



Pomona to Resume Regular Utility Service Payment Practices

Effective August 1, 2022, the City of Pomona will resume regular utility service payment and disconnection practices for delinquent customer accounts.

Throughout the pandemic emergency, the City has made every effort to assist customers who have experienced difficulties paying their utility bill by:

- Suspended late payment penalties from March 2020 through June 2021.
- Suspended utility shutoffs for nonpayment from March 2020 through July 31, 2022.
- Utilized grant funds awarded by the State Water Resources Control Board to provide almost \$1,000,000 in credits to delinquent accounts.

The Payment/Shut-off timeline information is provided below:

1. The City provides customers with billing statements every 61 days.
2. Customers have 3 weeks or 21 days from the billing date to pay their water bill.
3. If payment is not received on the 21st day, the City will assess a 5% penalty on the total outstanding balance and the customer will be issued a past due notice on the 22nd day.
4. Delinquent bills must be paid by the 80th day after the billing date (postmarks are not acceptable) to avoid further penalties and service disconnection.

We understand the uncertainty and financial challenges that many households and commercial establishments are currently facing. Given these unique and unprecedented circumstances, we are offering impacted individuals and businesses the opportunity to request payment arrangements.

Please contact Utility Billing with any questions or concerns.

City of Pomona – Finance Department

- (909) 620-2241
- Customer.service@pomona.gov