



Instructions for Establishing New Water Service / Termination Request Via Fax / Email

You can fax your request to (760) 947-1218

OR

Email your request to utbilling@cityofhesperia.us

To establish **new service** your request must include the following information on the requesting **company letterhead**:

1. Service Address
2. Start date (Next business date, if faxed before time indicated below)
3. Billing Name & Address
4. Contact Person
5. Contact Phone #
6. Contact Fax #
7. Contact Email
8. Copy of Signed W-9
9. Special Instructions (i.e.; remove lock only)
10. **Print Name & Your Signature is required**
11. **For all first time customers; a minimum \$100.00 deposit must be received prior to activation of service. You can pay the deposit over the phone with your Visa, MasterCard, or Discover.**
12. **One of the following setup fees will be assessed on all New Service requests:**
 - A. **New Account Setup Fee** of \$25 for all regular accounts.
 - B. **Clean and Show Setup Fee** of \$20 if Start & Stop dates are submitted together and the duration of the account is 2 weeks or less.

All **Termination Requests** must be sent via fax or email. Please indicate:

1. Termination Date
2. Service Address
3. Billing Name & Address
4. Name of person making the request

All requests must be received by 5:00PM Monday-Thursday & by 3:30PM on Friday to be scheduled for the following business day without additional charges. You will receive a confirmation receipt by the same method we received your request. *Requests are not valid unless you receive a confirmation.*

If you have further questions, please call our office to speak with a Customer Service Representative.