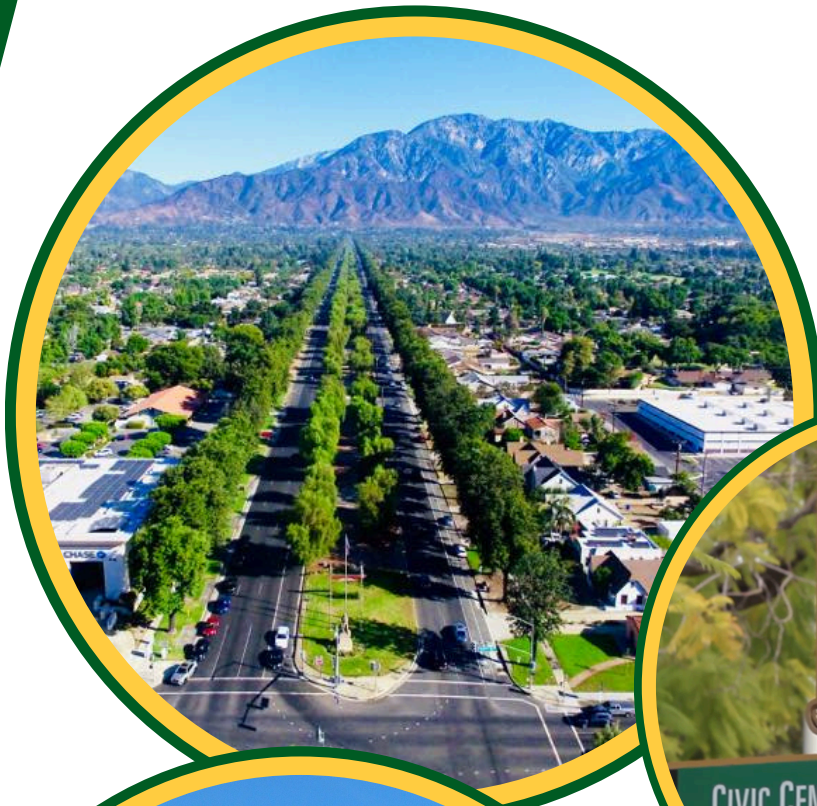




# CITY OF UPLAND

## New Resident Welcome Information



ADMINISTRATIVE SERVICES  
FINANCE DIVISION  
460 N. EUCLID AVENUE  
UPLAND, CA 91786  
Telephone (909) 931-4150  
Facsimile (909) 931-9923

## MOVING TO THE CITY OF UPLAND? CONGRATULATIONS!

On behalf of all staff, we welcome you to our City. We take pride in our community and are confident you will find Upland to be an outstanding place to work, play, and raise a family. We know that moving into a new city can be exciting and challenging, and we hope that the information provided in this packet will help answer some of the questions you may have about your new city!

The City of Upland Finance Division provides a variety of services to our residents. Upland City Hall is located at: 460 N. Euclid Avenue. Our hours of operation are Monday through Thursday from 8:00 a.m. to 6:00 p.m. For more information, please visit our website at [www.uplandca.gov/finance](http://www.uplandca.gov/finance).

Want to know more about City finances, budget, and demographics? Visit our Financial Transparency website at [www.uplandca.cleargov.com](http://www.uplandca.cleargov.com) and see exactly how much funding your city has and where it's allocated.

Services available through the Finance Department include:

- New Customer Setup for Water and Sewer
- Utility Payments for Water and Sewer
- Animal Licensing
- Yard Sale Permits
- City Pin Purchases

Should you have further questions, please feel free to contact our Customer Service Specialists, Monday through Thursday from 8:00 a.m. to 6:00 p.m. at (909) 931-4150.

### **City of Upland Vision Statement**

Upland is a safe community with historic character where residents enjoy a high quality of life.

### **City of Upland Mission Statement**

The City of Upland is committed to delivering superior services that meet community needs with transparency and integrity.

## PUBLIC MEETINGS AND CITY CONTACTS

Residents are encouraged to attend or watch the City meetings remotely via livestream on the City website, YouTube, Spectrum Cable TV Channel 3, or Frontier Cable TV Channel 26.

City Council meetings are held on the second and fourth Monday of each month with the open session portion of the meeting beginning at 6:00 p.m. except for August and December per Resolution No. 6520. In addition, the City holds various committee meetings on a wide range of civic topics.

The City Clerk prepares agendas prior to each City meeting. The agenda contains a brief description of each item to be considered. Agendas and the corresponding Packets are available on the City website at [www.uplandca.gov/city-council-agendasminutes](http://www.uplandca.gov/city-council-agendasminutes).



*Follow our Social Media for up to date information  
[www.uplandca.gov/social-media](http://www.uplandca.gov/social-media).*

### **Contact Information**

Emergency 911

City Hall (909) 931-4100

City Council (909) 931-4122 [www.uplandca.gov/city-council-treasurer](http://www.uplandca.gov/city-council-treasurer)

Police Department Non-Emergency (909) 946-7624

Police Department Alarm Program (866) 802-7938

Police Code Enforcement (909) 931-4260, [codeenforcement@uplandpd.org](mailto:codeenforcement@uplandpd.org)

Fire Non-Emergency (909) 931-4180

Planning (909) 931-4130, [planning@uplandca.gov](mailto:planning@uplandca.gov)

Building/Safety (909) 931-4110, [buildingandsafety@uplandca.gov](mailto:buildingandsafety@uplandca.gov)

Finance/Utility Billing (909) 931-4150, [utilityservices@uplandca.gov](mailto:utilityservices@uplandca.gov)

Library (909) 931-4200, [library@uplandca.gov](mailto:library@uplandca.gov)

Public Works (909) 291-2930, [publicworks@uplandca.gov](mailto:publicworks@uplandca.gov)

Recreation/Community Services (909) 931-4280, [recreation@uplandca.gov](mailto:recreation@uplandca.gov)

Animal Control Services (909) 931-4185

# A GUIDE TO STARTING UTILITY SERVICES IN UPLAND

The City of Upland is excited that you have chosen our community as your home. This guide is intended to assist you through starting utility services for water and sewer. To start services please follow the steps below:

## STEP 1

Once you are authorized to start service please come to City Hall in person to start utility services during our hours of operation. Please keep in mind, the City is closed every Friday, weekends, and holidays.

If submitting information online please email all information requested below.

## STEP 2

Please bring the following items with you to City Hall:

- A completed application for City Services
- Photo Identification
- Proof of Ownership (Final Settlement Statement or Recorded Grant Deed).
- Payment

If you are a commercial renter (business property, multifamily dwelling, landscape) please contact Customer Service in regards to the required advanced payment.

Acceptable forms of payment include: Cash, Cashier's Check, Money Order, Debit Card, Visa, MasterCard, American Express, and Discover Card.

Additional fees will be required if requesting same day service.

## STEP 3

One of our Customer Service Specialists will assist in processing the requested documentation and provide you with an account number, details on billing and online bill pay information.

## UTILITY BILL AND HOW TO PAY YOUR BILL

The City of Upland bills for water and sewer services on a bi-monthly basis. You will be assigned one account number for both services. The utility bills will alternate every other month, one month being billed for water service (two months of billing), and the following month being billed for sewer service (two months of billing).

The City of Upland offers multiple options for paying your monthly bill:

- Pay Online at [www.onlinebiller.com/upland](http://www.onlinebiller.com/upland)
- You may choose to make one-time payments each month or sign up for Automatic Payments
- Pay via our Dropbox conveniently located in the City Hall parking lot
- Pay by mail via check/money order; please remit payments to:  
City of Upland PO Box 101115, Pasadena, CA 91189-0005
- Pay in person at the Finance Counter located inside City Hall



# HOW TO READ THE UTILITY BILL

**1. Upland Updates:** This section advertises community events.

**2. Historical Usage Graph:** Here you can compare your current water usage to the same period last year.

**3. Current Period Usage:** This section includes meter readings, and usage in Hundred Cubic Feet (HCF) and gallons (GAL) compared to same billing period last year. 1 HCF = 748.1 gallons.

**4. Account Summary:** A summary of all account activity including due dates, outstanding balances, penalties, late fee, and/or adjustments.

**5. Water Charges:** A summary of water charges with a breakdown by tier appears here. Your Standby Service fee is your base rate for water service and is related to your meter size.

- Tier 1: 0 – 20 Units
- Tier 2: 20 – 50 Units
- Tier 3: 51 + Units

**6. Sewer Charges:** Sewer charges are shown here.

**7. Special Message:** Be sure to check this message box for important information and announcements.

**8. Detachable Paystub:** Located at the bottom of your bill. Remove this stub and return with payment. Please ensure the mailing address is visible through the window on the return envelope. Please refer to the back of your bill for additional payment options.

**9. Note:** If your account is enrolled in AutoPay, you will see a “Do Not Pay” message here on the stub.

**CITY OF UPLAND**  
460 N EUCLID AVENUE  
UPLAND, CA 91786-4732

Account Number: 123-4567.89 | Service Address: 123 S EASY ST | Billing Period: 12/24/24-02/20/25

Billing Inquiries: (909) 931-4150  
Office Hours: 8:00 AM - 6:00 PM MON-THURS  
Website: www.uplandca.gov

BILLING DATE: 03/11/25  
DUE DATE: 04/07/25

**Exciting News!**  
You can now renew your pet license online.

**Historical Usage**

PERIOD	2024	2023
Jan	10	10
Feb	10	10
Mar	10	10
Apr	10	10
May	10	10
Jun	10	10
Jul	10	10
Aug	10	10
Sep	10	10
Oct	10	10
Nov	10	10
Dec	10	10

CURRENT PERIOD (2025)					
READING	CURRENT READING	GALLONS USED	SERVICE DAYS	DAILY USAGE (GAL)	
23/24	02/20/25	2,244	59	38.03	
5965	5968				

SAME PERIOD LAST YEAR (2024)					
PREVIOUS READING	CURRENT READING	GALLONS USED	SERVICE DAYS	DAILY USAGE (GAL)	
01/02/24	02/26/24	8,977	55	163.22	
		DIFFERENCE			
		-6,732			
		% CHANGE			
		-75.00%			

CURRENT ACTIVITY DETAIL			
WATER	Meter #94761439		72.25
Standby Service			65.26
Tier 1	3.00 Units @ 2.33		6.99
SEWER			0.00
CURRENT CHARGES			72.25

ACCOUNT SUMMARY			
PREVIOUS BALANCE			72.16
PAYMENTS	- THANK YOU		-72.16
OUTSTANDING BALANCE			0.00
PENALTIES			0.00
LATE FEES			0.00
ADJUSTMENTS			0.00
ADVANCE PAYMENT			0.00
CURRENT CHARGES - DUE BY 04/07/25			72.25
TOTAL AMOUNT DUE			72.25

**MAKE CHECKS PAYABLE TO:**  
CITY OF UPLAND  
460 N EUCLID AVENUE  
UPLAND, CA 91786-4732  
(909) 931-4150

ACCOUNT NUMBER: 123-4567.89  
SERVICE ADDRESS: 123 S EASY ST

CUSTOMER NAME:  
JOHN DOE  
123 S EASY ST  
UPLAND CA 91786-6642

CURRENT CHARGES	DUE 04/07/25	72.25
TOTAL AMOUNT DUE		72.25
AMOUNT ENCLOSED \$		

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

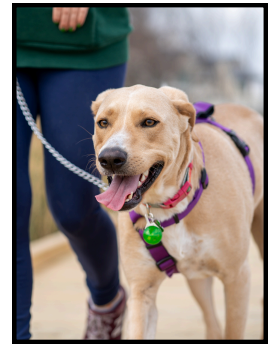
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## OTHER SERVICES PROVIDED



A **Yard Sale Permit** is required to conduct a yard sale within the City of Upland. The cost of a yard sale permit is \$9.00 and can be obtained in person from the City of Upland Finance Division or online at [www.uplandca.gov/yard-sale](http://www.uplandca.gov/yard-sale). The yard sale permit is valid for up to three consecutive days and up to three yard sales may be held at a single address per calendar year. Visit [www.uplandca.gov/yard-sale](http://www.uplandca.gov/yard-sale) for more information.

**Animal License** renewals can now be processed online, by mail, or in person at the Finance Division. A copy of your pet's current rabies vaccination certificate, sterilization (spay or neuter) certificate, and proof of your age for a senior citizen discount (65+), are required. Visit [www.uplandca.gov/tags-licenses](http://www.uplandca.gov/tags-licenses) for more information.



Friends of Upland Animal Shelter is responsible for all animal care and **Pet Adoptions** within the shelter. Friends of Upland Animal Shelter operates the Upland Animal Shelter in partnership with the City's Animal Control Officers and is dedicated to saving every shelter pet. The Animal Control Officers within the Upland Animal Services Division of the Upland Police Department are responsible for field services, returns to owners, and animal-related enforcement.



Friends of Upland Animal Shelter  
1275 San Bernardino Rd., Upland, CA 91786  
(909) 931-4185  
[www.friendsofuplandanimalshelter.org](http://www.friendsofuplandanimalshelter.org)  
Business Hours:  
Monday – Sunday  
12:00 p.m. to 5:00 p.m.

## UTILITY PROVIDERS & BILLING



### **City of Upland (Water & Sewer)**

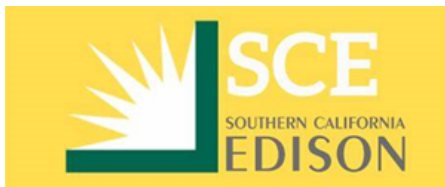
460 N. Euclid Ave.  
Upland, CA 91786  
(909) 931-54150  
[www.uplandca.gov](http://www.uplandca.gov)  
Business Hours:  
Monday – Thursday  
8:00 a.m. to 6:00 p.m.



(No trash service New Year's Day - Memorial Day - Independence Day - Labor Day - Thanksgiving Day - Christmas day)

### **Burrtec Waste Industries (Trash & Recycling)**

9820 Cherry Ave.  
Fontana, CA 92335  
(909) 949-0500  
[www.burrtec.com](http://www.burrtec.com)  
Business Hours:  
Monday – Friday  
8:00 a.m. to 5:00 p.m.



### **Southern California Edison (Electricity)**

1352 E. Francis St.  
Ontario, CA 91761  
(800) 655-4555  
[www.sce.com](http://www.sce.com)  
Business Hours:  
Monday – Friday  
7:00 a.m. to 8:00 p.m.



### **Southern California Gas Company (Gas)**

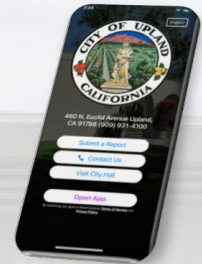
13525 12th St.  
Chino, CA 91710  
(877) 238-0092  
[www.socalgas.com](http://www.socalgas.com)  
Business Hours:  
Monday – Friday  
7:00 a.m. to 7:00 p.m.



## PUBLIC WORKS DEPARTMENT

Citizens can report a hazard, complaint, or other concern within the community that need to be addressed simply by calling the Public Works Department at (909) 291-2930. Office hours are Monday - Thursday from 8:00 a.m. to 6:00 p.m.

The Upland Public Works App is another way to report an issue and it can even notify you when the issue has been fixed. Simply add a photo of the issue, press submit, and your request is immediately sent to the City. See your submission and track it as it gets completed.



### SATURDAYS AT UPLAND PUBLIC WORKS CITY YARD

1370 N. Benson Ave

**HOURS 7:30-12:30 p.m.**

(Closed on holidays, during inclement weather, or when storage capacity is reached)



#### DISPOSE OF HOUSEHOLD HAZARDOUS WASTE

Accepted HHW items, free of charge, include:

- household cleaners • medications
- needles in sharps containers
- used motor oil filters • antifreeze • gasoline
- pool chemicals • yard products • paints
- propane tanks • cooking oil
- mercury thermometers • e-waste • batteries
- fluorescent tubes

Limited to 15 gallons or 125 pounds per trip. San Bernardino County residents (excluding Fontana residents) may visit Upland's Household Hazardous Waste Collection facility.

For additional information, please contact Upland Public Works at (909) 291-2967 or visit [www.uplandca.gov/household-hazardous-waste](http://www.uplandca.gov/household-hazardous-waste).

#### FREE COMPOST & MULCH FOR UPLAND RESIDENTS

Get free compost and mulch (while supplies last) at the Upland City Yard.

- **Availability:** Upland residents only, for personal use
- **Bring your own:** Containers, tools, and safety gear

Call (909) 291-2967 with questions.



Household Hazardous Waste (HHW) collection is for residents of San Bernardino County, excluding the City of Fontana, to surrender household generated hazardous waste, free of charge, for proper disposal.



#### FREE FOOD WASTE PAILS AVAILABLE

Upland City Yard  
1370 N. Benson Avenue  
Monday - Thursday,  
8:00 a.m. to 6:00 p.m.

Food Waste Pails provide a place to store your food waste scraps until you are ready to place your bagged food waste into your green barrel. One pail per household. For more information, please visit [www.uplandca.gov/trash](http://www.uplandca.gov/trash) or contact Upland Public Works at (909) 291-2967.

# DEVELOPMENT SERVICES DEPARTMENT

## **Building & Safety**

If you anticipate making any modifications to your home, pool, wall, roof, etc., please check with the Building & Safety Division to see if Building Permits are required.

- Building & Safety can be contacted at (909) 931-4110 or by email at [buildingandsafety@uplandca.gov](mailto:buildingandsafety@uplandca.gov)
- Information is available on our website: <https://www.uplandca.gov/building-and-safety>
- Apply for permits online through our CSS Portal at <https://cityofuplandca-energovweb.tylerhost.net/apps/selfservice#/home>

## **Planning & Zoning**

- If you anticipate adding onto your home, constructing a fence or an Accessory Dwelling Unit, or are starting a new business in the City, the Planning Division can assist you with verifying the zoning of your property and the applicable development standards for your zone.
- If you run a business from home, you will need a Home Occupancy Zoning Clearance. Apply online through our permit portal.
- If you own a historic home, are interested in finding out whether your home is designated as a historic resource or are interested in learning more about the Mills Act as a historic preservation incentive to assist with long-term rehabilitation, repair, and maintenance of your historic home, contact the Planning Division for assistance.

The Planning Division can be contacted at (909) 931-4130 or by email at [planning@uplandca.gov](mailto:planning@uplandca.gov)

## **Parkway Improvements**

- If you are inquiring about street trees, planting or landscaping in the parkway, modifying a driveway, or needing a parking permit (for certain districts), please contact the Land Development Division at (909) 931-4314.

## **Weed Abatement Inspection Program**

- Please view our website <https://www.uplandca.gov/weed-abatement>

## UPLAND COMMUNITY BEGINS HERE

### **Recreation & Community Services**

651 W. 15<sup>th</sup> St., Upland, (909) 931-4280

Upland Recreation and Community Services is committed to creating community through people, parks, and programs. We provide recreational programs and services that enrich life in Upland by promoting health, wellness, and human development, and we maintain top-quality parks and facilities to make our City a great place to live and strengthen community pride.

Enjoy our programs, services, and parks. Upland's 13 beautiful parks with restrooms, BBQs, picnic areas, and playgrounds are available for reservation (12 months in advance for residents, 6 for non-residents) or first-come, first-served on non-holiday dates; details at [www.uplandca.gov/park-rentals](http://www.uplandca.gov/park-rentals). Our goal is to offer leisure opportunities that enhance Upland's quality of life.

Our office is inside Magnolia Park, 651 W. 15th Street, Upland, and open Monday – Thursday, 8:00 a.m. to 6:00 p.m.

### **George M. Gibson Senior Center**

350 N. Third Ave., Upland, (909) 981-4501

Programs to enhance the lives of all adults age 50+ with special events, enrichment classes, fitness programs, arts & crafts workshops, billiards tournaments, and much more! Join active seniors in your community during Happy Hour, Bunko, Socials, Fitness Groups, Gardening Club, or volunteer to share your talents.

### **The Upland Public Library**

450 N. Euclid Ave., Upland, (909) 931-4200

The Upland Library offers a range of services to better serve our community as a place of learning and resources.

The Upland Library provides services to help community residents obtain information meeting their personal, educational, and recreational needs. The library places special emphasis on reference services and on stimulating young children's interest and appreciation for reading and learning. The library serves as a learning and cultural resources center for all residents of the community.

## MARK YOUR CALENDARS

### Annual Community Events:

- March - Lemon Zest 5K & 1K Kids' Dash
- March - Irish Festival, Downtown Upland
- April - EGG-Streme Egg Hunt for Adults
- April - Spring Egg Scramble for Kids
- April - Earth Day, Greenbelt Park
- June - Lemon Festival, Downtown Upland
- June & July - Summer Concerts at Magnolia Park
- July 4 - Light Up The Night, Cable Airport
- August - National Night Out
- October - Scary-A-Faire, Downtown Upland
- November - Turkey Trot 5K & 1K Kids' Dash, San Antonio Park
- December - Hometown Holiday Parade & Faire, Downtown Upland

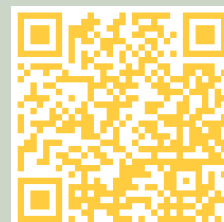


### City offices will be closed on the following holidays:

- |                            |                                       |
|----------------------------|---------------------------------------|
| New Year's Day             | Thanksgiving                          |
| Martin Luther King Jr. Day | Day After Thanksgiving                |
| Presidents' Day            | Christmas                             |
| Memorial Day               | Winter Holiday Closure                |
| Independence Day           | <i>(Christmas through New Year's)</i> |
| Labor Day                  | New Year's Day                        |



**Upland Today News Magazine**  
 "Upland Today" is published quarterly and mailed to homes in the City of Upland in order to inform residents of community news, recreation activities, and cultural events. Pick up your copy at any City facility or view it online.



## MISCELLANEOUS INFORMATION

### **San Bernardino County Registrar of Voters**

777 E. Rialto Ave.

San Bernardino, CA 92415-0770

(909) 387-8300

[www.SBCounty.gov](http://www.SBCounty.gov)

Email: [Communications@rov.sbcounty.gov](mailto:Communications@rov.sbcounty.gov)

Business Hours:

Monday – Friday

8:00 a.m. to 5:00 p.m.



To register online:

Visit the California Secretary of State's website and follow the instructions provided to fill out an online Voter Registration Application. [www.sos.ca.gov/elections](http://www.sos.ca.gov/elections)

(For information specific to the City of Upland elections such as Councilmember Districts, Mayor, City Treasurer, or Measures, please visit the Upland City Clerk website at [www.uplandca.gov/City-Clerk](http://www.uplandca.gov/City-Clerk))

### **Upland Chamber of Commerce**

215 N. 2nd Ave., Suite D

Upland, CA 91786

(909) 204-4465

[www.uplandchamber.org](http://www.uplandchamber.org)

Email: [info@uplandchamber.org](mailto:info@uplandchamber.org)

Business Hours:

Monday – Thursday

9:00 a.m. to 5:00 p.m.

Friday

9:00 a.m. to 12:00 p.m.



The Upland Chamber of Commerce strives to promote the continuous improvement of the common good and the quality of life in the community through the pursuit of new business; the cultural, social, and economic education of our citizens; and by providing accurate and timely assistance to the business community.

# Thank You

For Joining Our Community!

*~Your Award Winning Finance Team*



**CITY OF  
UPLAND**

ADMINISTRATIVE SERVICES  
FINANCE DIVISION  
460 N. EUCLID AVENUE  
UPLAND, CA 91786  
Telephone (909) 931-4150  
Facsimile (909) 931-9923