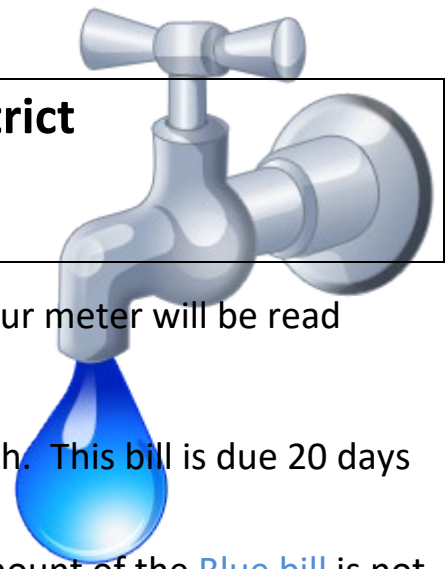


# Lake Hemet Municipal Water District

## 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** – This notice goes out after 22 days, if the amount of the **Blue bill** is not paid. At this time the bill is delinquent & a \$3 late fee is added to the account which gives customers another 17 days to pay their bill. This notice informs customers of the Due Date, Shut off Date, and fees due if service is disconnected. Waiting until the Shut Off date to pay the bill will be too late and 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, in the upper right hand corner it will read, **Previous Balance Subject to Shut Off**, with the date the service will be shut off. Again, the previous balance needs to be paid **before** the Shut Off date.
- **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 shut off date. The payment must be received on or before the Due Date, by 3:00 P.M., in order to avoid disconnection. As soon as the disconnect list is generated, at 8:00 A.M. on the shut off date, the \$70 reconnect fee applies & must be paid along with the bill. This fee applies whether or not the service has been disconnected. A deposit of \$200 will also be due if a deposit has not been previously collected. This is a courtesy reminder only, as there were three other notices mailed to the property address. Water service is disconnected after 40 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 shut off 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 would prevent additional fees and a deposit from being required, if turned off for non-payment.