

Policy: Disconnection of Service Due to Non-Payment

This policy describes the process followed by Grizzly Flats Community Services District (“District”) for the collection of delinquent accounts, including notifications, fees and disconnection of water service due to non-payment. All service disconnections for non-payment will comply with the California Health and Safety Code, Section 116900. Nothing in this policy prevents the District from disconnecting water service due to an unauthorized action of a customer or violation of an ordinance or regulation.

Contact Information:

For questions or assistance regarding your water bill or to avert disconnection of water service due to non-payment, the District’s staff may be reached at (530) 622-9626. Customers may also visit the District office at 4765 Sciaroni Rd, Grizzly Flats. Our office hours are Monday through Friday, 9:00 AM to 2:00 PM, excluding holidays. Account information is also available online through our “Customer Web Portal”. A link to the portal is found on the bottom of the homepage of our website, www.grizzlyflatscsd.com.

Billing Procedure:

Customer meters are read by the District between the 18th and 22nd of each month. Statements are distributed on the last business day of each month for those charges. Statements will be mailed unless the customer requests electronic delivery. Water charges shall be considered delinquent if not paid by the 15th of each month.

Failure to receive a billing statement shall not relieve the customer of their payment obligation to the District. Payments must be in our office by the date and time specified to avoid penalties or disconnection notices.

Payment Options:

Customers have several different ways to pay their water bill. The District accepts cash, checks, money orders or credit cards. Payments can be made:

- In person at the District office during our normal business hours.
- Dropped off in our “Payment Drop box” after hours (located at the bottom of our driveway – do not leave cash).
- Mail payments to: PO Box 250 Grizzly Flats, CA 95636-0250
- Pay online through one of the 3rd party vendors who process payments for us:
 - Official Payments – \$2.95 flat fee, use the green “Pay Now” button on our website.
 - The “Customer Web Portal” - \$2.50 or 2.5%, whatever is greater, make a one-time payment or sign up for recurring payments.

Late Charges:

1st Tier Late Charge - If payment is not received in the District’s office by 9:00 AM on the 21st of the month, 10% of the current charges due shall be applied to all accounts with a balance over \$5.00.

2nd Tier Late Charge – If an account goes unpaid for two months, a charge of 10% on the current charges and 1% of the past due charges shall be applied to all accounts. Payments must be received in the District office by 9:00 AM on the 21st of the month to avoid this charge.

Disconnection of Service Due to Non-payment:

Customers are subject to service disconnection if their account is delinquent by sixty (60) days or more. Disconnections will occur on the 16th of the month or the next business day if the 16th is a weekend or holiday.

Customers will receive the following notices prior to disconnection:

Notice of Impending Disconnection (7 Day Notice) - Customers will be contacted by phone, written notice, or in person with the following information: Name and address of the customer, the amount of the delinquency, date and procedure by which payment or payment arrangements shall be made to avoid service disconnection. A fee of \$10 will be added to the account to cover the District's administrative costs for issuing this notification. To avoid this fee, payments must reach our office by 9:00 AM, seven business days prior to the disconnection date.

48 Hour Notification - If the account remains unpaid, the District will issue a 48 Hour Notification by phone or email. A charge of \$10 will be added to the account to cover the District's administrative costs for issuing this notification. To avoid this fee, payments must reach our office by 9:00 AM, two business days prior to the disconnection date.

It is the customer's responsibility to have accurate contact information on file with the District. Phone numbers and emails listed on the customer's account will be used to make these notifications, but the disconnection process will not be delayed due to a lack of contact information.

The customer shall contact the District to either pay the account in full or request an alternative payment arrangement before 12:00 PM (Noon) on the disconnection date. Options for alternative payment arrangements are detailed in this policy. If the customer fails to contact the District, water service will be disconnected.

Once service has been disconnected, a notice will be sent to the customer notifying them of the process to get their water service restored. The letter will inform them of the current amount due and the date a lien will be filed against their property if it remains unpaid. A lien is filled with El Dorado County Recorder's Office against the property for the full amount due plus 1.5% monthly interest, no less than 15 days after disconnection. The District may choose to collect unpaid charges on the annual property tax roll if a lien goes unpaid. The current fee for filing a lien is \$230.

The District shall not disconnect service for non-payment if any of the following situations apply:

1. Service will not be disconnected on Fridays, Saturdays, Sundays, legal holidays, or at any time during which the District's office is not open to the public.
2. The customer submits certification from a licensed primary care provider (as defined in the Welfare and Institutions Code, section 14088) that disconnection of water service will be life threatening or pose a serious risk to the health and safety of a resident of the premises where water service is provided.

3. The customer certifies that they are unable to pay within the normal billing cycle due to a hardship or that their household income is 200% below the federal poverty level or a member of their household is a 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.

Customers that submit certifications for items 2 or 3 must be eligible for and willing to enter into an alternative payment arrangement for the payment of all delinquent charges and abide by that agreement. The District shall disconnect water service if a customer who has been granted an alternative payment arrangement under this section fails to abide by the agreement or pay their current water charges for sixty (60) days or more. Anyone who submits certification for item 3 may have their reconnection fee adjusted to \$50.

Alternative Payment Arrangements

The District shall offer two options for repayment of delinquent water charges. All arrangements must be in writing by the property owner and approved by the General Manager prior to the service disconnection. Customers are limited to one alternative payment arrangement at a time.

Temporary Deferral of Payment - Customers may request a temporary deferral of payment up to fourteen (14) calendar days after the due date. Payment in full is due on the date agreed to. Water service will be disconnected on that date if payment of the past due charges is not received in the District office by 12:00 PM. It is the customer's responsibility to pay by the date of the agreement. The District will not issue any additional notifications or payment reminders.

Amortization of Unpaid Balance – Customers may request a payment arrangement that spreads the past due balance over a period not to exceed twelve (12) months. Customers are responsible for paying both their current charges and the monthly amount agreed to in the amortization agreement. The monthly water statement from the District will show the total amount due on the account. A separate bill for the amortization amount will not be issued.

If the customer fails to comply with an alternative payment arrangement, the account is subject to late charges and service disconnection as outlined in this policy. The customer shall not be entitled to any further payment arrangements once they default on an agreement.

Service Reconnection:

If a customer's water service is disconnected for non-payment, it can be restored once the account is paid in full, including the disconnection (\$65) and reconnection charges (\$60). Service will only be restored during the District's normal business hours and the customer or their designee must be present at the home.

Procedures for Returned Payments:

A charge of \$25 will apply to any payment not honored by your banking institution. The District will issue a notice to the customer and the customer shall pay all unpaid charges and fees within two weeks of the notice.

Until such payment has been received, the account will be treated as past due and late penalties will be assessed. Two or more returned checks or e-checks in a twelve (12) month period will require payment in cash or money order for all future payments.

A customer, who's payment to avoid service disconnection or to restore service after disconnection isn't honored by their banking institution, shall be issued a 48 Hour Disconnection Notice (with the applicable charge added to the account balance). Customers must pay all charges in full with cash or money order within 48 hours of the notice or water service will be disconnected. Alternative payment arrangements will not be accepted. Once disconnected, the account must be paid in full prior to service reconnection. Checks will no longer be accepted from those customers to avoid disconnection or to restore service.

Appeals Process:

Any customer of the District who disputes any fee or charge assessed by the District, or whose water service is disconnected by the District may appeal that action to the Board of Directors. Customers must file a written appeal with the General Manager no later than 30 days from the date that the District assessed the challenged fee or charge or disconnected water service.

Written appeals shall set forth the basis for the appeal and all facts upon which the appeal is based. No other basis or facts will be considered, except those specifically set forth in the written appeal. Late appeals will be automatically rejected. Applicable late charges will continue to accrue against any customer who has filed an appeal until the amount due is paid in full or the District orders otherwise. Water service not disconnected prior to an appeal shall not be disconnected until the Board of Directors rules on the appeal.

Rental Properties

All accounts must be in the property owner's name (as listed by El Dorado County). Monthly water statements are sent to the owner. Electronic statements may be sent to the tenant, if requested by the owner. Payments may be made by the tenant, but ultimately, the owner is responsible for all charges and fees that accrue on the account. The owner is also responsible for keeping the District updated with the current tenants' mailing address, e-mail address (if applicable) and phone number. Late Notices and Disconnection Notices will be sent to the owners' address. The District will make a good faith effort to provide the Notice of Impending Disconnection (7 Day Notice) to the tenant at the service address. Alternative Payment Arrangements shall only be made with the owner of the property.

Languages:

In compliance with California Government Code 116900, this policy and written notices of disconnection will be available by request in the following languages: English, Spanish, Chinese, Tagalog, Vietnamese, Korean, and any other language spoken by ten percent (10%) or more people within the District's service area. Contact our office at (530) 622-9626 to submit this request.