



Welcome!

This New Customer Information Letter provides you information about:

- Your Bill
- Occupant Allotment
- Outdoor Allocation
- Automatic Payments
- Online Payment
- Conservation

Este boletín contiene información muy importante.

Tradúzcalo o hable con alguien que lo entienda bien.

Important Billing Dates

The District will read your meter on the first business day of the month and bill you on the **5th BUSINESS DAY** of every month. Your bill is due and payable on the date of mailing and will become delinquent 25 days after the date of mailing shown on the bill. These dates can also be found on our website calendar.

If the bill is not paid before the delinquent date, the unpaid balance will be subject to a 10% late fee.

In the event a water bill becomes delinquent, a Late Notice (Notice of Delinquency) will be mailed, notifying you that the delinquent bill and late charge must be paid by 9:00 a.m. on the 3rd Thursday after the late notice. If payment is not made by then, a Door Tag (Notice of Discontinuance) will be delivered to the property and a \$25 fee assessed. The Door Tag will be delivered at least 48 hours prior to discontinuance of service. Once a Door Tag is sent out, the total bill, including the late charge, must be paid before 9:00 a.m. on the second business day following delivery of the Door Tag or the date specified on the notice. Otherwise, water service will be discontinued without further notice and a fee of \$25.00 will be charged to the account. To restore water service after discontinuance, a \$20.00 reconnection fee will be imposed and required along with the late bill and fines.

Understanding Your Bill

Our billing structure is comprised of two factors, an indoor occupant 'essential use' allotment (base tier) and an outdoor allocation based on the size of your lot (non-essential tier).

Occupant Allotment Tier 1 (0-4200* gallons)

Every household is automatically given a 3 person - 4200 gallon 'essential use' allotment. This is the first tier on your bill. By using the census information for all households in our district, we found 3 was the 'average number'. If you have more full time residents than 3, you simply need to fill out an Adjustment Application and we will increase your base allotment by *1000 gallons per additional person. This application is valid for two years, and you may reapply after that.

Outdoor Non-Essential Use Tier 2 (*4201 - %)

To determine the next tier on your bill, we've created a worksheet to show you exactly how many gallons will be allowed per month. Of course, we do it for you on the bill, but in order to maintain transparency, you have the opportunity to see where the numbers are derived from.

We have gathered lot sizes from the LA County Assessor's office. For the first 5000 square feet, we calculate 19 gallons each, and for the next 9000 square feet, we calculate at 17 gallons per square foot. Anything over that will be at 14 gallons per square foot.

The total number of allowable gallons in the 'outdoor' allocation is then divided by month as seen on the left. This is designed to permit the most water in the warmer months and less outdoor allocation in the months that should require little to no outdoor use.

Inefficient Use Tier 3

Any usage over the Non-Essential up to 130%

Unsustainable Use Tier 4

Any usage over the Inefficient Tier

Month and Percentage of Annual Outdoor Allocation

January	3%	July	15%
February	4%	August	14%
March	7%	September	10%
April	9%	October	7%
May	11%	November	4%
June	13%	December	3%

ONE UNIT OF WATER = 748 GALLONS

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 4:00 p.m. and before 8:00 a.m. on weekdays), on weekends and holidays, call (661) 943-3170 and follow the automated prompts.

Residential Rates: January 2019

Monthly Flat Rate: 3/4" & 1" meter 29.95

Tier Unit Cost (1 unit = 748 Gallons)

Essential	Tier 1	1.15 per unit
Non-essential	Tier 2	1.53 per unit
Inefficient	Tier 3	2.89 per unit
Unsustainable	Tier 4	5.48 per unit

RECURRING PAYMENTS

Never miss a due date. Since our due dates move by a day or two each month, automatic payments are an easy way to ensure you aren't late. To set up recurring payments, you can call or go online. We'll attempt to post your payment on the actual due date each month. You can also pay at our website.

www.qhwd.org

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.

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 any replacement and repair of any damage to District facilities needed, that must be paid as well.

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 re-deposit of checks.

"Making Conservation a California Way of Life."

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 automobiles with hoses not equipped with a shut-off nozzle
- and more found online.

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