



## **SECTION 13 PAYMENT OF BILLS**

Bills for water service charges and applicable sewer service charges included as part of the District's bill shall be due and payable on the payment due date indicated on the bill. A bill is overdue when payment is not made at one of the District's offices or to an authorized representative within fifteen (15) days following the due date. The District may refer overdue accounts to an outside agency to enforce payment. If a bill is overdue, the District has the right to add a penalty charge not to exceed ten percent (10%) of the delinquent amount.

The District may provide a payment arrangement to either a residential or non-residential customer whose bill is delinquent. A customer may avoid an interruption or discontinuation of water service when a customer enters into and complies with such payment arrangement.

The District may impose a service charge for checks, electronic payments, automated fund transfers and other similar payment transactions returned unpaid.

To reduce paper waste and encourage more customers to go paperless, the District may offer a one-time bill credit to residential customers who enroll in electronic billing and stop receiving paper statements.

The District may correct any billing error if not more than three years has elapsed from the bill due date to the date of discovery of the error. If the District has over billed a customer, the District may grant the customer either a refund or a credit to the customer's account for not more than three years of over billed amounts. If the District determines that a customer has been under billed, the District may back bill the customer for not more than three years of under billed amounts. Under California's Unclaimed Property Law, funds that remain unclaimed after the closure of an account may become the property of the District pursuant to Government Code Section 50050.

**Adjustment of bills for loss of water:** The District may adjust a customer's water bill if a leak has occurred and has been repaired in the plumbing system of their premises and provides proof of the repair. The adjustment shall not exceed fifty percent (50%) of the difference between the water bill when the leak occurred and the water bill during the same billing period from the prior year. Adjustments will not be made if more than three years has elapsed between the occurrence of the leak and the customer's initial report of the leak. The District may also adjust charges due to non-leak-related water loss and related billing charges where the customer received no benefit or a significantly reduced benefit from their water service through no fault of the customer.

The Director of Customer and Community Services or designee shall have the sole authority to determine whether an adjustment under this section shall be granted.

An adjustment in accordance with this section shall be made if:

1. The water loss was not caused by the customer;
2. The water loss was not due to the customer's negligence or intentional conduct;
3. The water loss was not easily detectable;
4. The customer detected the leak and stopped the water loss within 10 days of detecting the leak;



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5. The customer made a claim with their homeowner's insurance for the water loss and the claim was denied; and
6. The customer made prompt repairs to prevent further water loss.

If the customer's adjusted bill exceeds three times the average water cost during the same billing periods from the previous three years, the District may consider an additional adjustment to the bill. An additional adjustment may be made if the customer provides evidence, within 45 days of the issuance of the bill to be adjusted, demonstrating the six factors listed above and that the customer's insurer rejected their claim related to the water loss.

The Director of Customer and Community Services' decision on a bill adjustment shall be final.