

Lake Hemet Municipal Water District

Billing and Cut-off Procedure

Lake Hemet Municipal Water District bills customers Monday through Thursday. 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 with a 5-day grace period.
- **Past Due Notice** – If the amount of the **Blue bill** is not paid by the end of the grace period (25 days), a \$15 late fee is added to the account. A **Past Due Notice** is then generated which gives customers an additional 60 days to pay their bill. This notice informs customers of the Due Date, Cutoff Date, and fees due if service is disconnected.
- **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 and reads "Please pay immediately". **The due date only applies to the current balance, not the Past Due amount.**
- **Final Notice** – This is the fourth and final notice and is mailed at least 10 days before the water service is cut-off for non-payment. The payment must be received on or before the Due Date by 5:00 P.M. to avoid disconnection. Waiting until the cut-off date to pay the bill will be too late and all additional fees and a deposit will apply.
- **Cut-off** – The cut-off list is automatically generated on the cut-off date (85 days after the original bill date).
 - A \$50 reconnect fee applies and must be paid in addition to the amount past due. This fee applies whether the service has been cut off or not.
 - A \$300 deposit may also be due if a deposit has not been previously collected.
 - If requesting water service to be reconnected after 4:30 pm, an after-hours fee of \$150 applies and must be paid prior to being turned back on.
- **Please Note** – Payments made online through your bank will take 5-7 business days to reach us. Please do not use this payment method if paying close to the cut-off date.

For same-day payments, please use the following options:

- On-line through the LHMWD website,
- Automated 24-hour phone line 833-259-4021
- Call or visit the office during business hours 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.