



City of Glendora | Administrative Services
116 E. Foothill Blvd.
Glendora, CA 91741

Dear Valued Customer,

We're pleased to announce upcoming improvements to your water billing experience! The City is upgrading to a new, user-friendly billing system and online payment portal. This change will provide enhanced convenience and additional options for managing your account.

Key Features Include:

- **Unified Payments:** Conveniently make payments for all City invoices all in one place.
- **Auto-Pay:** Easily set up automatic payments for stress-free billing.
- **Email Reminders:** Receive timely notifications when your bill is ready and due.
- **Paperless Statements:** Go digital to simplify your life and help the environment.

Web Links:

- **City Water Billing Information:** <https://www.cityofglendora.gov/Services/Water/Water-Billing>, provides water account policy, setup, use, and closing information.
- **New Billing System:** <https://cityofglendoraca.municipalonlinepayments.com>, may be explored at this time but, will be live and function beginning June 9th. Current auto-pay customers will need to re-enroll.
- **Sensus Analytics:** <https://my-gldra.sensus-analytics.com>, provides real time water usage information and customer may set preferences for usage alerts specific to their account(s).

Important Notice: Please be aware that a transaction fee will apply to all credit/debit card payments. Payments may be linked directly to your bank to avoid payment processing fees.

Temporary Payment Processing Interruption:

From Thursday, May 29th through Monday, June 2nd, we will temporarily be unable to process payments as we transition to the new system. Payment processing will resume on Tuesday, June 3rd. Late fees and service shut offs will be suspended for any bills due during this brief interruption. Please plan accordingly.

These updates reflect our commitment to improving your experience and providing you with flexible, efficient service. If you have questions or need assistance during this transition, please don't hesitate to contact our customer support team—we're here to help! For assistance and questions please **contact us at 626-914-8239** or waterbilling@cityofglendora.gov.

Thank you for your understanding and cooperation as we enhance our services to better serve you.

Best regards,
Water Billing Department

