

Grizzly Lake Community Services District

POLICY TITLE: Procedure Prior to Discontinuing Water Service

POLICY NUMBER: 5095

No Water Shutoffs Unless At Least 60-Days Delinquent

- Grizzly Lake CSD cannot discontinue service until a payment by a customer has been delinquent for at least 60 days.
- If service is discontinued for nonpayment, GLCSD will provide information about how to restore residential service.
- GLCSD will also prohibit water shutoffs for residents who meet certain health and financial requirements and who are willing to make alternative payments.
- Reconnection fees are limited for residents with income below 200 percent of the federal poverty level and those residents are entitled to a waiver of interest charges on delinquent bills once every 12 months.

GLCSD will offer the following:

- (1) a plan for deferred or reduced payments.
- (2) alternative payment schedules.
- (3) a formal mechanism for a customer to contest or appeal a bill; and
- (4) a customer should **CALL 530-832-5225** to discuss options to avoid discontinuation of service due to nonpayment.

This policy shall be available on the website at grizzlylakecsd.com.

Telephone or Written Notification Requirements

This policy addresses the notice which will be provided to the person listed on the water bill and provides notification protections for tenants, including:

- Notice will be provided to the person listed on the water bill at least 7 business days before the possible termination of service.
- If the customer's address is not the address of the property where water service is provided, notice will also be mailed to the property address, addressed to "Occupant."

• If GLCSD is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, GLCSD is required to make a good faith effort to visit the residence and leave or make arrangements for placement in a conspicuous place a notice of imminent discontinuation for nonpayment and the system's discontinuation policy.

• The notice will include the following: customer's name and address; amount of delinquency; date by which payment or arrangement for payment is required to avoid discontinuation of service; the process to apply for an extension of time to pay the delinquent charges; description of the procedure to petition for bill review and appeal; and description of

the procedure by which the customer can request a deferred, reduced, amortized or alternative payment schedule. Tenants must be notified in writing that they have the right to become customers to whom water service will be billed without having to pay any of the delinquent amounts. If an appeal is filed by "an adult at the residence," GLCSD cannot terminate service while the appeal is pending.

THIS POLICY WAS APPROVED ON THIS THE 9TH DAY OF NOVEMBER 2022 by the following roll call vote of the governing body:

AYES: 3

NOES: 0

ABSTAIN: 0

ABSENT: 0

I hereby certify that the foregoing is a true and correct copy of the GLCSD POLICY adopted by the Board of Directors at the Regular Board meeting held on November 9, 2022.



Patricia Gujllory, GM/Clerk to the Board