

Please be sure to detach and return the bottom portion/stub of your water utility bill and write your account number in the memo field of your payment. Return your payment in our blue return envelope. Mail payment 7-10 business days prior to due date to ensure timely delivery. No staples or paper clips please! For your protection, please do not mail cash.



Or you can always visit us in person at the City Hall building located at the corner of Third and H Streets, 200 H Street, on the ground floor, at the Customer Service/Cashier's window. Our regular walk in business hours are 8:30 a.m. — 4:30 p.m., M — F, (subject to change), excluding weekends and holidays. Cash, check (except for deposits, extensions or on a final or disconnection notice), money order, debit or credit cards (Discover, MasterCard, Visa with picture id) are accepted. To avoid long lines near payment deadlines, consider paying by one of our other convenient options.



You can use our convenient night drop box to pay by check or money order however **checks are NOT accepted for deposits, extensions or on a final or disconnection notice.** We have two boxes located at the City Hall building. One is a drive up box located mid parking lot at the center crosswalk. The other is located on the east side entrance to the right of the double glass entrance doors. Both are clearly marked as night drop boxes. Please be sure to include the water utility bill and write your account number in the memo field of your payment. Payments are collected at 7:30 am each working weekday for processing the same business day. The city is NOT responsible for cash left in the night drop box. For your protection, we encourage you to purchase a cashier's check or money order instead.

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 item fee of \$25.00 for the first item; \$35.00 for each subsequent item. This may subject you to immediate disconnection of water service if payment was made to avoid a disconnection.**