

Policy on Discontinuation of Residential Service for Nonpayment

On September 28, 2018, Governor Brown signed into law Senate Bill 998, the Water Shutoff Protection Act, which changes the requirements and procedures relative to the discontinuation of residential water service for nonpayment beginning April 1, 2020.

On March 16, 2020, the Board of Directors of the Green Valley Mutual Water Company adopted Resolution 20-01, which amended Rules and Regulations for Residential Water Service to incorporate Senate Bill No. 998 (SB 998) mandating new restrictions on discontinuation of residential water service for nonpayment and corrected inconsistencies in the Rules and Regulations.

4207. BILLS DUE AND PAYABLE: Water service bills are due and are payable as of the due date of the bill. Payment shall be at the office of the Company and if not paid within thirty (30) days from the due date of the bill it shall be delinquent unless otherwise specified on the bill. At thirty (30) days after the bill due date a late fee as noted in policy section 4200.02 shall apply. A final shut off notice shall be sent with the date of shut off being sixty (60) days after the bill due date. No less than seven (7) business days before discontinuation of service the shareholder named on the account will be contacted by telephone or written notice. If the shareholder's address is not the residential address to which the service is provided, the notice will be sent to the property to which the service is provided, addressed to "Occupant". On the shut off date, the water service shall be shut off and a turn on fee shall apply for restoration of service per policy section 4200.03 after outstanding amount has been brought current. Failure to receive the bill does not relieve the stockholder of the liability. Any amount due shall be deemed a debt owed to the Company and any person failing, neglecting or refusing to pay said indebtedness shall be subject to the provisions of ARTICLE XV of the bylaws and the discontinuance of water service at any and all locations under his control. (Revised 3/16/2020 Reso 20-01)

4207.01. TERMINATION FOR NONPAYMENT: Except as hereinafter provided, if a bill is delinquent for at least sixty (60) calendar days, GVMWC may terminate water service to the premises. Water service shall not resume to the premises until required delinquent amounts, penalty fee, accrued interest, turn off fee and turn on fee then in effect, are paid in full. Notwithstanding the above, the Company will not terminate water service for non-payment for the following reasons:

- a. While an investigation of a customer dispute or complaint is still pending;
- b. When a customer has been granted an installment agreement or extension of time for payment of the bill;
- c. During an appeal to the GVMWC Board of Directors;
- d. Upon certification by a licensed primary care provider that to do so will be life threatening or pose a serious threat to the health and safety of a resident of the premises; the customer is deemed financially unable to pay the bill in the normal payment period; and the customer is willing to execute an agreement with the Company to pay the delinquency in installments over a period of time. A customer is deemed financially unable to pay during the normal billing cycle if: (1) any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or (2) the customer declares under penalty of perjury that the household's annual income is less than 200 percent of the federal poverty level. The customer is responsible for demonstrating that all of the above conditions have been met. Upon receipt of documentation from the customer, the Company will review the documentation within seven (7) calendar days and either: (1) request the customer's signed agreement to pay the delinquency in installments; (2) request additional information from the customer; or (3) notify the customer that he or she does not meet the required conditions.

The Company may discontinue water service if a customer who has been granted an installment agreement under this section fails to do either of the following for sixty (60) calendar days or more: (1) to

pay any amount due under the installment agreement; or (2) to pay his or her current charges for water service. The Company will post a final notice of intent to disconnect service in a prominent and conspicuous location at the service address at least five (5) business days before discontinuation of service. The final notice will not entitle the customer to any investigation or review by the Company. (Added 3/16/2020 Reso 20-01)

4207.02 Notice of Final Shut Off: The Company will mail written notice of impending termination of water service, postage prepaid, to the shareholder whom such service is billed at least fifteen (15) days prior to the date of the proposed termination of service. If the shareholder's address is not the residential address to which the service is provided, the notice will be sent to the property to which the service is provided, addressed to "Occupant". Written notice will include the following information:

- a. The name and address of the customer whose account is delinquent;
- b. The amount of the delinquency;
- c. The date by which payment or an arrangement for payment is required in order to avoid termination of service;
- d. The procedure for obtaining information on the availability or non-availability of financial assistance; and
- e. A description of the procedure by which the customer may request an alternative payment arrangement, which may include an extension or other payment arrangement;
- f. The procedure by which the customer may initiate a complaint or request an investigation or appeal concerning service or charges;
- g. The telephone number of the District's General Manager or other District representative to discuss arrangements for payment. (Added 3/16/2020 Reso 20-01)

Green Valley Mutual Water Company
(909) 867-2912
Monday – Friday, 9:00am to 3:00pm