



# BEAUMONT-CHERRY VALLEY WATER DISTRICT



## Service • Quality • Stewardship

Welcome to Beaumont-Cherry Valley Water District (BCVWD)! Formed in 1919, we provide safe, reliable water to families, households and businesses in a 28 square mile service area, with a population of nearly 55,000.



Bringing water to your home takes more than just pumping it through pipes. Your water comes from multiple sources, including local groundwater and imported State Water Project water. It is delivered to your tap via a complex system of wells, reservoirs and pipelines.

At BCVWD, we are committed to responsibly managing our water resources and delivery systems. Our team is dedicated to ensuring you continue to receive dependable, high-quality water at the lowest possible cost - now and into the future.

**We look forward to serving you!**

## Governance

BCVWD is governed by a five-member Board of Directors, elected by local citizens. The Board meets at **6 p.m.** the **2nd Wednesday** and **4th Thursday** of every month, unless otherwise noted, at 560 Magnolia Avenue in Beaumont.

*Meetings are open to the public and you are encouraged to attend.*



# HOW DO I...?

## START Service



### YOU WILL NEED:

1. Start Service Application (available at [bcvwd.org](http://bcvwd.org) or District headquarters).
2. Clear copy of applicant's photo ID.
3. \$10 processing fee for a soft credit check, which will determine security deposit amount. **Deposits** are \$0, \$150 or \$250.
4. **The following documents:**

**New Owner** – Copy of closing/settlement statement or grant deed.

**Renter** – Copy of signed rental/lease agreement including the property owner's name and phone number. The property manager or property owner must sign the tenant's Start Service Application.

**Agent** – A copy of the listing agreement or other written authorization from the seller.

### RETURN DOCUMENTS:



**In Person:** 560 Magnolia Avenue, Beaumont, CA 92223-2258



**By Email:** [info@bcvwd.gov](mailto:info@bcvwd.gov)



**By Fax:** 951-845-0159

**All documents must be submitted before** water can be turned on. Applications will not be processed over the phone. Service will be activated on the next business day for applications received after 3 p.m., or an after-hours fee may apply.

## STOP Service



### YOU WILL NEED:

1. End Water Service Application (available at [bcvwd.org](http://bcvwd.org) or District headquarters).
2. Forwarding address.

### RETURN DOCUMENTS:



**In Person:** 560 Magnolia Avenue, Beaumont, CA 92223-2258



**By Email:** [info@bcvwd.gov](mailto:info@bcvwd.gov)



**By Fax:** 951-845-0159

**Accounts are not closed automatically.** Notice of two business days is required. End Water Service Applications may be processed over the phone by the caller verifying two types of information in the account record held by the District.

# Pay My Bill

## BCVWD makes paying your bill easy and flexible!



**AUTO PAY** – Sign up for automatic payments. Application is available at [bcvwd.org](http://bcvwd.org).



**ONLINE** – Go to [bcvwd.org](http://bcvwd.org) and click Pay Bill.



**PHONE** – Call 951-845-9581 and select option #3. Be sure to have your account number and checking account number or credit/debit card ready.



**MAIL** – Send a check payable to Beaumont-Cherry Valley Water District to 560 Magnolia Avenue, Beaumont, CA 92223-2258. Remember to include your account number.



Phone payments and payments made by credit card will be subject to a convenience fee.



**DROP BOX** - Located at 560 Magnolia Avenue in Beaumont. Payments are picked up throughout the day, Monday – Thursday, 8 a.m. - 5 p.m. Include your account number and check payable to Beaumont-Cherry Valley Water District.



**IN-PERSON** – Visit our headquarters at 560 Magnolia Avenue in Beaumont. Cash is accepted for in-person payments.



## PAYMENT DUE DATES

The bill for service is due and payable upon receipt. A bill will become delinquent if it is not paid within 15 days of the billing date. A second notice will be mailed on the 31st day after the bill was issued and will include a \$5 penalty fee. Payment on the second notice will be due within 15 days.

If payment is not received, a final written notice will be mailed with a penalty charge of \$15 and a due date for the 60th day after the original bill was due. If payment for the balance on the account is not received by 5 p.m. on the 60th day, the account will be inactivated, and an inactivation fee may be applied.



## DISCONTINUATION OF SERVICE (water shutoff)

On the morning of the 61st day of delinquency, the District may discontinue service until all outstanding charges, including penalties and fees, if any, are paid in full. The District will make a reasonable, good faith effort to contact the customer in writing at least thirty (30) calendar days before discontinuation of water service for non-payment.

A customer who is financially unable to pay their water bill within the normal payment period may request a payment plan to avoid having their water shut off. For more information, visit [bcvwd.gov/documents/sb-998](http://bcvwd.gov/documents/sb-998).

The District is not responsible for lost or stolen mail. For additional payment details, including returned checks and change in ownership, visit [bcvwd.gov/other-payment-methods](http://bcvwd.gov/other-payment-methods).



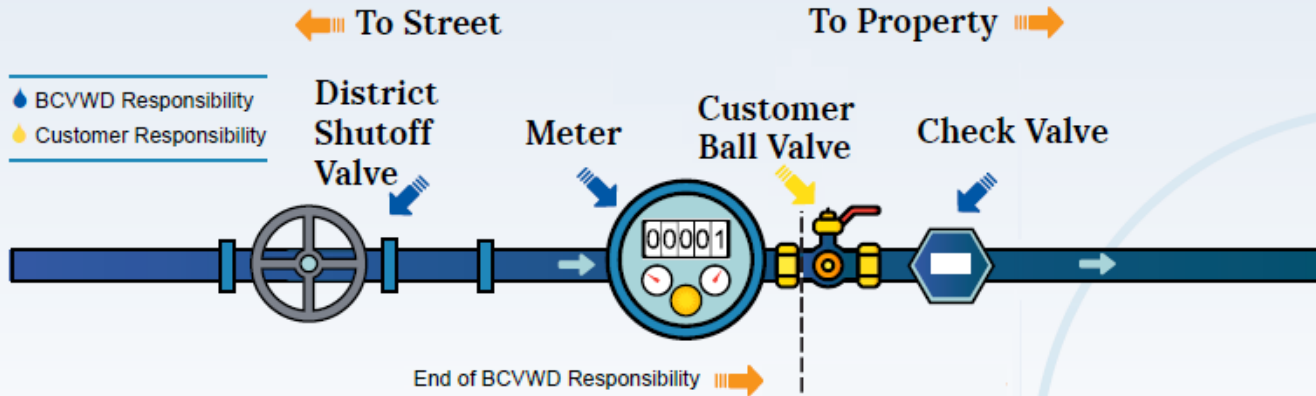
As a not-for-profit public agency, BCVWD is not legally allowed to make a profit. BCVWD cannot charge more than the actual cost of providing water service.



# Who is Responsible?

There is often confusion as to who is responsible for the water pipes and devices that provide service to your home or business. Property owners are responsible for the pipeline between the building and the water meter, as well as internal and external plumbing. BCVWD is responsible for the pipeline between the meter and the main water line in the street, and for the meter itself (unless a customer tampers with or breaks the meter).

Water meters are in a small, rectangular box in the ground close to where the main water line is located, usually near the street at the front of your property.



## See a Leak?

To report a leak at the main line or a water emergency, call 951-845-9581 and select option 9. Our emergency field staff will respond as quickly as possible.



**Looking for ways to save water and money?** Find conservation and leak-check tips at [bcvwd.org](http://bcvwd.org)!

## Who Should I Call for Other Services?



SERVICE	
Sewer Services	City of Beaumont: 951-769-8520
Trash and Recycling Services	Waste Management: 1-800-423-9986
Electricity	Southern California Edison: 1-800-655-4555
Gas	SoCalGas Company: 1-877-238-0092
Cable/Internet	Frontier: 1-855-431-5576 Spectrum: 1-855-243-8892 Dish Network: 1-855-614-5475 DIRECTV: 1-888-659-3364 Viasat (internet): 1-855-573-7542



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