

# City of Stockton Online & Telephone Utility Bill Payment Systems Upgrade Frequently Asked Questions (FAQs)

1. How do I see my balance when the system is unavailable?

*Please refer to the bill you received in the mail. The system will be available during the regular business week.*

2. How do I make a payment when the system is unavailable?

*To make a payment while City of Stockton online systems are unavailable, please use one of the following options:*

**Option 1 - Green payment drop boxes at City Hall, 425 N. El Dorado Street**

- *Drop boxes are located (at sidewalk level) on both sides of City Hall.*
- *Use check, money order or cashier's check, only, along with your utility bill payment stub.*
- *Please do not deposit cash in drop boxes.*

**Option 2 – Mail payment in the U.S. Mail**

- *Please do not mail your payment if you have received a late notice.*
- *Allow 3-5 business days for mail delivery and processing.*
- *[Mailing instructions are available on our website.](#)*

**Option 3 – Electronic payment methods.**

- *Electronic payment options offered by your personal bank.*

3. Will I receive penalties if I cannot make my payment while the system is being upgraded?

*There is a seven-day grace period after the due date on your bill. Payment received after the grace period will be subject to a penalty.*

4. If I receive a termination notice, will my account be locked off if I am unable to make payments?

*The system upgrade does not impact the date listed on the termination notice. If you have received a termination notice, you will need to pay prior to the date listed on the notice to avoid lock off. As stated on the notice, you need to pay in the office by cash, debit/credit card, cashier's check, or money order.*

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5. Will my payment arrangement be affected if I cannot make my payment online?

*No.*

6. How long will system be unavailable?

*The system is currently scheduled to be unavailable:*

- *Thursday, January 17, 2019, at 5:00 p.m., to Saturday, January 19, 2019, at 5:00 p.m.*

7. Does this cost us anything?

*The system is being upgraded to enhance our business processes. There is no additional cost to customers.*

8. Where do I call if I have more questions?

*Please contact City of Stockton Utility Billing Customer Service: (209) 937- 8295.*