



WELCOME



Dear Valued Customer,

Hi-Desert Water District is committed to providing our customers with a safe and dependable water supply and wastewater treatment services in an efficient and financially responsible manner.

For over 60 years, the District has proudly provided clean, reliable drinking water to Yucca Valley, Yucca Mesa, and a small part of Joshua Tree. We currently serve over 11,000 customer accounts across a 57-square-mile service area. We operate and maintain 16 storage tanks, 13 wells, and over 312 miles of pipeline.

The water we deliver to our customers is pumped from wells that draw from our carefully managed groundwater basins. Groundwater reserves are replenished with water from Northern California via the State Water Project and the Morongo Basin Pipeline. We purchase the water from Mojave Water Agency, our wholesale water provider.

We have an ongoing capital improvement program to replace all old water pipelines and upgrade wells, pumps, and tanks as they reach the end of their useful life. Our in-house crews perform the work to save our customers thousands of dollars.

In addition to water service, the District provides sewer services to parts of Yucca Valley. In 2019, we completed the area's first centralized sewer system and wastewater treatment plant, which we proudly operate today, treating over 700,000 gallons of wastewater a day.

If you have any questions or would like to learn more, please don't hesitate to contact us at 760.365.8333 or email us at info@hdwd.com. For water emergencies, our District operator is available 24/7.

How to Contact Us

Phone: (760) 365-8333

Email: customerservice@hdwd.com

Location: 55439 29 Palms Hwy, Yucca Valley, CA 92284

Office Hours: Monday–Thursday, 7:30 a.m. – 5:00 p.m. (Closed Fridays)

Water Emergencies: Call (760) 365-8333 dispatch available 24/7



HOW TO READ YOUR WATER BILL

Below is a sample water bill. To help you better understand the information listed on the bill, match each numbered explanation below with the numbers shown on the sample bill:

1. The District's contact information.
2. Detailed account information: service address, account number, bill date, and billing period.
3. Special messages from the District.
4. Charges: This section provides a line-by-line description of District charges, which include a service charge and Water Usage fee. Usage is measured in units of water, with one unit equal to 748 gallons.
5. For comparison, water usage is shown by the current usage and previous years.
6. Payment Coupon: This section shows total charges, payment due date, and can be detached and submitted with payment.

Customer: 027879-017
 Account #: 22275678
 Service Address: 7141 Fox Trl
 Parcel#: 0581 870.06

55439 29 Palms Highway, Yucca Valley, CA 92284
 Tel: (760) 365-8333 Fax: (760) 365-8679

Account Information:
 Billing Cycle: 06/13/2025
 Due Date: 06/13/2025
 Service Period: 03/19/25 to 04/21/25
 Billing Cycle: 33 Days
 Current Meter Read: 155
 Previous Meter Read: 147
 Current Water Usage: 8
 Average Gallons Per Day: 181.33

Current Charges:

Fee	Unit Code	Units	Amount
1	\$4.02	X 4	\$16.08
2	\$7.53	X 4	\$30.12
Total Units:			8
Water Usage Charge:			\$47.80
Water Service Charge:			\$22.22
Current Charges:			\$73.02

Bill Summary:
 Previous Balance: \$73.02
 Payment - THANK YOU: \$73.02
 Current Charges: \$73.02
Total Balance Due: \$73.02

Special Message:
 As we enter the warmer months, irrigation and swamp coolers are the source of excess water use. It is important to inspect your property for leaks and repair them quickly. Small leaks can add up fast, so detect and repair leaks to save money! For conservation tips and how to detect leaks, visit our website www.hdwd.com

Historical Water Use Information:
 Your Water Consumption
 Service From: 03/19/25 Service To: 04/21/25
 Previous Reading: 147 Current Reading: 155 Consumption: 8
 (1 Unit = 100 cubic feet or 748 gallons)

Payment Coupon:
 HD-DESERT WATER DISTRICT
 PO BOX 80312
 CITY OF INDUSTRY, CA 91716-8312
 Account #: 027879-017
 Service Address: 7141 Fox Trl
 Total Balance Due: \$73.02
 Due Date: 06/13/2025
 Amount Enclosed: _____
 MAKE CHECKS PAYABLE TO:
 HD-DESERT WATER DISTRICT
 PO BOX 80312
 CITY OF INDUSTRY CA 91716-8312
 027879017000073021

HOW TO READ YOUR WATER METER

Learning how to read the meter will help you monitor your daily water usage. Meters are located in a box, usually near the street.



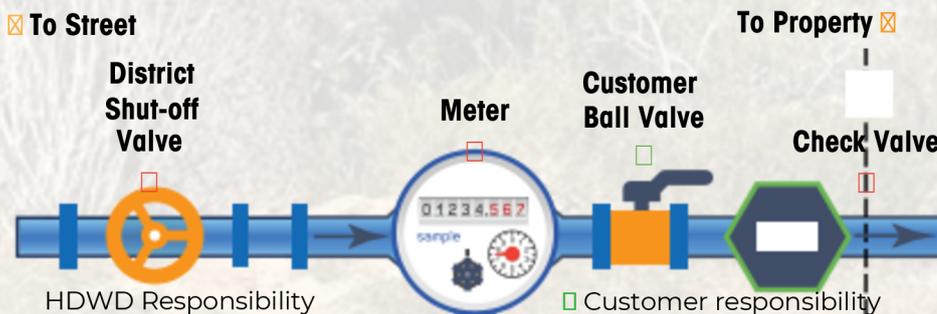
Step I: Open the water meter box. Write down all the numbers (the last two digits are decimal places). The picture of the meter to the left reads **0398.84**.

Step II: Check your meter after 24 hours. Write down all the numbers again, and subtract the first reading from the second reading. The difference represents your water usage measured in hundred cubic feet (HCF).

Step III: To convert HCF to gallons, multiply by 748. This is how many gallons you used in one day.

CUSTOMER RESPONSIBILITY

Customers are required to maintain easy access to the water meters. Please keep the meter box free from obstructions and not enclosed by a fence. The water service line from the water meter to the house is also the customer's responsibility. This includes the water pressure regulator. The customer is allowed to use the customer ball valve to turn off the meter. Please do not use the district valve. The District is responsible for the water meter and water service line that extends from the mainline pipe in the street to the property line.



YOUR BILLING & PAYMENT OPTIONS

For your convenience, the District offers a variety of options to pay your water bill.



Auto-Pay – Upon the due date of a bill, auto-draft from a checking account can be used to automatically pay the amount due. To sign up, visit www.hdwd.com, click on “Pay my Bill” and under your profile, select auto-draft payment.



Online Payments – Account access is available online 24 hours a day, 7 days a week and one-time payments can be made online at www.hdwd.com by clicking on “Pay my Bill.” There is no fee for ACH payments, but a fee will be charged for credit card payments to cover the cost of the fee to the District.



Phone payments – Payments are accepted over the phone using a Visa, American Express, Mastercard or Discover credit card. A transaction fee applies.



In person – Cash, check or credit card payments are accepted at the District office located at 55439 Twentynine Palms Highway in Yucca Valley, from 7:30 a.m. to 5 p.m. Monday through Thursday. A Payment Box is located in the lobby for check or money order payments.



Drop box – The District offers payment drop box locations at:

- Hi-Desert Water District, 55439 Twentynine Palms Highway, Yucca Valley
- District’s operations site, 6955 Old Woman Springs Road, Yucca Valley.
- Drop box payments made after 7:30 a.m. will be processed the next business day; cash is not recommended.



Mail – Bills can be paid through the U.S. Postal Service by returning the tear receipt and payment in the envelope provided and mailing it to the District’s Payment Processing Center, P.O. Box 80312, City of Industry, CA 91716-8312.



PAST DUE BILLS

A bill is past due if payment is not received within 20 days of the billing date. A late fee is applied if the balance remains unpaid after 30 days (\$10 or 10% of the past due amount—whichever is greater). After 60 days of non-payment the service is subject to disconnection.

Customer Service will make multiple attempts to contact the customer prior to locking off the service. It is ultimately the customer’s responsibility to ensure we have their current contact information and payments are made by the due date or payment arrangements are made.



CALL FOR SERVICE

Call (760) 365-8333 for service when:

1. **Color or odor in the tap water**
2. **No water service**
3. **Very low water volume**
4. **Water or leak in the street**
5. **Cannot shut off your water at the meter**
6. **Other concerns related to water service**

Customer Service is available Monday - Thursday 7:30 a.m. and 5 p.m. After-hours calls are answered by dispatch and emergency calls will be routed to an on call technician.

RATES FOR WATER & SEWER SERVICE

Hi-Desert Water District sets fair and equitable rates through a cost-of-service analysis, ensuring each customer pays their share of the services provided. Rates and fees cover water and sewer service, fire flow availability, new meters, late payments, and property assessments.

The rate-setting process identifies the revenue needed to fund operations and maintenance (such as water treatment, pumping, distribution, and billing), capital improvements (like pipeline replacements and facility upgrades), debt service (loan and bond repayments), and financial reserves to handle emergencies or revenue shortfalls.



Water Service

Water bills include two types of charges, a fixed monthly service charge and a volumetric charge.

- The **service charge** is based on meter size. The charge covers some of the fixed expenses associated with meter reading, infrastructure improvements, regular system maintenance, and administrative costs.
- **Volumetric charges** cover the water actually used and are measured in units (one unit = 748 gallons). This charge includes a share of the variable operating costs attributable to water use, including the cost of electricity and the cost of purchasing water from the State Water Project.



Sewer Service

- **Residential properties** with sewer service are charged a monthly sewer maintenance fee that will be collected annually with their annual property tax bill from the County. New sewer customers will be billed monthly until the following property tax bill is generated.
 - Fees are calculated by Equivalent Dwelling Unit (EDU), which represents a single-family home or one (1) EDU. Fees are set by a formula that estimates the property's wastewater generated and the costs associated with the ongoing service.
 - Multi-family properties are billed at .75 EDU per unit, and mobile homes at .60 EDU each.
- **Commercial properties** are billed monthly on their water bill. They are also assigned a minimum one (1) EDU or greater as calculated by their average monthly water use, as adjusted annually.



Other Fees & Charges

- The District must recover costs for all services provided. There are additional fees, fines, assessments, and capacity charges for various services, including credit checks, after-hours turn-ons, disconnections, reconnections, new water meters, capacity charges, etc.

Detailed rate and fee schedules are available online at www.hdwd.com.



Sewer Service

Sewer service is now available to many properties in Yucca Valley, and we are expanding the sewer system into parts of Phase 2. This is part of our ongoing effort to protect our groundwater and provide critical infrastructure to address the needs of our community. Due to past water quality impacts attributed to septic systems, Yucca Valley is subject to a septic discharge prohibition adopted by the California State Water Resources Control Board, Resolution [R7-2021-0028](https://www.waterboards.ca.gov/coloradriver/water_issues/programs/basin_planning/), or visit https://www.waterboards.ca.gov/coloradriver/water_issues/programs/basin_planning/.

The current Phase 2 Sewer Project will add sewer collection infrastructure to parts of Country Club, Storey Park, Alta Loma Estates, Copper Hills Homes, Sky Harbor, and possibly parts of the upper Sky Harbor neighborhoods. This phased approach helps us bring safe, modern sewer service to more areas of our community. Maps are available at www.hdwd.com/phase2sewer.

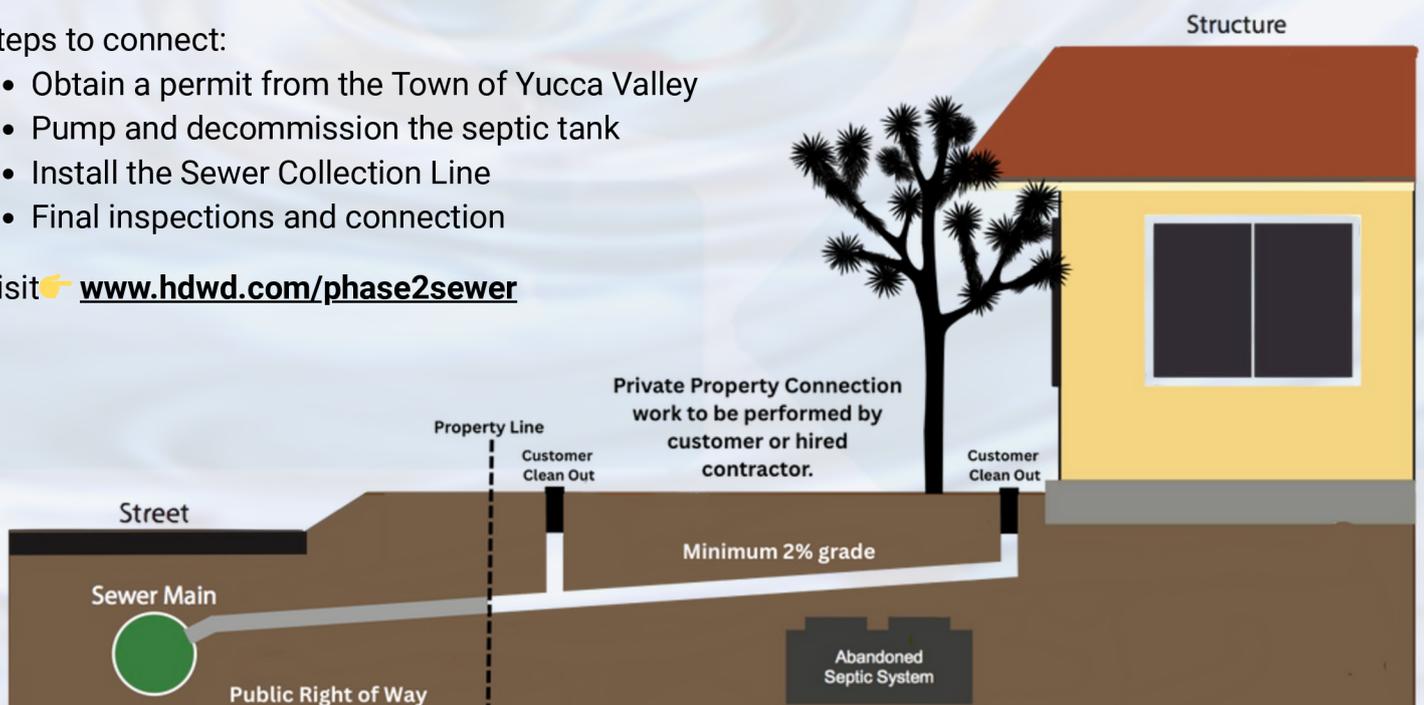
Our state-of-the-art wastewater treatment plant, operational since 2019, uses advanced membrane filtration, tertiary treatment, and UV disinfection to treat wastewater. It currently processes about 700,000 gallons per day, with the capacity to treat up to 1.6 million gallons per day. After treatment, the water is released to percolation ponds, where the earth naturally filters it. This process further improves water quality and has already had a positive impact on our groundwater basin.

Property owners are responsible for the private property costs to connect to the sewer system. Once a sewer system is complete, property owners are notified by a letter to connect within 180 days (six months) of the notice of availability. Property owners can perform the connection themselves or hire a contractor, as long as they have a permit, complete the work to code, and pass final inspections.

Steps to connect:

- Obtain a permit from the Town of Yucca Valley
- Pump and decommission the septic tank
- Install the Sewer Collection Line
- Final inspections and connection

Visit www.hdwd.com/phase2sewer



PHASE 2 SEWER PROJECT

CONSTRUCTION INFORMATION & SAFETY TIPS

1. Road signs and doorhangers will be used to notify residents.
2. Weekly updates are available on our website, social media, and by email.
3. Traffic control will be in place. Plan for detours, delays, and road closures.
4. Asphalt will be removed across the entire roadway. Please drive carefully.
5. There will be open trenches, loose dirt, heavy equipment, and other hazards.
6. Sewer collection pipelines will be installed in the roadway.
7. Lateral pipelines will be installed to the property line of every parcel.
8. Once pipeline construction is complete, roads will be compacted and paved.
9. Letters will be sent to property owners notifying them of the timeline to connect, which will be for 180 days (six months).

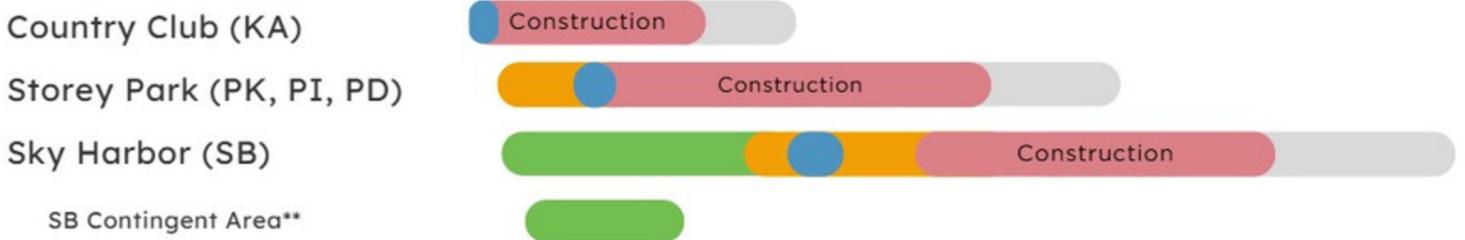
Please drive slow in construction zones.



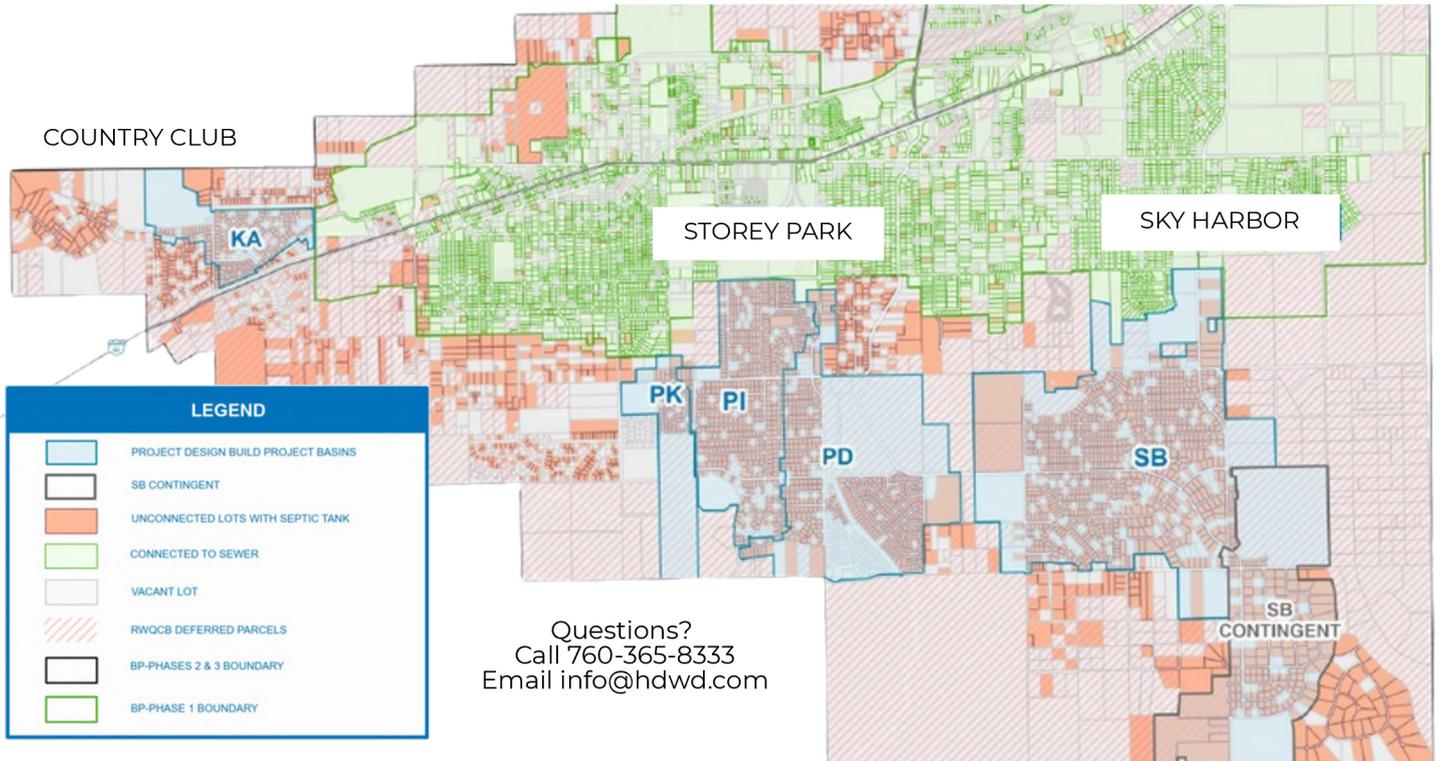
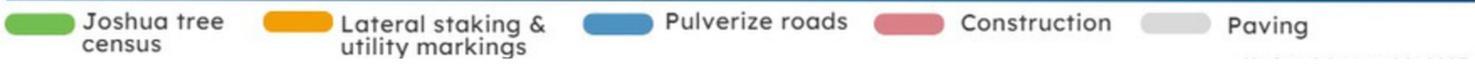
Receive updates at www.hdwd.com/phase2sewer
 Call: (760) 365-8333 or email: info@hdwd.com

PHASE 2 SEWER PROJECT TIMELINE (SUBJECT TO CHANGE)*

NEIGHBORHOOD	2025	2025	2025	2025	2025	2026	2026	2026	2026	2026	2026	2026	2026	2026	2026
	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT



*Remaining unsewered areas subject to the State's septic discharge prohibition will be planned for future service as funds become available.
 **SB Contingent Area will be constructed in full or part with funds remaining in the current \$103 million grant.



LEGEND

- PROJECT DESIGN BUILD PROJECT BASINS
- SB CONTINGENT
- UNCONNECTED LOTS WITH SEPTIC TANK
- CONNECTED TO SEWER
- VACANT LOT
- RWQCB DEFERRED PARCELS
- BP-PHASES 2 & 3 BOUNDARY
- BP-PHASE 1 BOUNDARY

Questions?
 Call 760-365-8333
 Email info@hdwd.com

For more details visit www.hdwd.com/phase2sewer

MAP SUBJECT TO CHANGE
 CONTINGENT AREA DEPENDENT ON FUNDING AVAILABILITY

SAVE WATER

Customers are asked to conserve water indoors and outdoors. The average customer uses less than 7 units of water a month, and this varies by household size. How do you measure up?

- Install and maintain high-efficiency fixtures and appliances.
- Check for leaks and fix them right away.
- Install shut-off nozzles on all outdoor garden hoses.
- Avoid letting water run unnecessarily.
- Plant drought-tolerant plants, trees, and do not overwater them.
- Water in the early morning and evening hours to reduce evaporation.
- Skip watering plants after a rain event.
- Install drip irrigation whenever possible.
- Avoid decorative lawns.
- Use recirculation systems on decorative fountains and water features.
- Cover your pool to reduce evaporation.
- Use a broom on driveways and sidewalks.



If you have a high-water bill and suspect it is related to a leak, call customer service at 760.365.8333.

WINTERIZE YOUR PROPERTY

To prepare for freezing temperatures, it's important to winterize your property to prevent frozen pipes and expensive water damage. Here's how:

- Drain hoses and air conditioner pipes, and make sure there is no excess water pooled in equipment. If there is a water shutoff valve on the air conditioner, turn it off.
- Drain exterior water spigots and sprinkler system and shut off at the supply valve.
- Seal any cracks or holes around the hose bib and along and outside walls and foundation with spray foam insulation or caulking.
- Insulate pipes in all unheated areas using pipe foam and fasten it in place with duct tape.

EMERGENCY WATER SUPPLIES

Earthquakes, floods, power outages, fires, and other unplanned emergencies can be more than an inconvenience.

To keep you and your loved ones safe, prepare for an emergency before it happens. Have a to-go bag in case of an evacuation, make an emergency kit with essentials, and store drinking water in case water supplies are interrupted for an extended period of time.

Emergency Water Storage recommendations are to store at least one (1) gallon of water per person per day, for a minimum of three (3) days, but it is best to have a week or more. Remember to account for your pets and plants.

Visit our [website](#) for Emergency Preparedness Tips and sign up for email updates.



BOARD OF DIRECTORS



Roger Mayes, Sheldon Hough, Sue Tsuda, Scot McKone, and Bob Stadum

GOVERNANCE

The Hi-Desert Water District is governed by a dedicated five-member Board of Directors (pictured above), each elected by the registered voters within their respective geographic districts. Directors serve staggered four-year terms to ensure continuity and strong representation for the community.

The Board of Directors is responsible for adopting District policies, approving the annual budget, establishing financial reserves, and appointing the General Manager. Under the Board's oversight, the General Manager handles the District's day-to-day operations, ensuring that services are delivered efficiently and in alignment with policy directives.

The Board also plays a critical role in managing Yucca Valley's water resources, as the court-appointed Warren Valley Basin Watermaster.

The Board of Directors meets regularly on the first and third Wednesdays of each month at 4:00 p.m. These meetings take place in the District's boardroom and can be viewed online. To subscribe to meeting agendas and notices, sign up at www.hdwd.com.

All board meetings are open to the public and accessible online, providing transparency and encouraging active community participation. The District welcomes input from residents and values the perspectives of those it serves.

To learn more about the District's policies, budget, operational guidelines, and governance, please visit the official website: www.hdwd.com.

Hi-Desert Water District

55439 Twentynine Palms Highway, Yucca Valley, CA 92284

760.365.8333 | info@hdwd.com | www.hdwd.com