
California CSD

POLICY HANDBOOK

See Also: 2712 PRO
2172 TSK

POLICY TITLE: CSD Utility Services Accounts
POLICY NUMBER: 2172

2172 PST

2172 This policy effects all residents within the California Pines Community Services District that receive utility services provided by the District.

2172.1 All residents must have a completed application for utility services on file and pay a deposit in the amount of \$100.00 **PRIOR** to the start of service.

2172.2 Deposits will be credited back to customers' accounts after one year **without** any delinquent payments. Deposits will be held for all customers with delinquent payment history.

2172.3 Accounts are charged on the last day of each month for services provided.
Payments are due 15 days from the billing date.

2172.4 Delinquent Accounts & Water Shut Off

Accounts that are 60 days or more delinquent will be sent a SHUT OFF notice via certified mail as well as a copy of said notice being placed in a prominent location on the property. Shut off notices will be mailed and posted not less than 7 days prior to disconnection of service.

A copy of the Districts current policy regarding utility accounts will be provided to customers with the shut off notice. All shut off notices shall contain the following information:

- a. Customer's name and address
- b. The amount of delinquency
- c. The date by which payment or arrangement for payment is required in order to avoid discontinuation of residential service.
- d. A description of the process to apply for an extension of time to pay the delinquent charges.
- e. A description of the procedure to petition for bill review and appeal.
- f. A description of the procedure by which the customer may request a deferred or alternative payment schedule including an amortization of the delinquent residential service charges.

2172.5 Deferred or Amortized Payments California Pines Community Services District will consider deferring or amortizing payment of past due utility fees for a maximum of six months providing that customer continues to pay current monthly balance in full . Deferrals or amortization will only be granted by the General Manager after review of written documentation submitted by customer which shows recent financial hardship. Hardships may include (but are not limited to) death/disability of primary wage earner, recent job loss of primary wage earner or another unforeseen catastrophic financial event.

2172.8 - Revised 3/20/17

2172.3 - Revised 6/20/18

52.19-RENUMBERED; REVISED TO INCLUDE NEW WATER SHUT OFF REQUIREMENTS, 7/17/19-ADOPTED

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Customers may also be granted alternate payment arrangements (twice monthly payment vs monthly) if written documentation is provided to General Manager and a formal agreement is entered into.

2172.6 Water Service Disconnection-The District may disconnect water services for those individuals that have entered into a payment plan but fails to comply with payment agreement or if customer fails to pay current charges for 60 days or more.

If a customer's services are shut off due to lack of payment,

- a disconnection fee of \$25.00 will be charged to the account.
- a reconnection fee of \$25.00 will be charged to account to resume service.

If a customer's services are shut off a second time due to lack of payment,

- a disconnection fee of \$50.00 will be charged to the account.
- a reconnection fee of \$50.00 will be charged to account to resume service.

Prior to services being reconnected, a customer must pay all past due balance, disconnection and reconnection fees.

2172.7 Disputing Monthly Water Use

Customers who believe that their current water use bill is incorrect MUST contact district office staff within five days of mailing of the monthly statement in order to request that a water audit be performed by district staff. Upon completion of said audit, customer will be provided a copy of the findings. If there are no clear indications of a leak, payment of all charges is due within 15 days.

2172.8 Dispute Appeal Customers may appeal the findings of the water audit to the Board of Directors.

Customers wishing to appeal must submit a request in writing to the California Pines Community Services District office staff no less than 10 days prior to the next regularly scheduled Board of Directors meeting. Customers' must attend this meeting and present any written or verbal testimony to the Board of Directors for consideration. The Board shall carefully review all information presented and provide written notice of its decision within 3 days following the Board meeting. All Board decisions are final and binding.

2172.9 The District is prohibited from discontinuing services to customers who submit certification of a primary care provider that discontinuance of water service will pose a health or safety risk to the resident; the customer or tenant of a customer who submits a certification advising that they are unable to pay within the normal billing cycle and those customers that are willing to enter into a payment agreement for all delinquent charges.

2172.10 Pursuant to current legislation, the District is required to publish the number of annual service shutoffs for inability to pay on the district website and in a report provided to the State of California.

2172.11 Current Monthly Service Rates are as follows:

- **Sewer - \$38.00**
- **Water – Based on monthly meter readings**
- **Mosquito Abatement - \$3.00**
- **Trash Pick-up - \$13.50**

This rate is for 2 cans per week, any extra cans will be an additional charge of \$3.00 per can.

2172.12 The District also charges for connecting to the sewer and water system. Charges must be paid in full prior to connection. Connection Rates are as follows:

2172.8 - Revised 3/20/17

2172.3 - Revised 6/20/18

- (1) **Water Hookup**
 - Lake Unit 1B - \$500.00
 - Lake units 3,4, parts of 2, and Castle Rock Estates - \$2500.00

- (2) **Waste Water Hookup**
 - Lake Unit 1B - \$500.00
 - Lake Unit 3 - \$600.00
 - Lake Unit 4, part of 2, and Castle Rock Estates - \$2600.00

2172.13 Customer wishing to disconnect services are required to notify the District at least 3 days prior to vacating the premises. Unless this notice is received by the District, the customer will be liable for all charges until service is disconnected.

2172.14 The District may refuse to furnish water, and may discontinue service, to any premises where apparatus, appliances or equipment using water is dangerous, unsafe or out of compliance with the laws and ordinances that govern the District. Service may also be discontinued as necessary to protect the District against fraud or abuse.

2172.15 Cal Pines CSD makes every effort to cooperate with Modoc County concerning all environmental and health concerns. As a courtesy, if services are discontinued due to lack of payment, **and if the residence is still occupied**, the District will notify the Modoc County Environmental Health Department of the situation. (especially where children or elderly residents are involved)

2172.16 The district reserves the right to discontinue service for violation of an ordinance or regulations.