



WELCOME TO THE CITY OF SAN JACINTO

595 S. San Jacinto Ave.
San Jacinto, CA 92583
(951)537-6386

THE CITY WILL BE BILLING YOU FOR WATER AND SEWER CUSTOMERS ARE BILLED MONTHLY FOR THE PREVIOUS MONTH'S USAGE.

FOR YOUR CONVENIENCE, WE HAVE SUMMARIZED OUR BILLING PROCESS BELOW AS FOLLOWS:

1ST BILL – IS MAILED OUT ON THE 18TH OF THE MONTH AND IS DUE ON THE 3RD OF THE FOLLOWING MONTH.

2ND NOTICE – IF THE 1ST BILL IS NOT PAID BY THE DUE DATE, YOU WILL RECEIVE A 2ND NOTICE. THIS WILL INCLUDE A 10% PENALTY ON THE BALANCE DUE. 2ND NOTICES ARE MAILED OUT IMMEDIATELY FOLLOWING THE 3RD AND ARE DUE 15 DAYS FROM THE BILLING DATE.

DISCONNECT NOTICE – IF 2ND NOTICE IS NOT PAID BY CLOSE OF BUSINESS ON THE DUE DATE, A DISCONNECTION NOTICE IS THEN DELIVERED TO THE SERVICE LOCATION AND PLACED ON YOUR FRONT DOOR OR GATE. THIS DISCONNECTION NOTICE INCLUDES THE **PAST DUE** BALANCE **PLUS** A **\$25** FEE AND IS DUE BY CLOSE OF BUSINESS ON THE SECOND BUSINESS DAY.

DISCONNECTION FOR NON-PAYMENT – IF THE DISCONNECTION NOTICE IS NOT PAID BY CLOSE OF BUSINESS ON THE DUE DATE, YOUR SERVICE WILL BE DISCONNECTED. TO HAVE SERVICE RECONNECTED THE **BALANCE DUE** ON YOUR ACCOUNT **PLUS** A **\$50** RECONNECTION FEE MUST BE PAID IN FULL. **YOUR DEPOSIT MAY INCREASE TO THE MAXIMUM AMOUNT.**

RETURNED CHECKS – THERE WILL BE A **\$35** SERVICE CHARGE ON ALL RETURNED CHECKS. IF THERE ARE 2 OR MORE RETURNED CHECKS WITHIN 12 MONTHS, THE ACCOUNT WILL BE PLACED ON A 'CASH ONLY' BASIS FOR A 12 MONTH PERIOD. DISCONNECT NOTICES WILL BE SENT FOR RETURNED CHECKS. A **\$50** RECONNECTION FEE WILL APPLY FOR SERVICE INTERRUPTIONS. ALL RETURNED ITEMS ARE TO BE PAID BY CASH OR MONEY ORDER.

SERVICE REQUESTS – ALL SERVICE REQUESTS REQUIRE A MINIMUM OF 24 HOURS TO BE COMPLETED.

PAYMENT DROP BOX – FOR YOUR CONVENIENCE, A PAYMENT DROP BOX IS LOCATED OUTSIDE THE GATE BESIDE 595 S. SAN JACINTO ON SHERIFF AVE. AT SIXTH ST. **PLEASE DO NOT PLACE CASH OR OTHER UTILITY PAYMENTS IN THE DROP BOX.** IT IS NOT RECOMMENDED TO PUT PAST DUE PAYMENTS IN THE DROP BOX.

WASTE/RECYCLING SERVICE:

TO START WASTE/RECYCLING SERVICES, PLEASE CALL CR & R DIRECTLY AT (800) 755-8112. THREE CANS SHOULD BE AT THE RESIDENCE (BLACK, GREY, GREEN) AT THE TIME YOU MOVE IN.