



REGULATIONS GOVERNING WATER SERVICE

TO CUSTOMERS OF THE EAST BAY MUNICIPAL UTILITY DISTRICT

PAGE NUMBER: 15-A

SECTION 15

DISCONTINUATION OF SERVICE

Water service may be discontinued for reasons as follows:

AT CUSTOMER'S REQUEST

Water service will be turned off on the date requested by the customer, except Saturdays, Sundays, and holidays, provided sufficient advance notice is furnished to the District. The customer will be held responsible for all service rendered to the customer's premises until such date the customer indicates service to be terminated.

FOR NONCOMPLIANCE WITH THESE REGULATIONS

Water service may be discontinued, reclassified, or removed by the District for failure to comply with any of the regulations governing water service to customers.

If service is turned off for violation of regulations, the District may require payment of a service restoration charge as set forth in the Schedule of Rates and Charges in addition to all overdue District bills before restoring service.

In the event the customer turns on the water service or allows or causes it to be turned on after it has been turned off for the above reasons, the District may again turn off the water service, and may charge and collect a service restoration charge for each such event in addition to other amounts due from the customer before restoring water service.

FOR NONPAYMENT OF BILLS

For non-residential water service, water service may be discontinued by the District if a bill for water service charges and applicable sewer charges included as part of the District's bill becomes delinquent, or if a bill for service at a previous location is not paid.

Water service will not be discontinued until a payment by a customer has been delinquent for at least 60 days following the payment due date. No less than 15 business days before discontinuation of service for nonpayment, the District shall mail a written service interruption notice to the customer named on the account as well as the occupant where the customer's address is not the same as the service address. Additionally, no less than 48 hours before discontinuation of service for nonpayment, the District shall attempt to contact the customer named on the account or authorized person by telephone or in person and, if unsuccessful, will leave a final service interruption written notice and a copy of this policy at the premises.

For nonpayment of bills for single-family residential water service, see Section 15A.