



CITY OF GROVER BEACH UTILITY PAYMENTS

CUSTOMER INFORMATION

- City facilities are currently closed for public access given the County's shelter at home order. To pay your utility bill, we have three options that include:
 - Online at <https://grover.dpnetbill.com> where you can make a payment using a credit card.
 - Drop off payment in the depository boxes outside of City Hall (one at the front entrance to City Hall and the other located at the "employee only" entrance (include bill stub or account number with payment).
 - By mail, send bill stub with check to:

City of Grover Beach
Utility Billing
154 S. Eighth St
Grover Beach, CA 93433

WHAT WE ARE DOING TO HELP CUSTOMERS

- Utility bills are still payable to the City by the listed due date to continue paying for the costs of the City's water and wastewater distribution systems. However pursuant to City Council action on March 30, 2020, the City has suspended service disconnections until further notice so customers will not have their water turned off due to non-payment.
- The City Council also took action to waive late payment penalties for utility billings sent in February-May 2020. This means that customers will not be charged late fees for utility bills sent in February-May 2020 until August 31, 2020. Payment plans are available and any payments on these bills made after August 31, 2020 will be subject to late fees and service disconnections, including door hanger fees and reconnection fees.
- These temporary measures are designed to provide assistance and flexibility to customers during this difficult time though we still advise customers to plan accordingly with making their utility payments. Please contact the Administrative Services Department at (805) 473-4550 for more information.