



Water Service Application

Office Closed on Friday, Saturday and Sunday

Commercial Residential

Today's Date: ____/____/____

Service Connection Request Date: ____/____/____

Service Address:	
Primary Customer Name:	Contact Phone #:
Social Security #:	Alt Phone #:
Email Address: <input type="checkbox"/> Please email District information, alerts, newsletter, etc.	A valid government-issued picture ID is required to obtain water service. Driver's License or ID #: State: _____ Expiration: _____
Mailing Address (if different than service address):	
Secondary Customer Name:	Contact Phone #:
Social Security #:	Alt Phone #:
Email Address: <input type="checkbox"/> Please email District information, alerts, newsletter, etc.	A valid government-issued picture ID is required to obtain water service. Driver's License or ID #: State: _____ Expiration: _____
Mailing Address (if different than service address):	

***There is a \$25.00 fee to establish service.**

MASTER ACCOUNT: The Customer named above on this application is:

Owner (Master Account) **Tenant (Rental Agreement Required)**

Note: If the account is being opened by the Tenant, the Owner, Realtor and/or Property Manager will be the Master Account holder for the property. At such time as the Tenant closes the account, the billing of Service Fees will revert to the Master Account holder. Hi-Desert Water District Rules and Regulations, require that Service Fees are billed monthly, regardless of whether water service is on or off at the property. I understand all bills are due and payable within 20 days of billing, and at 30 days a late charge of \$10.00 or 10% (which ever is greater) will be assessed against all delinquent bills. I understand a \$25 account establishment fee will appear on my first bill as an adjustment.

Master Account holder (if applicant is tenant): NAME: _____ **PHONE:** _____ **EMAIL:** _____

SIGNATURE: _____ **ADDRESS:** _____

DEPOSIT:

- ✓ A \$250 refundable deposit is required for all new customers opening an account for the first time.
- ✓ The deposit may be reduced if the first-time applicant can provide proof of satisfactory, recent, twelve month payment history from a water, electric, gas or telephone utility.
- ✓ The deposit may be reduced if the first-time applicant authorizes Hi-Desert Water District to perform a credit check. Only one credit check per customer will be processed and must be in the name of the primary applicant. There is a \$10 non-refundable fee for performing the credit check. Credit check results:

Green	Yellow	Red
No Deposit Required	\$150 Deposit Required	\$250 Deposit Required

✓ An existing or previous customer with a poor payment history may be required to make a \$250 refundable deposit when establishing new service.

✓ An existing or previous customer with a satisfactory payment history may have the deposit waived.

Check One: **HDWD Customer with good payment History** **\$10.00 Credit Check** **\$250.00 Refundable Deposit**

PREVIOUS HI-DESERT WATER DISTRICT SERVICE ADDRESS:

CHOOSE ONE:

- Leave Service in the **"ON"** position. Customer accepts full responsibility for any damage occurring as a result of water service being turned on (Hi-Desert Water District, Code 5.20.080).
- Leave Service in the **"OFF"** position. The District will remove the lock only. Customer will manually turn service on at the meter. An \$80.00 fee will be required if customer requests District assistance to turn the service on during non-business hours.

DEPOSITS, FEES AND CHARGES:

All deposits, fees and charges required to establish service must be paid prior to service being rendered. Fees and charges are not negotiable and are required to cover the costs incurred by the District.

STOP WATER SERVICE:

Customer may provide notification via phone call, email (customer_service@hdwd.com), or walk into Hi-Desert Water District to stop service. Written notification must include an address for final billing and the date on which the service will be discontinued. Should the District discontinue your service on the date provided and you then require the service to be re-established, you may be required to fill out the Water Service Application and pay \$25.00, prior to the service being turned back on.

IMPORTANT NOTE! Starting a new service does **NOT** automatically discontinue service at your current service address.

ACCOUNT ACCESS:

You may provide additional name(s) of individuals that you will allow to access your account, should you not be available to contact Hi-Desert Water District. Please print.

If you provide access, you must attach a picture I.D. for each name. This will help to protect your account from unauthorized individual(s) accessing your account information without your consent.

IMPORTANT, PLEASE READ:

I, the undersigned, have completed this application and affirm/swear that I am at least 18 years of age and the information provided is correct. I agree to comply with all District, Ordinances, Policies, Rules and Regulations (posted at www.hdwd.com).

An account that does not have a deposit on file, and is locked off for non-payment, will be required to pay a deposit prior to service being re-established. I further understand that my previous accounts with Hi-Desert Water District that remain unpaid will be transferred to my current account. I understand that it is unlawful to provide false information or misrepresentation in making this application. If it is determined that false information has been given, service may be disconnected without further notice. By signing I acknowledge that I have read and understand the terms of service.

Primary Customer Signature: _____ Date: _____

Secondary Customer Signature: _____ Date: _____

WATER SERVICE INFORMATIONAL PAMPHLETS:

- Rates and Fees
- Checking For Leaks
- Info Packet to be mailed
- Important Information for Customer
- Decline, do not want to receive

By initialing, I acknowledge that the informational pamphlets checked above have been provided to me.

Initial: _____

FOR OFFICE USE ONLY:			
ACCOUNT # _____	Deposit: _____	Billed _____	Collected _____
Credit Check (if applicable): Green / Yellow / Red	New Account/	_____	_____
HDWD Credit History: Pass / Fail	Transfer Fee:	_____	_____
Letter of Credit Pass / Fail	Credit Check fee:	_____	_____
New Development Yes / No	Service Rep: _____		
			Adverse Letter: _____
			Master Account: _____
			Yes _____ No _____
			Master Acct _____