



## *Cabazon Water District*

14-618 Broadway Street • P.O. Box 297  
Cabazon, California 92230

### **Welcome to the Cabazon Water District**

All of the Cabazon Water District personnel would like to take this opportunity to welcome you to your new home, and to familiarize you with our company policy and procedures.

- 1) Our office hours are Monday through Thursday, 8:30 am to 4:30 pm.
- 2) Our office is closed on all legal holidays and weekends (consisting of Fridays, Saturdays, and Sundays), but an employee will respond to emergency situations if contacted through the emergency line.
- 3) The District reads meters around the middle of each month, and bills are always mailed out on the last District workday of the month (Example: Meters may be read around the 15<sup>th</sup> of the month, and the bills will be mailed around the 31<sup>st</sup> of the same month).
- 4) Bills are always due on the 20<sup>th</sup> of the month.
- 5) Interest and Penalties are applied to all account balances on the 21<sup>st</sup> of each month.
- 6) Depending on your meter size, you will be charged a flat monthly fee plus a charge for each 100 cubic feet of water used.
- 7) Past due amounts of \$55 or more are due around the 8<sup>th</sup> of the month (a notice will be stamped on your monthly bill, along with the specific due date).
- 8) Failure to pay your past due amount will result in a Yellow Tag notice and fee(s) several days later (usually given on the following Thursday).
- 9) At least 48 hours (minimum) after receiving a Yellow Tag notice, if the past dues have not yet been paid, a Red Tag notice (with applicable fees) will be given, and water service will be terminated. Service will not be restored until the complete account balance has been paid in full.

If you should have any questions, please do not hesitate to contact our office during normal business hours. If you should call after-hours, voicemail features are available for your convenience.