

## Frequently Asked Questions

### 1. Who is eligible to use this online service?

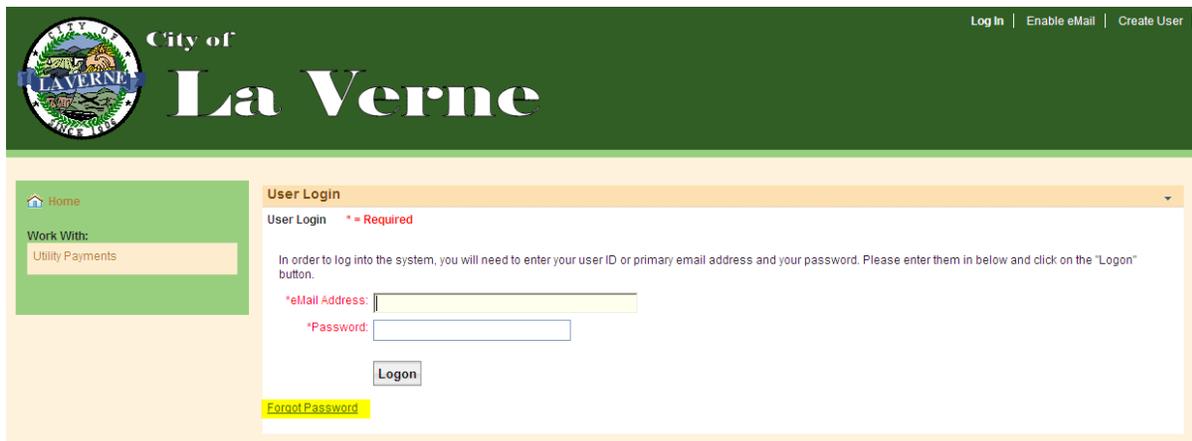
All City of La Verne municipal services (water, sewer, and/or refuse) customers are eligible to use the online service. This new feature allows customers to manage accounts and pay their bills online. To register for the online service, customers will need Internet access, an email address, and a copy of their most recent bill.

### 2. How do I log in to my online services account?

Visit the City's website [www.ci.la-verne.ca.us](http://www.ci.la-verne.ca.us) and click on the "Online Services" link located on the left hand side of the web page under the "Main Menu" section. Follow the step by step instructions for creating a user profile.

### 3. What if I forgot my user name or password?

If you have forgotten your username or password, please click on the "Forgot Password" link under the User Login field. In order to recover your password, you will need to enter your primary email address. Please enter your primary email provided during the original registration process and click on the "Recover Password" button. Your password will be sent to your primary email address that is associated with your online account.



The screenshot shows the City of La Verne website header with the logo and navigation links (Log In, Enable eMail, Create User). Below the header is a sidebar with a Home link and a Work With section containing a Utility Payments link. The main content area is titled "User Login" and contains a form with the following elements:

- A "User Login" label with a red asterisk and "Required" text.
- A paragraph of instructions: "In order to log into the system, you will need to enter your user ID or primary email address and your password. Please enter them in below and click on the 'Logon' button."
- An input field for "\*eMail Address:".
- An input field for "\*Password:".
- A "Logon" button.
- A yellow "Forgot Password" link.

### 4. Who should I contact to answer additional questions about my account?

City of La Verne Customer Service – (909) 596-8744

### 5. When will a summary of my bi-monthly statement be available online?

Water customers are billed bi-monthly for services provided. Customers can view a summary of their most recent bill and up to 12 months of additional account/billing history online.

6. **How do I request activation or transfer of water services for my account online?**

To arrange for new services, please visit or call the City of La Verne Customer Service Department at (909) 596-8744 or 3660 D Street between 8:00 a.m. and 6:00 p.m., Monday through Thursday.

7. **How do I request termination of services for my water account?**

Please visit or call the City of La Verne Customer Service Department at (909) 596-8744 or 3660 D Street between 8 a.m. and 6:00 p.m., Monday - Thursday.

8. **Can I receive my bi-monthly bill online?**

Yes, electronic bills are now available to customers who opt to receive paperless bills online. Email notifications will be sent bi-monthly to notify customers when your electronic bill is available online for viewing.

9. **How do I sign-up for electronic billing?**

To sign up for electronic billing, you will need to be a registered online account user and have a valid email address on file. Once you have registered and selected your account, simply submit **"I want to receive my electronic Bills through Email ONLY"** from the **Customer Profile**. Remember to verify the accuracy of your email address to ensure prompt delivery of e-bill notifications.

The screenshot shows a web interface for utility account management. On the left is a green sidebar with a 'Home' icon and a 'Work With:' section containing a 'Utility Payments' button. The main content area has a 'Utilities' header and a 'Site Navigation' menu with options like 'Account Information', 'Payment History', 'Make Payments', 'Consumption Report', 'Billing History', 'Service Summary', 'Edit Account', 'Manage eBilling', 'Select Account', and 'E-Mail Us'. The 'Account Information' section displays the following details:

Account Number:	00000000-11111111
Customer Name:	DOE, JOHN
Location Address:	3660 D ST LV LA VERNE CA
Phone Number:	(000) 555-1212

Below this, the account status is shown as 'ACTIVE' with 'Payments are allowed'. The 'Account Balance' is \$0.00, 'Amount Past Due' is \$0.00, and 'Cash Only' is 'No'. A message states: 'Your last bill was sent on 03/13/2012 in the amount of \$184.28 due on 04/12/2012. You can view your last bill by clicking [here](#). Your last payment was received on 04/05/2012 in the amount of -\$184.28.' A footnote indicates '\* Transactions that have been authorized but not yet posted may be included.' and a 'Pay Now >' link is provided at the bottom.

10. **Will I receive a printed bill in the mail if I am signed up for electronic billing?**

La Verne's eco-friendly, electronic billing service saves time, money and our environment. E-bill customers will receive email notification that their electronic bill is available online after each monthly billing. Customers who sign up for electronic billing will not receive a paper bill in the mail (new e-bill customers will still receive a paper bill for the first 3 billing periods to ensure they are receiving electronic bills).

11. **I can not see my electronic bill online; what should I do?**

If you are a registered online user and you can not see your electronic bill. make sure you have selected to receive your bills through email only

- a) From within the online system, go to the Customer Profile. Under Bill Delivery Preferences, select "I want to receive my electronic bill through EMAIL ONLY" and click submit. Return to Account Information or Bill History to retrieve your bill.
- b) If you see, "I want to receive my paper bills through POSTAL MAIL" under Bill Delivery Preferences, you have already signed up for E-billing.

If you have checked these items and still cannot see your electronic bill, please contact La Verne Customer Service at (909) 596-8744.

12. **Can I set up recurring credit card payments for my account?**

Recurring credit card payments are not available; however, recurring e-check payments are available.

13. **Is there a fee for returned E-Check payment that has been made online?**

The City of La Verne charges a \$25.00 returned payment fee for all returned check payments.

14. **What if I need to stop a credit card or E-Check payment that has been made online?**

If you would like to cancel a payment, please contact your credit card company or banking institution to find out how the payment can be stopped. The City of La Verne will charge a standard returned payment fee for all stopped credit card or E-Check payments.

15. **What if I am unable to pay the full amount of the bill?**

Partial payments can be made online; however, if you do not have the resources to pay your bill, please contact La Verne Customer Service at (909) 596-8744 to see what resources may be available.

**16. What are my other payment options?**

La Verne water customers are able to pay their bi-monthly utility bills by one of the following options:

- Credit/ATM Debit Card – either online at [www.ci.la-verne.ca.us](http://www.ci.la-verne.ca.us) or in person at City Hall
- Electronic Checks – set this up by visiting [www.ci.la-verne.ca.us](http://www.ci.la-verne.ca.us)
- Mail Payment – include the stub of your most recent bill and mail to 3660 D Street, La Verne, CA 91750.
- In Person – at City Hall located at 3660 D Street, La Verne, CA 91750.

**17. Can I make a payment over the phone?**

No, the City is currently not set up to take these types of payments.

**18. If my account is late or delinquent, can I still pay online?**

You can pay online but must notify the office as soon as possible. If the water is off it will be reconnected upon verification of payment during regular business hours.

**19. What if I entered an incorrect amount for payment?**

Call La Verne Customer Service at (909) 596-8744.

**20. What if I paid online and a family member sent in a check?**

Call La Verne Customer Service at (909) 596-8744 to determine next step.

**21. What precautions does the City of La Verne have in place to protect customer information online?**

The City of La Verne has taken several steps to safeguard the integrity of its telecommunications and computing infrastructure, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation, and day-to-day practices of the entire operating environment as part of its continuing commitment to risk management. This information should not be construed as warranting as fail-proof the security of information provided through the City's or its supported web sites.

22. **What can I do to further protect my information in the online system?**

To ensure security of your online account:

- Do not share your username or password with anyone.
- Remember to LOG OFF after each logon session.
- Do not share your Social Security number with unauthorized users.

23. **What operating system and/or internet browsers are compatible with the online system?**

All major operating systems and browsers operating under minimum standards should be compatible.