

RESOLUTION NO: 2025-02

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE
GRIZZLY LAKE COMMUNITY SERVICES DISTRICT
AMENDING AND ADOPTING POLICY 5095
“PROCEDURE PRIOR TO DISCONTINUING WATER
SERVICE”**

WHEREAS, the Grizzly Lake Community Services District (“District”) is organized and operates pursuant to California Government Code Section 61000, et al; and

WHEREAS, prior to discontinuing water service for nonpayment, the District must comply with the provisions set forth in the Water Shutoff Protection Act (“Act”) (Cal. Health and Safety Code § 116900, et seq.); and

WHEREAS, on November 9, 2022, the District, in compliance with the Act, adopted Policy 5095 titled “Procedure Prior to Discontinuing Water Service”; and

WHEREAS, the District desires to amend Policy 5095 titled “Procedure Prior to Discontinuing Water Service” in compliance with the Act.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Grizzly Lake Community Services District, as follows:

1. Incorporation of Recitals.

The Recitals set forth above are incorporated herein and made an operative part of this Resolution.

2. Adoption of Amended Policy 5095 – Procedure Prior to Discontinuing Water Service

The District’s Board of Directors hereby amends and adopts Policy 5095 titled “Procedure Prior to Discontinuing Water Service” attached hereto as Exhibit “A”.

3. Severability.

If any section, subsection, clause or phrase in this Resolution or the application thereof to any person or circumstances is for any reason held invalid, the validity of the remainder of this Resolution or the application of such provisions to other persons or circumstances shall not be affected thereby. The Board hereby declares that it would have passed this Resolution and each section, subsection, sentence, clause, or phrase thereof, irrespective of the fact that one or more sections, subsections, sentences, clauses or phrases or the application thereof to any person or circumstance be held invalid.

PASSED AND ADOPTED, by the Board of Directors of the Grizzly Lake Community Services District, on this 5th day of August, 2025.

AYES:

NOES:

ABSENT:

ABSTAIN:

Chair, Board of Directors
Grizzly Lake Community Services District

This is to certify that the foregoing document is a true and correct copy of the Resolution of the Governing Board of the Grizzly Lake Community Services District.

Bob Howell, General Manager

Exhibit "A"

POLICY TITLE: Procedure Prior to Discontinuation Water Service

POLICY NUMBER: 5095

I. Termination of Service by the District

- A. The District shall not discontinue water service for non-payment until payment by the customer has been delinquent for at least sixty (60) days. The District shall send the customer of record a Delinquent Account Notice ("first notice of disconnection") approximately forty (40) days but in no event less than fifteen (15) business days before termination of service for non-payment. The first disconnection notice will be mailed to the mailing address and/or addresses designated on the account. If the mailing address and the address of the property to which water service is provided are different, a second notice will be mailed to the service address and addressed to "Occupant".

The first written disconnection notice will include:

- the name and address of the customer;
- the amount of the delinquency;
- the date by which payment or payment arrangements must be made to avoid discontinuation of service;
- the procedure by which the customer may initiate a complaint or request an investigation or appeal concerning service or charges;
- a description of the procedure by which the customer may request an extension of time to pay the delinquent charges;
- the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent residential service charges.

The District shall also make a reasonable, good faith effort to contact the customer of record or an adult person living at the premises of the customer in person or by telephone at least seven (7) days before discontinuation of service. The District will offer to provide in writing a copy of this Policy and to discuss options to avert discontinuation of water service for nonpayment, including the possibility of an extension or other payment arrangement.

If the District is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, the covered water system shall make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent discontinuation of residential service for nonpayment and the covered water system's policy for discontinuation of residential service for nonpayment.

- B. If the first disconnection notice is returned through the mail as undeliverable, the District will make a reasonable, good faith effort to visit the residence and leave a notice of discontinuance for non-payment.

- C. All delinquent water service charges and associated fees must be received by the District by 5:00 PM on the day specified in the disconnection notice.
- D. The District will disconnect water service by turning off and in some cases locking the meter. District staff will not, under any circumstances, accept payments from customers at the time of disconnection, and shall not postpone a shut-off that has been scheduled by the billing department.
- E. The customer will be charged a fee to re-establish service in the billing system regardless of whether the meter has physically been turned off.
- F. If a customer disputes a bill they can appeal. Appeals must be in writing and must be filed no later than ten (10) days after a delinquency notice has been issued or fifteen (15) days after the initial bill. If a customer disputes the water bill and exercises their right to appeal, the District will not disconnect water service for non-payment while the appeal is pending.
- G. The District shall not discontinue residential water service if ALL of the following conditions are met:
 - 1. The customer or tenant of the customer submits certification of a primary care provider that discontinuation of water service would (i) be life threatening, or (ii) pose a serious threat to the health and safety of a person residing at the property.
 - 2. The customer demonstrates he or she is financially unable to pay for water service within the water system's normal billing cycle. The consumer is deemed "financially unable to pay" if any member of the customer's household is: (i) a current recipient of one of the following benefits: Cal WORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (ii) the consumer declares the household's annual income is less than 200% of the federal poverty level; the customer will be required to produce copies of necessary paperwork and sign under penalty of perjury under the laws of the State of California that all information submitted to the District is factual and correct; and
 - 3. The customer is willing to enter into an alternative payment arrangement as set forth in Section M within fifteen (15) days. The Board of Directors will determine the most appropriate payment arrangement, taking into consideration the information and documentation provided by the customer, as well as the District's payment needs.
- H. The District and customer are only allowed to enter into one (1) alternative payment schedule at a time during a twelve (12) month period.
- I. The customer may not request a longer payment schedule for any subsequent unpaid charges while paying delinquent charges pursuant to a previous agreed upon alternative payment schedule. If the customer fails to comply with the terms

of the agreed upon alternative payment schedule for sixty (60) days or more, or while undertaking a payment schedule the customer fails to pay the current water service charges for sixty (60) days or more, the District may discontinue water service to the service address five (5) business days after the District posts a final written notice of its intent to discontinue service at the service address.

- J. The customer may be eligible for a one (1) time waiver of an assessed penalty. The penalty will be equal to a single (one month) penalty. This one-time waiver of the assessed penalty will only be waived once in a twelve (12) month period.
- K. Termination notice will be posted at the property and will state the date and time the service will be terminated. If payment is not received in full by the date and time listed on the termination notice, an additional shut-off processing fee will be assessed.
- L. Customers whose water service has been discontinued may contact the District by telephone or in person regarding restoration of service. Restoration shall be subject to payment of: (a) any past-due amounts, including applicable interest or penalties; (b) any reconnection fees, subject to the limitations in Section (N)(1), if applicable; (c) and a security deposit, if required by the District.
- M. Extensions and Other Alternative Payment Arrangements.

- 1. Time to Request an Extension or Other Alternative Payment Arrangement. If a customer is unable to pay a bill during the normal payment period, the customer may request an extension or other alternative payment arrangement described in this Section M. If a customer submits their request within thirteen (13) days after mailing of a written notice of discontinuation of service by the District, the request will be reviewed by a manager of the District. District decisions regarding extensions and other alternative payment arrangements are final and are not subject to appeal to the District's Board of Directors.
- 2. Extension. If approved by the District, a customer's payment of their unpaid balance may be temporarily extended for a period not to exceed six (6) months after the balance was originally due. The District's General Manager shall determine, in his or her discretion, how long an extension shall be provided to the customer. The customer shall pay the full unpaid balance by the date set by the District and must remain current on all water service charges accruing during any subsequent billing periods. The extended payment date will be set forth in writing and provided to the customer.
- 3. Amortization. If approved by the District, a customer's payment of his or her unpaid balance may be amortized over a period not to exceed twelve (12) months, as determined by the District's General Manager in his or her discretion. If amortization is approved, the unpaid balance will be divided by the number of months in the amortization period, and that amount will be added to the customer's monthly bills for water service until fully paid. During the amortization period, the customer must remain current on all water service charges accruing during any subsequent billing periods. The amortization schedule and amounts due will be set forth in writing and

provided to the customer.

4. **Alternative Payment Schedule.** If approved by the District, a customer may pay his or her unpaid balance pursuant to an alternative payment schedule that will not exceed twelve (12) months, as determined by the District's General Manager in his or her discretion. If approved, the alternative payment schedule may allow periodic lump-sum payments that do not coincide with the District's established payment date or may provide for payments made more or less frequently than the District's regular payment date. During the period of the alternative payment schedule, the customer must remain current on all water service charges accruing during any subsequent billing periods. The alternative payment schedule and amounts due will be set forth in writing and provided to the customer.
5. **Payment Reduction.** If approved by the District, a customer may receive a reduction of the unpaid balance owed by the customer, not to exceed 10 percent (10%) of the unpaid charges for water service. Any such reduction shall be funded using unrestricted funds of the District, and not from charges or fees paid by other customers. The District's General Manager shall determine, in his or her discretion, whether to grant a reduced payment, and the amount of such reduction, based on: (a) the availability of District funds to fund the reduction at a given time; (b) the customer's demonstrated financial need; and (c) the customer's prior payment history or prior payment reductions. The amount of the reduced payment and the due date for the reduced payment will be set forth in writing and provided to the customer.
6. **Failure To Comply.** If a customer has been granted a payment arrangement under this Section (M)6 and fails to: (1) pay the unpaid charges by the extension date; (2) pay an amount due under an amortization schedule; (3) pay an amount due under an alternative payment schedule; or (4) pay a reduced payment amount by its due date, then the District may terminate water service. The District 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 District.

N. Specific Program for Low-Income Customers

1. **Reconnection Fee Limits and Waiver of Interest.** For residential customers who demonstrate to the District a household income below 200 percent of the federal poverty line, the District will:
 - i. Limit any reconnection fees during normal operating hours to fifty dollars (\$50), and during non-operational hours to one hundred fifty dollars (\$150). The limits will only apply if the District's reconnection fees actually exceed these amounts. These limits are subject to an annual adjustment for changes in the Bureau of Labor Statistics' Consumer Price Index for All Urban Consumers (CPI-U) beginning January 1, 2021.

- ii. Waive interest charges on delinquent bills once every twelve (12) months. The District will apply the waiver to any interest charges that are unpaid at the time of the customer's request.
- 2. Qualifications. The District will deem a residential customer to have a household income below 200 percent of the federal poverty line if: (a) any member of the household is a current recipient of Cal WORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or (b) the customer declares under penalty of perjury that the household's annual income is less than 200 percent of the federal poverty level.
- O. Contact Information. Customers may contact the General Manager at (530) 832-5225 to discuss options to avoid discontinuation of water service. Customers may also visit the District's Financial Management office in person Monday through Thursday, between 9:00 a.m. and 5:00 p.m., or Fridays between 9:00 a.m. and 2:00 p.m. except on District holidays. The Financial Management office is located at 97 E. Sierra Street in Portola, CA 96122

II. Termination of Service by the Property Owner

- A. At the time an ownership of property is transferred, the property owner shall complete a "Utility Services Termination Request." The District will then, on the effective date, shut the water service off at the property.
- B. If a property owner wishes to temporarily shut off the water, for a period not fewer than sixty (60) days, the property owner shall complete the "Utility Services Termination Request" and the District will shut off the water service at the property. The service availability charge will continue to be billed to the property owner.