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 righthand 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.
- <u>Please Note</u> 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.