CITY OF MONTEREY PARK
UPDATES TO THE CITY'S ONLINE UTILITY PAYMENT SYSTEM

We are pleased announce that beginning August 2024, online bill payment will be handled through InvoiceCloud, offering a user-friendly payment platform with flexible payment options that fit your needs.

Starting in August 2024, the City will transition from its current online payment system, Paymentus, to InvoiceCloud. InvoiceCloud is an online invoicing and payment platform that will provide faster, more convenient billing services to our customers. With InvoiceCloud billing and collection, customers can conveniently click and pay online while helping the environment by reducing the need for paper.

The City of Monterey Park recognizes that every individual has their own preferred method of bill payment. This new InvoiceCloud payment portal offers secure and efficient payment options, including:

- **Autopay**: Set up automatic payments on the due date.
- **Pay by Phone:** Conveniently make payments over the phone.
- **Pay By Text:** Receive text notifications about your bill and reply to the text to pay with your default payment method (registered payment method is required).
- **Enroll in Paperless Billing:** Opt for electronic billing statements.
- **Access to Billing History:** Easily view your billing history.

Registration for this new online platform will be available soon. At this time, no action is required from customers; we are simply informing you of this upcoming change.

Customers who prefer not to create an account can still view their current bill and make one-time payments without registering, similar to the current process with Paymentus.

More information will follow as we move through this transition.

For any questions, please contact us:
Phone: (626) 307-1342
Email: utilitypayments@montereypark.ca.gov
Website: https://www.montereypark.ca.gov/372/Utility-Billing

320 W. Newmark Ave., Monterey Park CA 91754