



RURAL NORTH VACAVILLE WATER DISTRICT

POLICY TITLE: Water Customer Shutoffs
POLICY NUMBER: 3125
ADOPTION: 5-14-2013 replacing Policy 2171
REVISION: 2-11-20

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 customers may appeal the shutoff by contacting the GM at 707-447-8420 or by email gm@mvwd.com . The GM will review the complaint and give direction for resolution.

3125.1.4 To prevent disconnection, customers may contact the District office for information about an Alternative/Deferred payment schedule i.e. Reconciliation Agreement, or demonstrate that all the conditions in SB998 section 116910 are met.

3125.1.5 If the customer fails to contact the District by phone at 707-447-8420 or by email to gm@mvwd.com by the eighth day after the notice, the service will be terminated and the customer will be charged a shutoff fee. Disconnected properties will be liened in accordance to Water Code 25806 (associated fees/charges will be applied to the account as listed in District Schedule of Fees.

3125.1.6. If there is a landlord-tenant relationship between the residential occupants and the Owner, Manager, or Operator of the dwelling which describes conditions under which service can be shut off see Section 116916 of SB998 for details.

3125.2 To restore service to customers who are terminated, a Reconciliation Agreement must be signed by the customer per District Policy 3130 or the account must be paid in full. A reconnection fee will be charged to return service to the customer's location per District Schedule of Fees. For a residential customer to demonstrates to the District a household income below 200% below the federal poverty level the District shall be charged a reconnection fee of \$50.

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.