Disconnection of Water Service Data (SB998)

Below is information on Alta Sierra Mutual Water Company's service disconnections pursuant to Section 116918 of the California Water Shutoff Protection Plan (Senate Bill 998). The code requires that an urban and community water system shall report the number of annual discontinuations of residential services for inability to pay on the urban and community water systems internet website.

Residential service connections that had water shut off once during the year due to failure to pay

Account Type	2025
Residential Service	5

Residential service connections that had water shut off more than once during the year due to failure to pay

Account Type	2025
Residential Service	0

Residential service: Water service to a residential connection that includes single-family residences. For additional information on disconnections, see ASMWC's Policy on Discontinuation of Residential Water Service for Nonpayment .

ASMWC offers a **Customer Assistance Program** to customers get behind on their payments. This is reviewed and approved on a case by case basis by the water company's board. Contact the office at (760) 398-4111 to request assistance.