



East Pasadena Water Company

DURING THE COVID-19 CONCERN, IT IS CRITICAL THAT CUSTOMERS CONTINUE PAY THEIR WATER BILLS ON TIME. DOING SO WILL ENSURE THAT YOUR WATER COMPANY CONTINUES TO PROVIDE YOU WITH UNINTERRUPTED WATER SERVICE, WHICH IS CRUCIAL FOR HAND WASHING AND HEALTH NEEDS.

At East Pasadena Water Company, the health and safety of our customers, communities and employees is our top priority. Our focus continues to be providing high quality, reliable service to customers for health and sanitation purposes during the emergency.

Water Quality

East Pasadena Water Company provides our customers with clean, fresh water. Our water meets all current federal and state drinking water requirements.

Water System Emergencies

In the event of an emergency, please call our emergency number 626-313-5113.

Customer Service and Billing

Customers are encouraged to mail in payments or make them on-line at www.epwater.com. Simply click on the "Pay my bill" icon on the front page and follow the prompts. If you must make an in-person payment, please use the drop-box in the front of our office for non-cash payments only. For cash payments, please use a money order or cashier's check. Walk-in service has been temporarily suspended"

Customers may view their bills using the same "Pay my bill" portal.

In an effort to keep our customers safe during the coronavirus pandemic, East Pasadena Water Company will be placing a moratorium on disconnecting service shutoffs for nonpayment at this time.

We will continue to evaluate this moratorium as more information becomes available.

Customers will be responsible for paying their water bills for service rendered. Upon re-evaluation, normal procedures will be restored, including those for addressing nonpayment of accrued amounts owed for past service.