



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 his premises until the District has received notice to terminate such service.

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 failure to pay a bill or 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

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 is not paid by the payment due date, or if a bill for service at a previous location is not paid within 15 days after mailing or presentation at the current location.

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 an adult person living with the customer 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.

OPTIONS TO AVOID SERVICE INTERRUPTION FOR NONPAYMENT OF BILLS

Residential customers may avoid service interruption under any of the following conditions:



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1. Medical Certification

The District will not interrupt services to a customer who is financially unable to make a payment by the payment due date and who submits medical certification from a licensed primary care provider that discontinuing water service would be life threatening to, or pose a serious threat to the health and safety of, the customer or a resident of the premises; provided that the customer agrees to make regular payments toward the unpaid balance in a manner approved by the District. A customer is deemed "financially unable to make a payment" if the customer's household is currently on CAP, or if any member of the customer's household is a current recipient of CalWORKS, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level. For customers who meet the above qualifications, the District will select an appropriate payment arrangement, taking into consideration information from the customer and the District's payment needs. A customer who receives a payment arrangement under this paragraph will be required to enter into a written payment agreement with the District. If for 60 days or more a customer fails to comply with the written payment agreement or pay his or her current service charges, the District may discontinue water service after posting a final service interruption notice at least five (5) business days before discontinuation.

2. Deferred Payments/Alternative Payment Schedule or Reduced Payments

a. Deferred Payments/Alternative Payment Schedule

A residential customer may avoid discontinuation of service for nonpayment by deferring payment of the unpaid bill or by agreeing to an alternative payment schedule. The customer must contact the District, by telephone or in writing, to request an alternative payment schedule or a deferral of the payment period in which to pay the unpaid bill. The District shall review the customer's request. If a customer wishing to defer payments or agree to an alternative payment schedule must agree to amortize the unpaid balance of the account over a reasonable period of time, not to exceed 12 months. The customer who is granted such payment arrangement will be required to enter into a written payment agreement with the District.

Customers who enter into a payment agreement with the District and who make regular required payments toward the unpaid balance shall avoid discontinuation of service for nonpayment of the bill. Failure to comply with



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the terms of the written payment agreement shall result in the discontinuation of service after posting of a final service interruption notice at least 48 hours before discontinuation.

b. Reduced Payments

The District offers a Customer Assistance Program (CAP) to eligible low-income customers. Residential customers eligible for CAP are offered a temporary discount in the District water and wastewater rates. The discounted amount is applied prospectively, after the District determines a customer meets the eligibility requirements to participate in CAP.

CAP Eligibility: CAP eligibility is based on income limits that correspond to the “very low-income level” established by the State housing poverty guidelines, which are set by the county and updated annually. A very low-income limit reflects 50% of Housing and Urban Development’s Median Family Income. A customer that is on CAP must notify the District if the customer’s household no longer qualifies for the CAP. CAP Benefits are temporary and are not provided indefinitely. Eligible CAP customers must reapply to participate in CAP every 24 months.

CAP Benefits: Eligible customers may qualify for a 50 percent discount on the standard bimonthly service charge and a 50 percent discount on the water use in each eligible household, up to a maximum of 1,050 gallons per person per month. A 35 percent discount on the District’s wastewater service charge and flow charges collected will be applied to the account. CAP benefit shall be effective beginning the billing period when the eligibility is approved by the District.

The District’s CAP benefits apply only to the District’s service charges.

3. Contest or appeal a bill

Customers may contact the District at **(866) 403-2683** to obtain information regarding payment arrangements to avoid service interruption and/or the process to dispute a bill. A customer may dispute a bill by submitting a written description of the dispute to the District’s Customer Services Manager or by speaking directly with a Customer Services Supervisor by telephone within 15 calendar days after the payment due date. The Customer Services Manager shall respond in writing to the customer no later than 15 days after receiving the dispute in writing or by telephone.

Any customer whose timely dispute has resulted in an adverse determination may appeal the determination to the Manager of Customer and Community Services by filing



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a written notice of appeal within ten (10) business days of mailing of the Customer Service Manager's determination. The Manager of Customer and Community Services has 10 days to respond to the appeal. The decision of the Manager of Customer and Community Services shall conclude the investigation of the customer dispute or complaint. The review of customer's dispute or complaint shall include the following factors:

1. Whether the charges are correct;
2. Whether staff discontinued water service prior to the completion of this appeal process;
3. Whether staff failed to offer deferred payments or an alternative payment schedule or reduced payments as outlined above;
4. Whether staff failed to inform the customer of the District's CAP program; or
5. Whether staff failed to consider medical certification as outlined above.

Water service will not be discontinued during the period the customer's bill dispute is being investigated or appealed.

All appeals submitted to the Manager of Customer and Community Services shall be presented to the Board of Directors in a monthly report, including decisions rendered.