



5034 W Avenue L Quartz Hill CA 93536

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Welcome to the District!

This New Customer Information Letter provides you information about:

- Your Bill •Occupant Allotment •Outdoor Irrigable Area •Automatic Payments •Online Payment •Conservation
- Este boletín contiene información muy importante. Tradúzcalo o hable con alguien que lo entienda bien.

Understanding Your Water Bill

Your water bill is comprised of a flat monthly rate, and a usage charge on a tiered water budget. The current flat rate for a residential customer with a 3/4" or 1" meter is **\$30.03** per month.

Tier 1 (Indoor) Each month, we will calculate your **indoor** water budget at 52 gallons per person per day (gpcd). Based on the census data for our district, we have given everyone a base allotment of three people. If you have more than three full time residents, you may complete an Adjustment Application for Occupants to increase the number.

Tier 2 (Outdoor) Your **outdoor** water budget calculation is based on the County Assessor parcel and GIS data. The irrigable area is multiplied each month by the ET factor for the same month. This number is derived from Lancaster and Palmdale CIMIS station data of the last three years.

Tier 3 Use: Any usage over the Non-Essential up to 150%.

Tier 4 Use: Any usage over the Inefficient Tier.

$$\begin{array}{ccccccc}
 \text{HOUSE} & = & \text{PEOPLE} & \times & 52 & \times & \text{SUN} & \div & 748 \\
 \text{INDOOR} & & \text{Persons Per Household} & & \text{Gallons Per Person} & & \text{Days in Billing Cycle} & & \text{Conversion Factor} \\
 & & \text{Number of Permanent} & & \text{Per Day} & & & & \text{(gallons per billing unit)} \\
 & & \text{Residents} & & & & & &
 \end{array}$$

$$\begin{array}{ccccccc}
 \text{TREE} & = & \text{PLANTS} & \times & \text{ET} & \times & 0.7 & \times & 0.62 & \div & 748 \\
 \text{OUTDOOR} & & \text{Irrigable Area} & & \text{Monthly} & & \text{Plant Factor} & & \text{Conversion Factor} & & \text{Conversion Factor} \\
 & & \text{Square Footage} & & \text{Evapotranspiration Rate} & & \text{(based on a combination} & & \text{to gallons)} & & \text{(gallons per billing unit)} \\
 & & & & & & \text{of native plants and turf)} & & & &
 \end{array}$$

ET FACTOR BY MONTH 2021							
January	2.06	April	7.13	July	8.1	October	4.9
February	2.75	May	7.83	August	9.11	November	3.1
March	4.73	June	9.45	September	6.87	December	1.96

You can PAY ONLINE at www.qhwd.org!

The District is happy to answer any questions regarding your water service during normal business hours, Monday through Friday 8–4. Service calls after hours or on weekends and holidays will be made only in emergency situations. Otherwise, there is a charge for any non-emergency service calls.

If a customer has an emergency and needs the water shut off after hours (after 4:00p.m. and before 8:00 a.m. on weekdays), on weekends and holidays, call (661) 943–3170 and follow the automated prompts.

Residential Rates: FY2021

Monthly Flat Rate: 3/4" & 1" meter 30.03

Tier Unit Cost (1 unit = 748 Gallons)

Tier 1 (Indoor)	1.12 per unit
Tier 2 (Outdoor)	1.52 per unit
Tier 3	2.61 per unit
Tier 4	3.87 per unit

"Making Conservation a California Way of Life."

We may not be in an official drought, but Governor Brown's Executive Order B-40-17 prohibits: hosing off sidewalks, driveways and other hardscape • watering lawns in a manner that causes runoff, or within 48 hours of measurable precipitation • washing vehicles with hoses not equipped with a shut-off nozzle • and more you can find online.

Customers are not permitted to operate District water valves and equipment, even if the District has discontinued service. If the water is off for non-payment, all unpaid water bills and other charges must be paid, before water service will be reinstated. If there is and replacement & repair of any damage to District facilities needed, that must be paid as well.

RECURRING PAYMENTS

Save yourself from Late Fees! Automatic payments are an easy way to ensure you aren't late. To set up recurring payments, just give us a call or visit our website. We'll attempt to draw your payment on the 3rd of each month, or the next business day if it falls on a weekend or holiday. You can

DISHONORED CHECKS

Any time a check is not paid and returned, an additional charge of \$20.00 will be added to the account. The amount of the dishonored check and the \$20 charge must be paid in cash, money order or credit card within 48 hours to avoid a disconnection and additional fees.

QHWD's financial institution does not attempt redeposit of checks.

Policy Regarding Liens for Unpaid Charges

California law authorizes a County Water District to record liens in order to secure payment of unpaid and delinquent charges for water or services provided to customers of the District. In certain circumstances, the District may place a lien against the property to which water service was provided. In other circumstances, the District may place a lien against all real property in the County of Los Angeles owned by the person responsible for payment of charges for water or other services provided.

In those instances where water service is provided to the owner of the property receiving such service, the Board of Directors authorizes the recordation of lien against that property in accordance with the provisions of Water Code Section 31701.5. The General Manager of the District is authorized to execute and direct the recordation of such liens on behalf of the District.

In those situations where the General Manager feels it is in the best interests of the District to record a certificate of lien against the person responsible for payment of unpaid & delinquent charges for water or other services provided by the District, the General Manager is authorized to execute and direct the recordation of a certificate of lien in accordance with the provisions of Water Code Section 31704.7.

Upon payment of the outstanding charges secured by a lien, or where the General Manager deems it to be in the best interests of the District, the Board of Directors authorizes the General Manager to execute and direct recordation of a release of lien with respect to any lien filed in accordance with this policy.