



HAWTHORNE UTILITY MANAGEMENT

WATER SERVICE REQUEST

New Meter Installation / New Account Application

Please complete all sections that apply and sign at the bottom. Fields under "For Office Use Only" are completed by staff.

1. Applicant Information

Date of Application	Requested Service Start Date	Account Type ☐ Residential ☐ Commercial ☐ Irrigation ☐ Other
Applicant — Full Legal Name (First, MI, Last)		Date of Birth
Co-Applicant / Joint Account Holder (optional)		Co-Applicant Date of Birth
Driver's License / State ID No.	Issuing State	SSN or Tax ID (optional — for deposit/credit)
Primary Phone	Alternate Phone	Email Address

2. Service Location

Service / Installation Address			Unit / Apt / Suite		
City			State	ZIP Code	County
Subdivision / Development		Lot No.	Parcel / APN No.		
Applicant is the: ☐ Property Owner ☐ Tenant / Renter			If tenant, Property Owner Name & Phone:		

3. Mailing & Billing Information

☐ Billing/mailling address is the SAME as the service address above			
Mailing Address (if different from service address)			Unit / Suite
City	State	ZIP Code	Preferred Contact ☐ Phone ☐ Email ☐ Mail
☐ Enroll me in paperless / e-billing (email required) ☐ Enroll in auto-pay (staff will send form)			

4. Service & Meter Details

Type of Request:	
☐ New Meter Install (primary dwelling)	☐ Additional Meter for Accessory Dwelling Unit (ADU)
☐ Temporary / Construction Meter	☐ New Account (Fill out 1, 2, 3, 6, and 7. Skip the rest of section 4, 5, and 8)

MAILING ADDRESS: 34366 YUCAIPA BLVD. C445, YUCAIPA, CA 92399

PHONE: 888-228-6238 (Mon-Fri, 5:30 a.m. – 5:00 p.m. Pacific)

EMAIL: INFO@HAWTHORNEUTILITY.COM



HAWTHORNE

UTILITY MANAGEMENT

If ADU — Unit Type: ☐ Attached ☐ Detached ☐ Garage / Interior Conversion	Building Permit / Planning Case No.
Requested Meter Size: ☐ 1" ☐ 1½" ☐ 2" ☐ Other:	No. of Dwelling Units / Connections
Additional Services Requested: ☐ Irrigation ☐ Fire Service ☐ None	Est. Peak Demand / Fixture Units (if known)
Special Instructions / Site Access Notes (gate code, dogs, meter location, etc.) 	

5. Deposit & Fee Acknowledgment

A service deposit, connection/tap fee, and meter installation charges may apply per the current adopted rate schedule. Applicable amounts will be quoted by staff and are due before service is activated. Deposits are held per district policy and may be refundable. Fee quotes: 888-228-6238.

☐ I acknowledge that deposits, connection fees, and installation charges apply and are payable prior to activation.

6. Property Owner Authorization (complete only if applicant is NOT the owner)

As the property owner, I authorize the applicant named above to establish water service at this location and understand that unpaid charges may become a lien against the property as permitted by law.

Property Owner — Printed Name 	Owner Signature 	Date
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7. Applicant Certification & Signature

I certify that the information provided is true and accurate. I agree to comply with all rules, regulations, and rate schedules of the utility, and I accept responsibility for all charges billed to this account.

Applicant — Printed Name 	Applicant Signature 	Date
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FOR OFFICE USE ONLY — Customer Service / Billing Entry

Account No. 	Service / Work Order No. 	Date Received
Meter No. 	Meter Size Verified 	Route / Cycle / Book
Rate Class / Tariff Code 	Deposit Amount / Received 	Connection / Tap Fee
ID Verified ☐ Yes ☐ No	Deposit Received ☐ Yes ☐ No ☐ Waived	Entered in Billing System ☐ Yes ☐ No
Entered By (initials) 	Date Entered 	Approved By



8. Construction & Temporary (Hydrant) Meter — Terms & Acknowledgment

Complete this section only if you selected "Temporary / Construction Meter" in Section 4. The following conditions govern temporary and construction (hydrant) meters furnished by the Hawthorne Utility Management.

By signing below, the applicant agrees to the following conditions:

1. A signed agreement and a refundable deposit of **\$2,400.00**, paid by check, is required to check out a hydrant / construction meter. The deposit is held by Hawthorne Utility Management as security against damage to the meter. When the meter is returned it is inspected; if it is damaged, the deposit is applied toward the cost to repair or replace the meter. If there is no damage, the entire deposit is returned to the customer.
2. If the meter or associated hardware is lost, stolen, damaged beyond repair, relocated without utility approval, or not inspected and tested per Division of Drinking Water requirements, the entire deposit is forfeited. Otherwise, the deposit—less the cost of any repairs beyond normal depreciation—is refunded after the service for which the meter was obtained is terminated.
3. Hawthorne Utility Management requires the customer to report meter readings by phone or email by the 15th of each month. Readings not reported by the 15th will be billed at 100 CCF of use for that month. Report reads to 888-228-6238.
4. If a meter reading is not provided for two months, the meter may be removed and the permit revoked (where Hawthorne Utility Management cannot reach the customer). After six months without a read, the meter is considered abandoned and the deposit is forfeited.
5. The meter may be used only at locations approved by the local fire department and Hawthorne Utility Management and may not be relocated without approval.
6. Once water passes through the meter it is no longer considered potable.
7. Water taken from Hawthorne Utility Management and City of Hawthorne hydrant may not be transported outside the City's designated service area unless authorized in writing.
8. The meter must be inspected annually by Hawthorne Utility Management. The customer is responsible for arranging the inspection appointment. Call 888-228-6238.
9. RP and BPA assemblies must be tested per Division of Drinking Water requirements by a certified backflow specialist. Testing fees are the customer's responsibility.
10. To obtain potable water to premises, the customer must apply for permanent service.
11. The meter is not to be used for fire protection (such as fire sprinklers or on-site fire hydrants). Nothing here implies that any fire-protection standards required by local or state authorities have been met.
12. It is the customer's duty to notify the local fire protection agency of any connection to a fire hydrant and to disclose the intended use of the water.
13. Failure to use proper spanner wrenches on Hawthorne Utility Management's fire-hydrant operating nut, or any damage to the water distribution system, may result in immediate termination of service and use of the meter. Repair costs for damaged facilities are borne by the customer.
14. Using water from Hawthorne Utility Management or City of Hawthorne's hydrant without proper metering equipment will result in a warning letter and citation. A second citation may suspend all hydrant-use permits issued to that customer for six months; citations may be forwarded to local law enforcement and the fire department notified that permits have been revoked.
15. Water used without a meter is water theft, and the customer will be held accountable in accordance with California Penal Code § 498.

☐ I have read, understand, and agree to the Construction & Temporary Metered Service terms above.

Applicant Signature	Printed Name	Date

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