



City of Glendora | Finance Division

116 E. Foothill Blvd., Glendora, CA 91741-3380
(626) 914-8245 | (626) 852-9650 Fax | CityOfGlendora.org

Dear Customer,

The City of Glendora Water Billing Team is excited to announce we have been working diligently to create a new, easier to understand water statement. The new water statement has been designed to quickly present the information needed to understand your water services and charges. On the reverse side of this letter is a guide providing information describing each section of the new water statement. Please take a moment to familiarize yourself with the information and format of the new water statement.

Additionally, the City's new user-friendly online customer portal is now available! Customers can now visit www.cityofglendora.org/waterpayment to make payments, setup automated payments, view bills, view payment history, setup reminders (including SMS/text notifications), and more! If you have previously used our online portal, you will be required to register & sign up again.

Here's more! The City now has an automated phone payment feature allowing customers to make payment and check their balances 24 hours a day 7 days a week!

Automated Phone Payment: (626) 914-8239

press 1 to pay by phone, press 0 to speak with a Customer Service Representative

As always, we appreciate your patience. We have received many suggestions and we have worked to incorporate as many as possible.

Sincerely,

City of Glendora Water Billing Team
(626) 914-8239
wbilling@cityofglendora.org