

## 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](mailto: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

APPLICATION FOR DOMESTIC SERVICE

I hereby make application for supplying of Domestic water to the premises described:

Today's Date: \_\_\_\_\_ Telephone # \_\_\_\_\_

First & Last name as it is to appear on your bill: \_\_\_\_\_  
(please print)

New Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Are you the owner: \_\_\_\_\_ Are you the tenant: \_\_\_\_\_

CDL # or CA I.D. # \_\_\_\_\_

Date you want service in your name: \_\_\_\_\_

If requesting same day service, a \$50 service fee is to be paid **before** service can be connected.

I hereby agree to abide by all the Rules and Regulations of the District.

Applicant: \_\_\_\_\_  
Signature

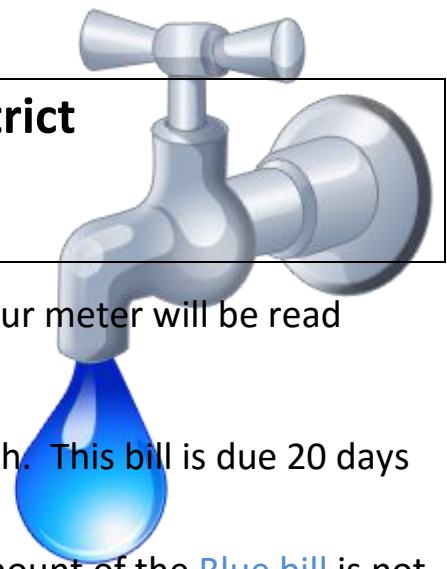
---

---

Please call the Lake Hemet Municipal Water District office with any questions or to make a payment, 951-658-3241, Customer Service Representatives are available to assist you.

# 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 20 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 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 **prior** to 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, 877-543-8358 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.

# 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.

Deposits of \$200 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.

