

La Habra Heights County Water District  
1271 N. Hacienda Road  
La Habra Heights, CA 90631  
(562) 697-6769  
www.lhcwd.com  
Office Hours: 7:30 a.m. - 5:00 p.m.  
Monday through Friday

#### IMPORTANT CONSUMER INFORMATION

- La Habra Heights County Water District's office is located at the address shown above and is the only authorized paying station.
- Failure to receive a bill does not relieve the customer of responsibility for on time payment.
- The bill is due and payable when received. Payments are to be received in the District office on or before the due date. Payments are posted on the date they are received in the District office, not the date post-marked.
- After hours payments can be made at the drop box located to the left of the District's office entrance.
- Water flow restriction due to non payment- payments made after office hours, weekends or holidays your water will be unrestricted only during office hours (7:30 am to 5:00 pm)

#### TERMS AND CONDITIONS

- **Water Usage Charge:** The charge for actual amount of water used. One unit of water is equal to 100 cubic feet (CCF), or 748 gallons Of water.
- **Readiness-To-Serve-Charge:** A monthly charge for water system operational, administrative and maintenance costs based on the customer's water meter size (volume of flow).
- **Late Charge:** A charge of 7% of balance will be applied to any account with an unpaid balance as of the due date.
- **Flow Restriction Delinquent Charge:** Service will be restricted for non-payment of past due charges, a \$95.00 flow restriction delinquent charge will be charged. Restoration of service will not be made after office hours. Payment of both the total balance and flow restriction delinquent charge is required prior to restoration of water service.
- **Returned Payment Charge:** A charge of \$32.00 will be assessed on all returned payments. Repayment must be made by cash, cashier's check, money order or credit card.
- **Door Tag Charge:** A charge of \$29.00 will be assessed for any door tag issued.
- **One-time payments using credit/debit cards, e-checks, and auto-pay using credit/debit cards:** are charged a processing fee from a 3rd party and not from La Habra Heights County Water District. This fee will be the greater of \$3.05 or 2% of the payment amount.
- **ACH draft from checking account:** No processing fee from La Habra Heights County Water District, check your bank for additional fee information. Your account must have a zero balance prior to enrollment.

*Auto pay with credit/debit card and ACH draft payments from checking account must have a zero balance prior to enrollment. The payment will be deducted monthly, ten days from the statement mail date. If auto draft day occurs on the weekend, your payment will be deducted the following business day.*

#### PAYMENT OPTIONS

La Habra Heights County Water District payment options are:

- By mail: Send payment and the lower portion of this bill in the enclosed envelope.
- Online payment through your bank - contact your financial institution.
- 24-Hour payment drop box at District office.
- Online payments through District's website:
  - One time payments with credit/debit card or e-check.
  - **Auto Pay** using credit/debit card or **ACH** draft from checking account.