



# Water Service Application

Office Closed on Friday, Saturday, and Sunday

Commercial  Residential

Today's Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Service Connection Request Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

<b>Service Address:</b>	
<b>Primary Customer/Company Name:</b>	<b>Cell Phone #:</b>
<b>Social Security #:</b>	<b>Alt Phone #:</b>
<b>Email Address:</b>	A valid government-issued picture ID is required to obtain water service. <b>Driver's License or ID #:</b>
<b>Mailing Address (if different than service address):</b>	
	<b>State:                      Expiration:</b>
<b>Secondary Customer Name:</b>	<b>Cell Phone #:</b>
<b>Social Security #:</b>	<b>Alt Phone #:</b>
<b>Email Address:</b>	A valid government-issued picture ID is required to obtain water service. <b>Driver's License or ID #:</b>
<b>Mailing Address (if different than service address):</b>	
	<b>State:                      Expiration:</b>
<b>*There is a \$25.00 fee to establish service.</b>	
<b>MASTER ACCOUNT: The Customer named above on this application is:</b>	
<input type="checkbox"/> <b>Owner (Master Account)</b> <input type="checkbox"/> <b>Tenant (Rental Agreement Required)</b>	
<b>PREVIOUS HI-DESERT WATER DISTRICT SERVICE ADDRESS:</b>	<b>Account Access:</b>
<b>CHOOSE ONE:</b>	
<input type="checkbox"/> Leave Service in the "ON" position. Customer accepts full responsibility for any damage occurring as a result of the water service being turned on (Hi-Desert Water District, Code 5.20.080). <input type="checkbox"/> 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.	

<b>DEPOSITS, FEES AND CHARGES:</b>
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. A Social Security number is required. If no Social Security number is given, then \$250 deposit is required and not refundable until account is closed.
<b>Check One:</b> <input type="checkbox"/> <b>HDWD Current customer with good payment history In last 12 months</b> <input type="checkbox"/> <b>\$10.00 Credit Check</b> <input type="checkbox"/> <b>\$250.00 Refundable Deposit</b>
<b>IMPORTANT, PLEASE READ:</b>
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 <a href="http://www.hdwd.com">www.hdwd.com</a> ). By signing I acknowledge that I have read and understand the terms of service.
Primary Customer Signature: _____ Date: _____
Secondary Customer Signature: _____ Date: _____

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

## **DESCRIPTION OF CHARGES**

**WATER CHARGE:** This is the consumption charge for actual water use, which funds a portion of the District's variable costs of production and operation.

**SERVICE CHARGES:** This fund a portion of the District's fixed operational expenses.

**CAPITAL REPLACEMENT PROGRAM (CRP):** Replacement/Improvement of pipe.

**NOTE:** The charges listed above are for a single-family residence, 5/8-inch meter. Current rates are posted on our web site for larger sized meters.

## **PAST DUE BILLS**

Charges for water service are billed monthly. It is the responsibility of the customer to make payment whether or not a bill is received. A bill is considered past due if a payment is not received within 20 days of the billing date. If payment is not received within 30 days of the billing date, a charge of \$10 or 10% of the balance (whichever is greater) will be added to the account. Service may be discontinued for non-payment 60 days after the due date.

## **PAYING YOUR WATER BILL**

For your convenience, you may also pay by the following options:

- Online at [www.hdwd.com](http://www.hdwd.com)
- By mail: PO Box 80312 City of Industry, CA 91716
- In person at 55439 29 Palms Highway during business hours.
- Drop boxes at 55439 29 Palms Hwy or 6955 Old Woman Springs Road. **NO CASH PLEASE.**
- Drop box inside Banc of California.
- By phone (760) 365-8333 (fee may apply)

## **DEPOSIT:**

A \$250 refundable deposit may be required for 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 company.

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.

If Social Security number is not provided, a \$250 deposit will be required and held for the duration of the account.

## **BOARD MEETINGS**

The Hi-Desert Water District was organized under Division 12, Section 30,000 et. seq. of the California Water Code. HDWD is a public agency governed by a five-member board that are elected by the Hi-Desert Water District's registered voters. The Board meets twice a month on the first and third Wednesday's at 4:00 p.m. in the District's board room at 55439 29 Palms Highway, Yucca Valley. The public is encouraged to attend.

## **TERMS AND CONDITIONS**

The Hi-Desert Water District ("HDWD") owns and maintains the water-service line from the water main to the outlet of the downstream side of the water meter. HDWD's portion of the water-service line is the "Service Connection." Backflow-prevention devices and separate domestic-water and fire-sprinkler systems are part of the customer's private service line ("Customer Service Line").

By accepting a Service Connection from HDWD, you, as the Customer, accept certain risks and responsibilities.

HDWD will provide a single Service Connection to the property that is identified in this application (your "Property"). However, HDWD may discontinue water service to your Property after following its rules and regulations (collectively, "Regulations") for any of the reasons set forth in the Regulations, including, but not limited to, for failure to pay your bill. If HDWD discontinues water service to your Property, there will be no water service for your residential fire-sprinkler system, and HDWD is not responsible for any loss or damage that might result from a sprinkler failure. You assume this risk. You also assume all risk of loss or damage that might result from backflow from your fire-sprinkler system into the domestic portion of your Customer Service Line.

Moreover, you agree to hold HDWD harmless from all third-party claims related to:

- (a) the residential fire-sprinkler system on the property;
- (b) backflow from the fire sprinkler-system into the domestic portion of the customer service line; or
- (c) the discontinuance of water service to the property for any reason set forth in HDWD's regulations.

As part of your obligation to hold HDWD harmless from third-party claims, you must pay for HDWD's defense, including all fees and other costs. HDWD may make all decisions with respect to its representation in and settlement of any third-party claim.

HDWD has no responsibility for the fire-sprinkler system on your property. You bear all risk of loss or damage to or from your fire-sprinkler system.

## **MORE INFORMATION**

For more information about water service and the Hi-Desert Water District contact customer service at (760)365-8333 or visit us online at: [www.hdwd.com](http://www.hdwd.com)