



City of Palmdale

Water Account Payment Policy

(revised 2022)

1. **Water Readings:** Water meter readings will start on or around the 1st of every month. To ensure consistency water meter readings will be obtained.
2. **Billing:** Water bills will be generated when all accounts are completed. Bills will be mailed 10th of the first United States day of the month.
3. **Due Dates:** Payments are due in full by the 15th of the following month.
4. **Late Fees:** An additional charge of 10% of the PPD, payment due will be added on if accounts are late after the 15th.
5. **Discontinuity:** Accounts with meter readings will start at \$100.00 on the 15th of the following "month" and will be added on the 15th of the following month on the "next off" but will have water service discontinued beginning at 10:00 AM on the 15th. After the 15th day of the month bills will be generated including the amount owed from the last business day. Accounts closed on the "next off" the bill will be charged an additional \$10.00.
6. **Recommendation/Transfer of Services:** The water service may only be recommended/transfered if:
 - a. The account is in good to full
 - b. The additional service charge of 10% is in good to full, and
 - c. The meter is at the current deposit rate or good to full.

Payment in full must be received by 10:00 AM for new water service recommendations/transfer. The **next business day**, if payment is received after 10:00 AM, water service will start on the following business day. No water service will be recommended/transfered after hours or on weekends.

WARNING:

Once your water service has been turned off you may not have it back on yourself. If the City determines that you have turned your water service back on without using city employees or