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Municipal Billing

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General Information

Municipal Service Statements, which include water, sewer, trash, and optional [FireMed](#) service, are billed approximately every 30 days. The due date is printed on the bill. The water meter is read approximately every 30 days. The charges are calculated for the service reading period, which is noted on the right hand side of the statement.

Payments are due upon receipt of the statement.

[Sign up now for AutoPay, the "No Cost" automatic Municipal Services Statement Payment Program.](#)

Emergency Water Service

Call **(714)-536-5921** to report water emergencies such as water leaks, damaged fire hydrants, or quality concerns.

Sign up for New Water, Sewer & Trash Service

To start water service you may contact the Municipal Services Billing Section of the Finance Department at (714) 536-5919 (press 9) to provide the city with the required information. Normal phone hours are 8:30am to 4:00pm, Monday through Friday, except holidays. When calling, please be prepared to provide the following information:

1. Applicant or Company Name
2. Service Address
3. Mailing Address
4. Primary and Alternative Telephone Number
5. Driver's License Number
6. Social Security or Tax Identification Number*
7. Service Start Date
8. Declare if you are an Owner or Tenant

NOTE: A service application fee is charged to all new accounts and will appear on the first bill. A security deposit may be required to begin service and will also appear on your first bill.

Same day service can be done before 4:00pm by paying an additional fee of \$60.00; after 4:00pm the fee is \$230.00. Please provide at least two business days notice to begin your water service

If you need to come to our office, we are located at 2000 Main Street, in the Civic Center Building, on the corner of Yorktown and Main Streets. We are located on the 1st floor of the Civic Center Building. Our walk-in hours are 8:00am to 5:00pm, Monday through Friday, except

holidays.

You may also start service by mail, but please allow ample time for mail delivery. Our mailing address is:

City of Huntington Beach
Attention: Fiscal Service - Municipal Service
P.O. Box 711
Huntington Beach, CA 92648

Please provide the following:

1. Applicant or Company Name
2. Service Address
3. Mailing Address
4. Primary and Alternative Telephone Number
5. Driver's License Number
6. Social Security or Tax Identification Number*
7. Service Start Date
8. Declare if you are an Owner or a Tenant.

***Requests For Residential Utility Services**

To help assure your identity matches that of the service recipient thereby protecting against future identity theft we are requesting that you provide your Social Security Number (SSN) as part of the municipal services application process. Although a SSN is not required in order to establish or obtain city services, if an individual fails to provide a SSN, the City will require the applicant to apply for service in person at City Hall with other identification as determined by the Finance Department. In addition to identifying the applicant, the SSN may be used for collection purposes if your account becomes delinquent. The City restricts access to your social security number to only those employees who require it to perform a specific job, and unless required by law or for collection purposes, your number will not be disclosed outside of the City. The City is requesting this information, as part of the furnishing of water and sewer service and the collection and disposal of garbage pursuant to its police power (Cal.Const., art. XI, s 7) California .Gov.Code, Â§Â§ 54345, 54346, 54357, 61621; California Public Util.Code, Â§ 12810; California Water Code, Â§ 71689.22.

***Requests for Commercial Utility Services**

Accounts established for commercial service will require a Federal Tax ID number and the signature of an authorized representative.

Deposit requirements

A residential property deposit may be waived under the following circumstances. 1. If you currently have service in your name at another location in the City and have not had more than one late payment within the last year or, 2. If you can obtain a letter of credit from another utility company on their letterhead, stating you have had no more than one late payment in the last year.

[Download Credit Inquiry for customers sample letter](#)

Service Discontinuance

Please note that when requesting service discontinuance we will require verification information such as a driver's license number, Social Security number or both in order to identify responsible parties.

To disconnect service in your name, contact the Municipal Services Billing Customer Service Representative in the Finance Department at (714) 536-5919 to provide the city with the required information. Normal phone hours are 8:30am to 4:00pm, Monday through Friday,

except holidays. The request can also be made by mail, fax or in person. By mail or fax, please provide written instructions requesting the service disconnection in your name, including the address you want disconnected, the date of disconnect, a forwarding address for your final bill, and your daytime phone number. Your final bill may include credits for any deposits not previously credited to your account. Our mailing address is City of Huntington Beach, P.O. Box 711, Huntington Beach, California 92648. Our fax number is 714-536-5934. To verify that your fax came through, please call us back the next business day at 714-536-5919 (press 9).

Backflow Prevention Responsibilities:

If your water service is non-residential, it is more likely that the water system on your property will come with annual back-flow device testing responsibilities. Notices for the required testing are sent to the same mailing address as on the water billing record. If you have a backflow prevention device, a notice will be sent to you in the annual test month it is due. If you need to have annual notices sent to an address different than your billing address, you will need to [contact the Cross Connection Control Section](#). [Learn more](#) about cross connection, backflow prevention devices, and annual certified testing.

Other Utilities

[Southern California Gas Company](#) provides natural gas service. For connection or service information, please call Southern California Gas Company at (800) 427-2200.

[Southern California Edison Company](#) provides electric service. For connection or service information, please call the Edison Company at (800) 684-8123.

[Verizon](#) provides telephone service. For connection or service information, please call Verizon at (800) 482-8706.

Service off for Non-Payment

If your service is off for non-payment, you need to pay your account in full at the City Treasurer's Department before service can be restored. If you have received a white or yellow courtesy tag, please follow the instructions on the tag to avoid additional penalties and service disconnection. Do not mail your payment, as the payment must be received prior to the deadline. For same day credit, payments must be received in the night drop by 3:00 pm. A map and location of our night drop is provided on the tag for your convenience.

If you are coming to our office, we are located at 2000 Main Street, Civic Center Building, corner of Yorktown and Main Streets. We are on the 1st floor of the five-story Civic Center building. Our walk-in hours are 8:00 am to 5:00 pm, Monday through Friday except holidays.

If making a payment in person the payment must be received by a customer service representative before 4:00 pm.

Water Rates and Fees

The charge for water service is made up of two components: (1) the basic monthly (meter) charge and (2) the water usage or commodity charge. The fees charged for each of these are designed to recover the cost of providing this component to the customer.

Number 1 - Basic daily charge - the following are the basic meter rates, effective October 1, 2011

Meter Size/Type	Daily Rate
3/4" or 5/8	\$.3694
1"	\$.7389
1-1/2"	\$1.1083
2"	\$1.8472
3"	\$4.0638
4" compound	\$6.2804

4" Fire Meter	\$12.1914
6" compound	\$12.1914
6" Fire Meter	\$24.7521
8" Fire Meter	\$43.2239
10" Fire Meter	\$67.6066

Number 2 - The water usage or billing unit charge is based on actual meter readings. The statement shows current use in units. A unit equals 748 gallons or 100 cubic feet of water. Each unit costs \$1.7535

All bills are due upon receipt and must be received by the due date. Please allow sufficient time for mail delivery. Payments not received by the due date are subject to a tag fee and a possible delinquent status fee and scheduled shut off. Please pay your bills when received to avoid the late fees. If your payment will be late because of insufficient time for mailing, use our night drop located on the fountain side of the Civic Center building near the police station. Our address is 2000 Main Street at the corner of Yorktown and Main Streets. Our walk-in office hours are from 8:00 am to 5:00pm, Monday through Friday, except holidays. For same day credit, payments must be made in the night drop by 3:00pm.

Sewer Service User Charge

The Sewer Service User Charge applies to all City water customers with connections to the City sewer system. Charges will be billed at a daily rate. Sewer Service rate effective October 20, 2010 are as follows:

Single-family residential	\$.3515 per billable day
Multi-family residential	\$.2916 per billable day per unit
Regular commercial/industrial	\$.4080 per billable day per water meter EDU or number of attached units

Revenue from these charges will be directed exclusively to the repair and replacement of the City sewer system. If you have questions regarding the sewer charge, please call the Sewer Customer Service Representative at **(714) 374-1618**.

FATS/OILS/GREASE (FOG) Sewer Fee

This FOG fee is effective January 1, 2005. The City is required to administer the FOG program for Food Service Establishments (FSE) within its jurisdiction.

FSEs with a grease control device are charged \$.3945 per day

FSEs without a grease control device are charged \$1.0521 per day.

[View FOG Program Information.](#)

Trash, Refuse & Recycling Fees

Trash collection service is required for all residences in Huntington Beach. Single Family Residential accounts will automatically be enrolled for trash service when the water account is started and charged on the same statement received for water usage. No separate sign-up is required. Multi-Family Residential accounts with up to four dwelling units may either have residential or commercial service. Please notify the account representative at time of sign up as

to which service you will be using. All residential and commercial collection service is provided by the city's contracted solid waste collector, [Rainbow Environmental Services, Inc.](#)

Effective July 1, 2013, the residential rate is \$0.6375 per day, which equates to \$19.39 per residential unit per month. The total charge for Trash Collection, Recycling and Disposal that appears on your monthly statement will vary depending on the number of days in the billing cycle.

Multi-family properties with five or more dwelling units and other commercial properties must contract directly with Rainbow Environmental Services, Inc. for commercial bin service. For further information about rates and service options, and to start service, please call Rainbow at (714) 847-3581.

Low-income seniors, age 62 and over, may apply for a 50% discounted rate. If you believe you qualify for the reduced rate, please contact the [Rodgers Senior Center](#) at:

Rodgers Senior Center
1706 Orange Avenue and 17th Street
Huntington Beach, CA 92648
(714) 536-9387

For additional information regarding [trash collection and recycling programs](#) in the City of Huntington Beach, please call:

Public Works Trash and Recycling
(714) 375-5010

Hours are 7:00 a.m. to 4:00 p.m. Monday through Friday, except holidays

Water Conservation

The City of Huntington Beach is actively working on a water conservation program. The program at this point is voluntary and we are asking all households to reduce water by not washing down walks and driveways, by not leaving their hoses running while washing their car, and by not having run-off, over spray, or mid-day watering of their landscape. Shorter showers, washing only full loads of dishes and full loads of clothes can dramatically reduce water consumption. Leaking faucets and toilets should be promptly repaired.

Your water bill shows usage in units of 100 cubic feet of water. An average household in Huntington Beach uses 12 units per one-month reading period. To convert this to gallons, multiply by 748. This will give you approximately the number of gallons you used during that reading period. If you divide the number of days in the reading period (approximately 30 days) you will have the number of gallons you use per day. For example, if your bill indicates you used 15 units of water and the reading period is 30 days, you would multiply 15 units times 748 gallons for a total usage of 11,220 gallons. If you divide this by the 30 days in the reading period, your average daily usage is 374 gallons.

If you need additional information, call (714) 536-5921 during our regular telephone hour's 8:00am to 5:00pm, Monday through Friday, and a representative from the Water Division will assist you.

Senior Exemption Information

Per Huntington Beach Municipal Code section 3.36.250, eligible senior citizens may apply for exempt status for city utility tax on all utility bills (water, electricity, cell and home phone, cable, and gas) 2000 Main Street, Huntington Beach, California 92648

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To obtain this exemption, an application certificate must be completed and submitted at the City of Huntington Beach, Rodgers Senior Center. Eligible senior citizens will be advised if their application meets required criteria.

Please see the [H.B.M.C.](#) for more detailed information:

For additional help and information contact:

Rodgers Senior Center
1706 Orange Avenue
Huntington Beach, CA 92648
(714) 536-9387