

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 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 returned checks. 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/echeck - through District's website only.