



QUARTZ HILL WATER DISTRICT

5034 W Avenue L • Quartz Hill, CA 93536
661-943-3170 • www.qhwd.org

Important Applicant Information

Este boletín contiene información muy importante. Tradúzcalo o hable con alguien que lo entienda bien.

The following is a summary of Quartz Hill Water District Policies with regard to the application for water service. The application may be downloaded from our website or obtained in the office. If you are unable to come into the office in person you will need to have the Application for Water Service notarized and an All Purpose Acknowledgement form, must accompany your Application, along with the check or cash for the deposit.

- Water service must be applied for by the **owner** of the property for which service is requested.
 - Owner/applicants must verify property ownership. The District will accept any one of the following as proof of ownership.
 - a copy of the recorded deed for the property;
 - a current property tax bill
 - a title insurance policy
 - an escrow closing statement
 - Water Letter from the escrow company (fax:661-943-0457)
 - All applicable fees and costs for the water service must be paid before service will be established.
 - The District shall require new applicants for service to provide the District with a deposit amount to be determined by the District. Acceptable forms of payment are cash or check

You may verify the specific sum by calling the office 661-943-3170.

The District will retain the guarantee deposit until the service is terminated and all fees and charges related to the terminated service have been paid in full. Should the District draw down on the guarantee deposit to pay any fees or charges, the consumer shall replenish the deposit to the original amount, or such greater sum, as the General Manager shall determine to be appropriate. No interest shall be paid on any guarantee deposit.



Welcome!

This New Customer Information Letter provides you information about:

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

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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 required 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