

**Toll-free telephone number for water account questions: 1-855-354-7579.**

### **Water payment dropbox locations**

City Yard at 534 N. Barranca Avenue or City Hall at 125 E College Street.

### **Pay Water Bill Online or Access Account Information**

The website for the new system is <http://covina.gwfathom.com> . Please note that the address does not use the common "www." website preface.

### **Go Green is Live!**

We are excited to launch the new **GO GREEN** page on [gwfathom.com](http://gwfathom.com) ! Features include:

- **AUTO PAY** – Customers that enroll in AutoPay will be entered for a chance to win one of three of Apple's iPad2! Customers currently enrolled in AutoPay will be automatically entered to win.
- **iPHONE APP** – Customers can download the iPhone application and manage their account remotely! A QR (Quick Response) Code is also available for direct link to the application on the app. market.
- **PAPERLESS BILLING** – Customers can enroll in e-bills and be notified electronically when their bill is ready to be viewed! No more paper bills!

**WATER SAVINGS** – Customers can learn about more ways to save water!

[Click here to view a Sample Water Bill](#)

## **Requests to Start/Stop Service and Billing**

For Water Service and Billing, call (855) 354-7579 to contact Global Water. Global Water is responsible for the accounting system for Covina Water Utility service, including:

- Establishing new service
- Terminating service
- Transferring service
- Billing
- Collecting payments
- Answering questions about your bill

[Click here for a City of Covina Water Service application](#) .

### **Contact Information**

For **Water Utility Billing** questions,  
or to make a payment call 1-855-354-7579  
or visit <http://covina.qwfathom.com>

For mail payments, please send to:

City of Covina  
P.O. Box 60488  
Los Angeles, CA 90060-0488

For **in person payments** , including  
drop box location for after hours,  
please visit:

Covina City Yard  
534 N. Barranca Avenue  
Covina, CA 91723  
(just north of San Bernardino Road,  
south of the railroad tracks)

Normal business hours are 6:00 a.m. - 6:00 p.m. Monday through Thursday. Covina City Hall and City Y

For all **non-account related *Water* questions**, please call (626) 384-5230. After business hours, you may leave a message at this number for non-emergency service. We will respond to you the next business day.

For **emergency water service after close of business**, please call the Covina Police Department at (626) 384-5595. The Dispatcher will contact our on-call staff to assist you.

If you see sewage overflow, a sewer backup, or a missing manhole cover, notify the Public Works Department IMMEDIATELY! Please call our main number at (626) 384-5220 during normal business hours (6:00 a.m. - 6:00 p.m.), or the Police Department at (626) 384-5595 after hours.

### **Other Water Purveyors**

Not all Covina residents and businesses receive water service from the City of Covina. There are numerous other water purveyors:

- City of Azusa (626) 812-5225
- Golden State Water (800) 999-4033
- Suburban Water Company (626) 543-2500
- Valencia Heights Water Company (626) 332-8935

[Click here for a map of water purveyors that service Covina.](#)

### **Water Division Services**

[Water Conservation](#)

[Rates & Regulations](#)

[Water Supply](#)

## **Additional billing information available on the website**

- Customers are able to pay by credit card and also online;
- Customers are able to sign up for email notification regarding their accounts and/or paperless statements;
- Customers are able to look at their history online;
- Customers are able to sign up for ACH payment; and
- Bills are being sent on a monthly basis with a new return address.
- Customers are also able to pay IN PERSON at the City Yard (534 N Barranca).