Trash

Mandatory Trash Fee

Every residence that does not have a trash bin is charged monthly by the City for trash service. This is a mandatory charge that can only be terminated upon the termination of all water service to the premises.

Did you know...

Water service is provided by Lake Havasu City.

Trash service is provided by Allied Waste Services.

FIN-35, 07/22/09

City Brochures

- Monthly Sewer Charge Calculation— "Winter Quarter Averaging"
- NETBILL—Online Bill Pay Customer Sign Up Guide
- Sewer System FAQs
- Surepay Plan
- Water Consumption

Lake Havasu City

Customer Service
Finance Department
2330 McCulloch Blvd. N.
Lake Havasu City, AZ 86403

Email: yarnoc@lhcaz.gov

(928) 453-4146 Telephone
(928) 855-5327 Fax
(888) 546-4146 Toll Free
(928) 855-3945 TDD

Home of the London Bridge

Answers to your questions about...

Water & Trash

Rates and Regulations

Conserve water and reduce your bill!

www.lhcaz.gov

Water & Trash Service

Water

Establishment/Reconnect Fee

Each applicant for water service must sign an application. Every applicant shall be liable for services furnished until the city receives written notice to cancel and shut off the water.

It shall be the duty of every applicant to notify the city of any change in ownership or occupancy of said premises at least two days prior to such change.

There is no charge to permanently discontinue service at the applicant's request. Service that is temporarily discontinued, at the applicant's request, will be charged a reconnect fee upon reconnecting.

Deposit Fee

Applicants for water service may be required to pay a deposit fee based upon the type of service requested. The deposit will be held for one year. If the customer has a satisfactory payment record, the deposit will be applied as payment to their account. Deposits will not be applied to delinquent accounts unless service is cancelled.

WATER ESTABLISHMENT FEES
(OPP 5.133, 5.137; effective August 1, 2009)

Regularly scheduled during normal business hours	$35.00
Unscheduled or after normal business hours	$175.00

WATER & IRRIGATION RATES
(OPP 5.130; effective August 1, 2009)

The following charges for water service are based on usage and a monthly base charge.

IN DISTRICT		OUT OF DISTRICT	
Usage (Cubic Feet)	**Rate per 100 Cubic Feet**	**Usage (Cubic Feet)**	**Rate per 100 Cubic Feet**
WATER RATES (Usage)			
Single Family Residential			
0 - 1,300	1.35	0 - 1,300	1.69
1,301 - 2,500	1.76	1,301 - 2,500	2.20
2,501 - 5,000	2.16	2,501 - 5,000	2.70
Over 5,000	2.70	Over 5,000	3.38
Multi Family Residential			
0 - 2,600	1.35	0 - 2,600	1.69
2,601 - 55,000	1.76	2,601 - 55,000	2.20
55,001 - 200,000	2.16	55,001 - 200,000	2.70
Over 200,000	2.70	Over 200,000	3.38
Commercial/Industrial			
0 - 31,500	1.76	0 - 31,500	2.20
31,501 - 340,000	2.16	31,501 - 340,000	2.70
Over 340,000	2.70	Over 340,000	3.38
IRRIGATION RATES (Usage)			
Single Family Residential			
0 - 1,200	1.76	0 - 1,200	2.20
1,201 - 3,700	2.16	1,201 - 3,700	2.70
Over 3,700	2.70	Over 3,700	3.38
Other			
0 - 16,000	1.76	0 - 16,000	2.20
16,001-89,000	2.16	16,001-89,000	2.70
Over 89,000	2.70	Over 89,000	3.38
Hydrant			
All	2.70	All	3.38
RV Parks			
0 - 39,000	1.35	0 - 39,000	1.69
39,001-86,000	1.76	39,001-86,000	2.20
86,001-150,000	2.16	86,001-150,000	2.70
Over 150,000	2.70	Over 150,000	3.38

MONTHLY BASE CHARGE

Monthly Base Charge		Monthly Base Charge	
Meter Size	Amount	Meter Size	Amount
3/4"	5.16	3/4"	6.45
1"	8.17	1"	10.21
1 1/2"	16.69	1 1/2"	20.86
2"	28.17	2"	35.21
3"	52.66	3"	65.83
4"	97.09	4"	121.36
6"	198.95	6"	248.69
8"	283.91	8"	354.89

CROSS CONNECTION CONTROL DEVICE MONITORING
(OPP 5.136; effective August 1, 2009)

Each Device $33 Annually (billed at $2.75/mo)

TRASH RATES
(OPP 5.285; effective January 1, 2009; adjusted annually on January 1)

Residential User	Once per week pickup (refuse/recycle)	$14.97/mo.

Regulations

Meters are read monthly and billings are mailed monthly. You will be charged for all water received through your meter during the period between the two meter reading dates plus a monthly meter charge. These charges are due and payable immediately.

If charges are not paid by the 20th day after the date of billing, they are delinquent and a penalty of 10% of the total bill shall be added. For each successive 20-day period that the bill remains unpaid, an additional 10% of the amount of the total bill shall be added.

Failure to receive bills or notices shall not prevent such bills from becoming delinquent, nor relieve the customer of his obligations. When a bill becomes delinquent by 5 days, which shall be 25 days after billing, the city will notify the user of the delinquency which will result in discontinuance of service if not paid within 10 days. Users will have the opportunity for a hearing before the discontinuance of service by contacting Customer Service. The city may, without any further notice, discontinue service until all outstanding charges are paid in full, including a charge for restoration of service.

A water user having a delinquent account on one premise may not receive water services on a new or other account on another premise until the delinquent account has been paid, including penalties, if any.