



P.O. Box 675 * 61750 Chollita Road * Joshua Tree * California 92252
Phone (760) 366-8438 * Fax (760) 366-9528
Website: www.jbwd.com * Customer Service: customerservice@jbwd.com

DISTRICT USE ONLY
Account # _____
APN # _____

APPLICATION FOR WATER SERVICE

- [] Primary Residence or Second Home (Owner Occupied) [] Rental (Tenant) [] Vacation Rental
[] Commercial [] Industrial [] Institution

SERVICE ADDRESS: _____ SERVICE AS OF: _____

CUSTOMER INFORMATION: NAME, DRIVER'S LICENSE NUMBER, EXPIRATION DATE, STATE, DATE OF BIRTH, SOCIAL SECURITY NUMBER, TAX ID NUMBER (FOR BUSINESSES), PHONE NUMBER, EMAIL, MAILING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS)
I CERTIFY THAT I: [] OWN [] RENT [] MANAGE SAID PROPERTY CHANGE OF OWNERSHIP DATE _____

**PLEASE NOTE - In most instances, Joshua Basin Water District does not require a rental or lease agreement to start service. A copy of the Closing Disclosure is required for change of ownership.

If you are moving and need to disconnect service or you want to change your mailing address, please visit www.jbwd.com for the required forms.

Important, please read: I, the undersigned, have completed this application and affirm/swear the information is correct. I agree to comply with all District Ordinances, Policies, Rules, and Regulations now in force, or which may hereinafter be put in force.

By signing, I acknowledge that I have read and understand the terms of service, shown on the reverse.

Payment must be made within 48 hours of application. If payment has not been received, the account will be cancelled and all paperwork must be resubmitted.

CUSTOMER'S SIGNATURE DATE CUSTOMER'S SIGNATURE DATE

Joshua Basin Water District is a recipient of federal funds from the US Department of Agriculture, and they request the following information to show the extent to which members of minority groups are beneficiaries of federally funded programs. Participation is voluntary.

ETHNICITY: [] Hispanic or Latino [] Not Hispanic or Latino RACE: [] American Indian or Alaska Native [] Black or African American [] Asian [] White

SEE REVERSE FOR IMPORTANT INFORMATION REGARDING RULES AND POLICIES

DISTRICT USE ONLY

[] VERIFIED IDENTIFICATION DEPOSIT _____
[] DEPOSIT WAIVED/ACCT# _____ [] APPLIED _____ ASF _____
REINSTALL FEE _____
RECEIPT # _____ ZONE _____ JOB# _____ CAPACITY CHARGE _____
(IF APPLICABLE) SEWER CAPACITY CHARGE _____
METER INSTALLATION FEE _____
TOTAL FEES PAID \$ _____

BOARD MEETINGS

Held regularly on the first and third Wednesdays of each month at 6:30 p.m.

REQUIREMENTS TO START SERVICE

To start water service, a valid government issued picture identification must be submitted along with the completed application, and all fees including a deposit (if required) must be paid.

DEPOSIT QUALIFICATIONS

The credit score is obtained through the social security number. If an SSN is not provided; the customer will be considered to have the lowest category of credit. An applicant with good credit will not be required to pay a deposit. If the applicant does not provide a social security number or has poor credit, they may be required to pay up to a double deposit.

GUARANTEE DEPOSIT

After establishing a satisfactory payment record, the District will refund the guarantee deposit by crediting the customer's account. If service is discontinued before 24 months, the deposit will be applied to the closing bill, and a refund checks her the balance or a water bill will be mailed to the customer at his/her last known address.

BILL PAYMENT

Bills for water service are rendered at the end of each month. Payment is due upon receipt and is late 21 days after the date of billing. An outside drop box is available to make a payment at any time. Customer's water service will be turned off after written notice from the District if payment is not made within 35 days of the billing date.

PAYMENT OPTIONS

The District accepts cash, check, or money order.

If you wish to pay by credit card or echeck, please visit paymentus.com

The District also offers Autopay, a convenient automatic payment option that allows the customer to pay their monthly water bill directly from their checking or savings account.

DELINQUENT ACCOUNT SERVICE CHARGE

Accounts not paid by the delinquent date will be charged a one-time 10% delinquent account service charge plus a 1-1/2% per month service charge on the unpaid balance.

FAILURE TO RECEIVE BILLINGS

The customer is still responsible for payment of water bill whether or not a bill has been received and should notify the District if a bill has not been received.

TURN-OFF FOR NON-PAYMENT

Water meters will be turned off for non-payment on or after the 35th day after the original date of the billing for service. When the District is required to written notice in regards to disconnection of water service, the account holder will be charged a fee for this service. Water service turned off for non-payment will not be turned on again until the total account balance, unlock fees, and the double guarantee deposit (if applicable), has been paid in full.

DISTRICT OWNERSHIP OF WATER SYSTEM FACILITIES

All customer service facilities, including the meter, are the property of the District, and will be operated and maintained by a District Representative only.

LOCKED METERS

Meters that are locked by the District shall not be unlocked except by a District Representative. If a customer tampers with District property, charges for material, labor, and water bill will be adjusted to include the damage and usage plus a deposit of 2 1/2 times the standard deposit will be required.

METER ACCURACY

All meters are tested before installation. No meter is installed that shows a variance greater than 1.5% plus or minus. Any customer has the right to have his/her meter tested upon completion of an application and payment of the test fee. If the meter has stopped recording usage or the meter has been removed by someone other than a District representative, the District will estimate the usage and apply an adjustment to the customer's next billing.

CUSTOMER VACATING PREMISES

Customers desiring to have service discontinued should notify the District in writing prior to vacating the premises. Unless turn-off of service is so ordered, the customer is liable for any continued water usage.

COLLECTION OF ACCOUNTS

The District will attempt to collect all unpaid water charges including penalties and interest by letter contact. The District retains the right to use this and all other means of collecting unpaid accounts.

CUSTOMER COMPLAINTS

Customers are welcome to contact the District office during regular business hours. The appropriate staff will make every reasonable attempt to come to an understanding with the customer. Should a customer be unable to reach satisfaction with his/her question, he/she may submit his/her question or complaint in writing to Management for consideration. The customer may appear before the Board after requesting to be included in the agenda.

DESCRIPTION OF CHARGES

Water:	The consumption charge for actual water use, which funds a portion of the District's operational expenses including power for pumping, lab fees for water testing and pump & well maintenance.
Basic Fee:	The charge for water service, including no water usage, which funds a portion of the District's operational expenses including meter reading, leak repair, and liability insurance.