

# APPLE VALLEY FOOTHILL COUNTY WATER DISTRICT

## MONTHLY WORK SCHEDULE 2026

| EVENT TO BE PERFORMED                                               | DESCRIPTION OF EVENT                                                                                                                                                                                            | ADDITIONAL INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>WATER METER READING</b>                                          | Water Meters are read no sooner than 3 days prior to the end of each month and completing no later than the last day of each month                                                                              | Keep your water meter accessible by clearing debris, soil, and vegetation at least 3 feet away. Ensure the lid is visible and secure, avoid placing vehicles, trash cans, or landscaping materials over it. This prevents estimated, higher-than-average bills, and allows for emergency access.                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>WATER INVOICE DUE DATE</b>                                       | Water Bills are due Immediately upon receipt and considered late if not payment is received by our office by the 20 <sup>th</sup> of each month.                                                                | Late and Non-payments can lead to additional fees and charges along with water service disconnection. Don't wait until the 20 <sup>th</sup> to make your payment. Pay your monthly water invoice as soon as you are notified; <b>Email Notifications</b> are sent the same day as the billed statement on the 1st of the month. <b>Post-Card statements</b> should be received by all customers within the first to second week of each month. If you have not received your statement by the end of the first week of the month, please let staff know so we may re-send an email statement. A duplicate statement can be printed and available for you to pick up at the district office. |
| <b>MONTHLY WATER INVOICES</b>                                       | The monthly water bills are mailed no later than the 3 <sup>rd</sup> . Day of each month                                                                                                                        | If you know you are going to be late making your monthly payment, please contact our office so we may make notes in the billing system, and set up a payment plan arrangement. This will avoid late fees and possible other administrative fees being charged to your account.                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>LATE FEES AND PAST DUE YELLOW TAG REMINDER TAGS</b>              | 10% late fee is applied to water accounts that have a past-due balance at the end of each month.<br>\$25 Yellow door tag notice is hand-delivered by field staff during the second week of the following month. | If your account is over 60 days past due, please contact our office to discuss what options are available to help bring your account back into good standing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>RED SHUT-OFF TAG NOTICES AND WATER METER TURN-OFF AND LOCKED</b> | \$50 Red door tags are hand-delivered by field staff on all water accounts that have an outstanding balance greater than 60-days.                                                                               | Payment Plan Arrangements, late fee and/or other charges may be forgiven. Once your water meter is turned off for lack of payment, additional fees and charges including a property lien for unpaid water utility charges will be filed and recorded at the San Bernardino County office. Your water service will not be unlocked and return to service until your water account has a \$0.00 balance. A security deposit may also be required.                                                                                                                                                                                                                                             |
| <b>OFFICE CLOSED - WEEKENDS AND APPROVED HOLIDAYS (4)</b>           | <ol style="list-style-type: none"> <li>1) New Year's Day</li> <li>2) Independence Day</li> <li>3) Thanksgiving Day</li> <li>4) Christmas Day</li> </ol>                                                         | <p>Our office is now open Monday through Thursday from 8:00 am until 1:00 pm. After-hour visits and Friday and weekend appointments are available if you cannot reach us during normal business hours.</p> <p><b>OFFICE:</b> 760-247-1101<br/> <b>EMERGENCY:</b> 760-881-9843</p> <p><b>WEBSITE:</b> <a href="http://WWW.AVFWATER.ORG">WWW.AVFWATER.ORG</a><br/> <b>EMAIL:</b> <a href="mailto:INFO@AVFWATER.ORG">INFO@AVFWATER.ORG</a></p>                                                                                                                                                                                                                                                 |

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