

Frequently Asked Questions

What are my options to pay my water bill?

You can pay your water bill by cash or check at the city office located on 4 Chico Camino.

For your convenience a drive thru drop box is available for payments made by check on the north side of the city parking lot or the drop box inside the Police Department located at 720 First Avenue.

The City offers Auto pay for city utility bills. Auto Pay automatically pays your city bill directly from your bank account. For more details call (719)852-5926 and ask for extension 105 or 110.

What happens if my check does not clear?

If your check is returned for any reason, the City of Monte Vista's banking institution will electronically debit your account for the amount of the returned check plus a returned check fee of \$20.00. The city will also apply a \$20.00 returned check fee to your city utility account.

Who do I call if I have a water emergency or my sewer backups?

If you have a water or sewer emergency during regular business hours, (Monday – Thursday 7:30 am – 5:00 pm Friday 7:30 am – 12:00 Noon) please call City Hall at 852-5926 ext. 105 or 115.

If you have a water emergency after regular business hours or on a holiday, call 852-5111.

What do the codes on my water bill mean?

WU – water usage

SD – storm drain maintenance fee

WB – water base

PC – pest control

SU – sewer usage

SB – sewer base

MISC – miscellaneous charge

PN - penalty on prior balance

CR - credit balance