

# COMMUNITY CONNECTION

Keeping the community connected to information, programs, and services.



## City Offers Tips and Assistance to Keep Customers Safe Online

The City of Chula Vista provides various online and automatic bill payment options across several areas of service. Online and automatic bill payments are fast, reliable, convenient, and secure methods of making payments to the City. To ensure added security, the City will never use social media to contact our customers directly about bills. The City will also not use social media to contact customers to arrange for payments to be made in person other than at our Finance Department public counter or other official places of business, such as the public library and recreation centers.

Many City departments offer online payment methods for City services. Please visit the City's 'Pay Online' page for a listing of all the services that can be obtained by paying online at [chulavistaca.gov/i-want-to/pay](https://chulavistaca.gov/i-want-to/pay). You can also sign up for automatic bill pay for sewer service bills. For more information on how to enroll your sewer account, please contact [cvsewer@chulavistaca.gov](mailto:cvsewer@chulavistaca.gov), call (619) 691-5117 or visit us at [chulavista.merchanttransact.com/Login](https://chulavista.merchanttransact.com/Login).



Ensuring your online security is more important than ever. The City encourages residents to be vigilant and protect against fraud attempts. The City will never require cash-only payments or require customers to share bank information or personal information such as a Social Security

Number. Beware of scams asking for personally identifiable information or obscure payment methods or instructions. The City will not conduct door-to-door visits to collect payments from customers.

If you receive a message or call about your account, it is good practice to ensure the sender is who they claim to be. Feel free to contact us at the City of Chula Vista Finance Department at (619) 691-5250 for any other questions or assistance with payments.