

RIO ALTO WATER DISTRICT  
RESIDENTIAL SERVICE CUSTOMER BILLING PROCEDURES,  
TIMELINE & DISCONTINUANCE OF SERVICE FOR NONPAYMENT POLICY

Rio Alto Water District, hereinafter referred to as “the District”, is a community water system that supplies water to more than 200 service connections and therefore is subject to Senate Bill No. 998 (Dodd), approved September 28, 2018. This bill requires that a community water system has:

- A written policy on discontinuation of water service to certain types of residences for nonpayment available in prescribed languages.
- Prohibits residential service from being discontinued for nonpayment until a payment by a customer has been delinquent for at least 60 days.
- Requires a community water system to contact the customer named on the account and provide the customer with the District’s policy on Discontinuance of Residential Service for nonpayment no less than 7 business days before discontinuations of residential service under various other specified circumstances.

**Billing Terms:**

1. Metered Customers are billed in arrears every two months.
2. Metered bills are mailed out the first week following the second month in the billing cycle. Bills are due and payable upon receipt and become delinquent on the 6<sup>th</sup> of the following month. In accordance with SB998, metered customers will only be subject to service discontinuance after 60 days of delinquency as outlined in the following schedule:

| Billing Period       | Billing Mail Date                 | Delinquent Date-<br>10% Delinquency<br>Charge | 60 Day Discontinuance of<br>Residential Service<br>Approximate Date * |
|----------------------|-----------------------------------|---|---|
| January and February | 1 <sup>st</sup> Week of March     | April 6th                                     | June 6th  |
| March and April      | 1 <sup>st</sup> Week of May       | June 6th                                      | August 6th  |
| May & June           | 1 <sup>st</sup> Week of July      | August 6th                                    | October 6th   |
| July & August        | 1 <sup>st</sup> Week of September | October 6th                                   | December 6th  |
| September & October  | 1 <sup>st</sup> Week of November  | December 6th                                  | February 6th  |
| November & December  | 1 <sup>st</sup> Week of January   | February 6th                                  | April 6th   |

\*If a Discontinuance of Residential Service Date falls on a Friday, Saturday or Sunday, or legal holiday the discontinuance of service will be deferred to the next business day.

3. **First Notice of Delinquency:** A 10% delinquent charge is assessed when the account becomes delinquent on the 6<sup>th</sup> day of the subsequent month following the issuance of the original billing. The first notice of delinquency is mailed to the customer when the account is assessed delinquent charges.

If the mailing address and the address of the property to which water service is provided are different, a separate notice will be mailed to the service address and addressed as "Occupant". The District assumes no responsibility for contact information that has not been kept up to date by the customer.

4. **Second Notice of Delinquency:** No less than 7 business days before discontinuance of a residential service, a second notice will be mailed to the customer advising the customer of the proposed service discontinuance date. If the mailing address and the address of the property to which water service is provided are different, a separate notice will be mailed to the service address and addressed as "Occupant". The District assumes no responsibility for contact information that has not been kept up to date by the customer. The notice will include a copy of this policy and the information listed below:
  - The customers' name and address,
  - The amount of delinquency,
  - The date by which payment or arrangement is required in order to avoid discontinuance of residential service,
  - A copy of this policy, and
  - A telephone number for residential customers to contact in order to discuss options for averting discontinuation of residential services for non-payment,
5. **Third Notice of Delinquency:** A 24 hour notice in the form of a yellow door hanger will be posted in a conspicuous place at the residence if the customer fails to make payment on the delinquency after 60 days or fails to comply with any alternative or deferred payment plan entered into by the customer. A -24hour notice charge in the amount of \$10.00 is assessed to each customer that receives a Notice.
6. **Disconnection Deadline:** All delinquent water and sewer charges and associated fees must be received by the District no later than 4:00 p.m. on the date specified in both the second and third notices of delinquency.
7. **Disconnection of Service Notice:** A Service Disconnection notice in the form of a red door hanger is posted in a conspicuous place at the residence when the service is disconnected and locked off for non-payment.
8. **Reinstatement of services:** A reinstatement fee of \$50.00 will be charged to the delinquent account to unlock and restore services during normal business hours of 7:30 a.m. and 4:00 p.m. Payment in full of all delinquencies must be received to restore service. After hour service reinstatements require on-call personnel to return to the District and will be charged \$150.00 to cover the cost of the call-out. Residents will be encouraged to wait until working hours to have services restored. An adult must be present when the water is restored.
9. **Return Check:** Water service will be disconnected if the amount of the returned check and charge are not paid on or before the date specified in the door hanger notice of termination. A \$20 NSF fee is charged for all returned checks. All amounts paid to redeem a returned check must be paid by cash, money order, certified check, or credit card. The District will not accept checks from a customer who has issued a returned check for one year.

#### **Discontinuance of Residential Water Service for Nonpayment**

10. **Payment Arrangements:** The District offers payment arrangements to all residents. Contact with the District is necessary to request a plan for deferred, reduced payments or alternative payment

arrangements. **Payment arrangements must be made with the District prior to the proposed shutoff date.** The District phone number is (530)347-3835. Payment arrangements can be short term or amortized over 1 year. Short term payment arrangements can be made over the phone. Any amortized payment schedule requires a signed agreement to keep all other billings current within that year and a partial payment of 20% of the delinquent billing at the time of signing the amortization agreement. If a customer fails to comply with any amortization payment schedule, deferral or short-term payment arrangement, the service may be discontinued 5 days after the District posts a final notice to disconnect service in a prominent and conspicuous location at the property.

11. **Bill Dispute:** If you wish to dispute a bill, you are entitled to make an appointment to meet with the District Manager who is available between the hours of 7:30 A.M. and 4:00 P.M., Monday through Friday. **This dispute must be initiated within 10 days of receipt of the bill.** The District Office is located at 22099 River View Dr., Cottonwood, CA 96022. Phone number (530)347-3835. Your service will not be discontinued while a dispute is pending.
12. **Waiver of Delinquent Charges:** At the request of the customer, the District may waive the delinquent charge if there are extenuating circumstances on delinquent bills, not more than once every twelve months (12).
13. **Special Conditions:** The District shall not discontinue residential service for nonpayment if **all** of these conditions are met:
  - a. The customer, or tenant of the customer, submits to the District the certification of a primary care provider, as that term is defined in subparagraph (A) of paragraph (1) of the subdivision (b) of Section 14088 of the Welfare and Institutions Code, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided.
  - b. The customer demonstrated that he or she is financially unable to pay for residential service within the District's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the District's normal billing cycle 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.
  - c. The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, as written in payment arrangements item #10 above. (Payment Arrangements)

14. **Discontinuation of Residential Service in Landlord-Tenant Situations**: This section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.
- a. Where the District furnishes individually metered residential service to residential occupants of a detached single-family dwelling, or a multiunit residential structure, and the owner, manager, or operator of the dwelling, is the customer of record, the District will make every Good Faith Effort to inform the residential occupants, by means of Written Notice, when the account is in arrears that service will be terminated at least 10 calendar days (10) prior to termination. The Written Notice shall further explain that they have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
  - b. If the service is terminated, the tenant may elect to establish service subject to the terms and conditions of service, meets the requirements of law and the Districts Rules & Regulations. In order for the amount due on the delinquent account to be waived, the District requires that the applicant verify that the delinquent account customer of record is, or was, the landlord, manager, or agent of the dwelling. Verifications may include, but are not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or information disclosed pursuant to Section 1962 of the Civil Code.

This policy can be found on the District website in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean at [RAWD.org/rates-and-policies](http://RAWD.org/rates-and-policies).

Approved by the Rio Alto Water District Board of Directors

Wednesday, March 18, 2020