



## Discontinuation of Residential Service for Nonpayment

Residential service may be disconnected for nonpayment of a delinquent account only after the following steps have been taken to ensure compliance of SB-998 requirements for disconnection.

Once the billing due date has passed the following steps must be completed in the order listed below:

The day after the billing due date has passed – assess a 5% late fee and mail out a non-pay reminder. This reminder shall include the following information:

Name and address of the delinquent customer

The amount of the delinquency (not to be less than \$50.00)

The date by which payment is required to avoid disconnection

The telephone number of a District representative who can provide additional information

Information on how to make a payment in person or on the district website.

In the case of service to a multi-unit residential structure or mobile home park where the owner or manager is the customer of record, the notice to actual users shall also state that the actual users may become customers without payment of the delinquent amount, provided all the actual users from the meter agree to comply with District rules and regulations or one or more actual users is willing and able to assume responsibility for the entire amount or there is a physical means, legally available to selectively disconnect service to actual users who have violated this Code.

If the account remains unpaid after the delinquent due date, a courtesy phone call will be made seven business days before the disconnection date to notify the customer of the amount due and the pending termination date. During the phone call, we must offer the customer to provide the customer in writing of our disconnection policy for non-payment.

Five Calendar days before disconnection a door tag will be left in a prominent and conspicuous location at the property with the following information:

Name and address of the delinquent customer

The amount of the delinquency (not to be less than \$50.00)

The date by which payment is required to avoid disconnection



The telephone number of a District representative who can provide additional information

Information on how to make a payment in person or on the district website.

Once the account is disconnected, Customer Service Field staff shall leave directions on how customers can have service restored.

**Residential service that shall not be disconnected for nonpayment:**

If a customer has been granted a payment extension or arrangement and is current with agreed upon arrangement and any current bills

When a licensed physician certifies that disconnection of service will be life threatening to the customer, the customer is financially unable to pay for the service within the normal payment period and the customer is willing to enter into an agreement to amortize payment of the delinquency over a period not to exceed 12 months.

If a customer has initiated a complaint, requests an investigation, or has filed a written appeal form before the disconnection date