



City of Palmdale

Water Account Payment Policy

(Updated 2024)

- Water Readings:** Water meter readings will be taken on or around the 15th of every month. In certain circumstances water meter readings will be estimated.
- Billing:** Water bills will be generated after all accounts are completed. Bills will be mailed 10-15 days after the last business day of the month.
- Due Date:** Payments are due in full by the 15th of the following month. When the 15th day of the month falls on a weekend or a holiday the customer must pay no later than the next business day.
- Penalties:** An additional charge of 10% of the amount due will be added on all accounts not paid by the 15th.
- Disconnection:** Accounts with water usage or no water in full of ~~10000~~ up to the 15th are considered "average" and water service will be restored on the 15th after all accounts have been paid in full. Accounts with no water service discontinued for more than 15 days will be restored on the 15th after all accounts have been paid in full. Accounts with no water service discontinued for more than 15 days will be restored on the 15th after all accounts have been paid in full.
- Non-payment/Transfer of Service:** The water service may only be transferred/terminated if:
 - The account is paid in full.
 - The additional service charge is paid in full and
 - The meter is in the correct deposit zone and paid in full.

Payment in full must be received by 12:00 PM on the day water service is requested/terminated. The **water business day** is defined as business days 9:00 AM - 5:00 PM, water service will return the following business day. **No water service will be requested/terminated after hours or on weekends.**

WARNING

There will be a water service fee when turned off and when turned on again. If the