

Alta Sierra Mutual Water Company

Policy on Discontinuation of Residential Water Service for Nonpayment

(Water Shutoff Protection Act)

Updated: 4/17/2026

California law provides options for customers to avoid discontinuation of residential water service for nonpayment of their water bill. Those options include deferred payments or alternative payment schedules, and appealing a water bill.

How Can I Appeal My Water Bill?

Customers may dispute bills, or request an adjustment of bills, within 60 days of the bill date. No penalties or charges accrue on a disputed bill until 10 working days after a response from the Company.

To have your bill reviewed, please contact our company secretary at (760) 376-4111.

If there is no satisfactory resolution by service staff, a customer can then have their bill reviewed by the General Manager. The General Manager can correct any billing errors made by the Company. If a resolution is not reached by the General Manager, a final review and decision will be made by the Company Board of Directors.

How Can I Get A Deferred or Alternate Payment Schedule?

A customer who is unable to pay for water service within the normal payment period may request an alternative payment plan to avoid disruption of service. ASMWC will consider all circumstances surrounding the request and make a determination as to whether the deferred or alternate payment arrangement is warranted. The payment plan can either defer the amount due to a later date or provide for a payment schedule for the outstanding balance. A plan will require the account to be brought up to date in 60 days, but may not exceed 12 months from the original due date. To inquire about an alternate payment schedule, please call our company secretary at (760) 376-4111.