

La Habra Heights County Water District
1271 N. Hacienda Road
La Habra Heights, CA 90631
(562) 697-6769
www.lhhcwd.com

Office Hours: 8:00 a.m. - 4:30 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 main office entrance.

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.
- **Turn-Off Charge:** Service will be discontinued for non-payment of past due charges, a \$41.00 turn-off fee will be charged. Reconnection of service will not be made after office hours. Payment of both the total balance and turn-off fee is required prior to reconnection of water service.
- **Returned Check Charge:** A charge of \$21.00 will be assessed on all unpaid checks returned to the District. Repayment must be made by cash, cashier's check, money order or credit card.
- **Door Tag Charge:** A charge of \$22.00 will be assessed for any past due and/or NSF door tag issued.

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.
- Credit/debit card:
 - Auto Pay: Automatic monthly payment - enrollment form available, call District office or visit website.
 - Fill out the form below and mail this information for one time payment.
 - By phone during District office hours only.

WATER ACCT. # _____ AMOUNT _____

CREDIT CARD BILLING ADDRESS _____

VISA OR MASTERCARD C/C # _____ EXPIRATION _____

3-DIGIT SECURITY CODE _____ DAY TIME PHONE # _____

CARD HOLDER SIGNATURE _____ PRINT NAME _____