

## **Policy for Discontinuance of Water Service for Non-Payment** **(Disconnection/Shut-Off)**

Ordinance 76, as amended, establishes the procedures for utility accounts. This policy is responsive to the requirements of the Water Shutoff Protection Act (*Health and Safety Code §116906–116916*) and Ordinance 162, amending the District Utilities Code with procedures for temporary disconnection of utility (water) service for non-payment of utility charges.

### **Utility Service Disconnection Terms:**

1. Customers with utility accounts that are overdue by 61 days may have water service shut off (disconnected) for non-payment.
2. Customers with utility accounts that are overdue by 61 days and \$500 or more are subject to an accrual lien being placed on the property served by the utility account for all past due amounts as accrued.

### **Customer Notification:**

1. Utility bills are mailed monthly to the customer on account and printed with the bill due date, current charges and payment procedures, including information on past due (delinquent) bills.
2. All past due account customers receive a separate, delinquent notice printed in red and sent by the same means as the current utility bill and no less than 5 (five) days prior to disconnection. Property owners with tenants will also receive a third-party late notice to their attention whether or not they receive the current utility bill.
3. Accrual liens filed with the County of Mendocino will be noticed to the property owner upon filing. Any utility lien on the property must be paid to the District upon transfer of ownership of the property and/or utility account before reconnection or change of account ownership will be established.

### **Options for Customers after Utility Service Disconnection:**

1. Payment of past due amount on the utility bill and a reconnection fee of \$75 to restore service.
2. Request for an alternative payment plan that secures payment of all past due balance(s) within twelve (12) months. Current utility charges incurred during the twelve-month alternative payment plan period will still be due for timely payment. Customers that demonstrate a financial hardship or life threatening condition as identified by a physician may receive approval for longer payment plan terms.
3. Customers may petition the Board of Directors for relief from utility service disconnection at a Regular Meeting of the Board of Directors, held at 7:00 p.m. on the second and fourth Tuesdays of the month. The Board may add the item to its agenda to approve, rescind or alter the disconnection terms.