

New Service Application Instructions

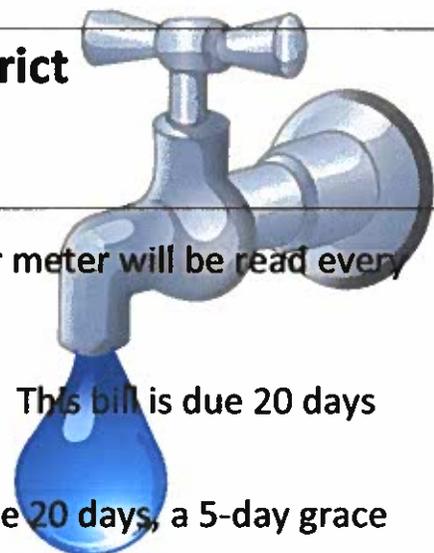
To sign up for new service, please print this form, fill it out and either fax or email to LHMWD. This form will not populate your information. Please send completed form along with a copy of your driver's license or California I.D. and email to newservice@lhmwd.org or fax to 951-927-2913. You may also come in to the LHMWD office located at 26385 Fairview Avenue to sign up for service.

The service will not be connected until all information has been submitted, including a copy of the applicants CDL or CA I.D. There is a same day service fee of \$50 or you may wait until the next available business day for no extra charge. The \$50 same day service fee is required to be paid before service can be connected.

A deposit may be required before service can be connected

Lake Hemet Municipal Water District

Billing Procedure



Lake Hemet Municipal Water District bills customers every day. Your meter will be read every 28-32 days, depending on weekends and holidays.

- **Blue Bill** - This will be the original bill that goes out each month. This bill is due 20 days from the date of the bill.
- **Past Due Notice** – If the amount of the **Blue bill** is not paid by the 20 days, a 5-day grace period is given, & a \$15 late fee is added to the account. A **Past Due Notice** is then generated & mailed to each account which gives customers another 34 days to pay their bill. This notice informs customers of the Due Date, Cutoff Date, & fees due if service is disconnected. Waiting until the cutoff date to pay the bill will be too late & all additional fees and/or deposit will apply.
- **Blue Bill** – After approximately 30 days, the next month's bill will be generated. If the previous balance has not been paid, the **Past Due** balance will show in the upper right-hand corner. The **Past Due** amount also shows on the bill stub & says “**Please pay immediately**”. The due date only applies to the current balance, not the Past Due amount.
- **Final Notice** – This is the fourth & final notice that goes out before the water service is disconnected for non-payment. This notice should arrive eight to ten days before the cutoff date. The payment must be received on or before the Due Date, by 5:00 P.M., in order to avoid disconnection. As soon as the disconnect list is generated, at 8:00 A.M. on the cutoff date, (60 days after the original bill date) the \$50 reconnect fee applies & must be paid along with the bill. This fee applies whether or not the service has been disconnected. A \$300 deposit will also be due if a deposit has not been previously collected. There were three other notices mailed to the property address. Water service is disconnected after 60 days if the bill remains unpaid.
- **Please Note** – Payments made on-line through your bank will take 5-7 business days to reach us. Please do not use this payment method if paying close to cutoff date. Options that would post a payment to your account the same day would be: **1) On-line through the LHMWD website, 2) A 24/7, 833-259-4021 number also listed on your bill, 3) Call in to the office with a debit/credit card payment.**
- Using any one of the above payment methods, prior to cutoff, would prevent additional fees and a deposit from being required.

Lake Hemet Municipal Water District

Deposit Collection Procedure

Lake Hemet Municipal Water District collects customer deposits due to the following circumstances;

- The customer has been turned off for non-payment.
- A customer has signed up for service and left a balance at a previous address and/or had a deposit on their account at a previous address.
- The meter has been tampered with, turned on illegally, or access to the meter has been blocked.
- The meter has been pulled due to misconduct or non-payment.
- “Owner Only” properties require a deposit. When the owner is not able to be reached, in certain situations, the tenant *may* be allowed to sign up with a deposit.
- Companies signing up for service with a tax ID number, must pay a deposit. District Rules & Regulations require a DL or CA ID.

Deposits of \$300 are held on the customer’s account for twelve consecutive months, provided service has been continuous & all bills for such service have been paid on or before the due date. The deposit will then be applied to the customer’s account balance.

