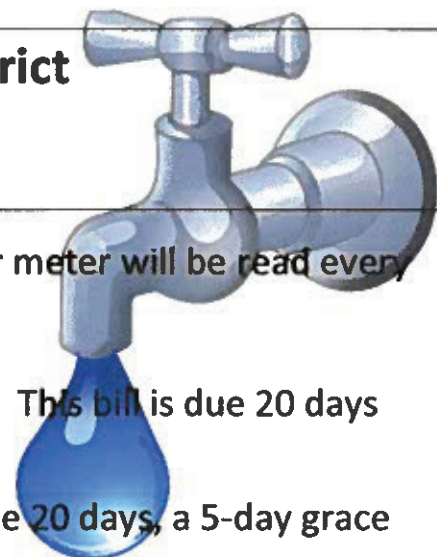


Lake Hemet Municipal Water District

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.