California Special Districts Association

# POLICY HANDBOOK

**POLICY TITLE: Water Customer Shutoffs**

**POLICY NUMBER: 3125**

**3125.1** All Shutoffs will **meet the standards set by SB998 as follows**:

**3125.1.1** No customer will be shut off for non-payment of less than 60 days. Customers who are delinquent by 60 days and have a balance of $200 or more shall be given a termination notice.

**3125.1.2** Each customer will be contacted via phone, notice, mail or in person regarding the shutoff no less than 7 days prior to the shutoff. The customer will be advised of the reconciliation agreement pursuant to Policy 3130. The termination notice will include all the requirements listed in Health and Safety Code 116908.

**3125.1.3** A customer may appeal the shutoff by filling out the customer complaint form and appealing to the Public Relations Committee. The Committee will review the complaint and give direction to the General Manager for resolution.

**3125.1.4** If the customer fails to contact the District by the eighth day after the notice, the service will be termination and the customer will be charged a shutoff fee.

**3125.2** To restore service to customers who are terminated, a reconciliation agreement must be signed by the customer per Policy 3130. A reconnection fee will be charged to return service to the customer’s location.

**3125.3** Delinquent fees may be dismissed once every twelve months for those customers who demonstrate a household annual income that is 200% below the federal poverty level or a member of the family receives assistance from any of the following; CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children.