

ARROWBEAR PARK COUNTY WATER DISTRICT

Rules and Regulations Handbook

POLICY TITLE: Water Service Charges & Billing

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POLICY NUMBER: 3050

Effective Date: 9-17-2026

FEE NOTICE: Any fee, charge, deposit, or other monetary amount referenced in this policy shall be the amount established in the District's current Master Fee Schedule, as amended from time to time.

- 3050.10 POLICY PUBLICATION** - This policy, including specific District policy on discontinuation of residential service for nonpayment contained within, will be available in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by at least 10 percent of the people residing in the District's service area on the District's website: arrowbearwater.org or in writing if requested.
- 3050.20 WATER SERVICE WITHIN DISTRICT** - The schedule for charges to be collected by the District for Water Service within the boundaries of the District are hereby fixed and available on the Master Fee Schedule, as amended from time to time.
- 3050.30 WATER SERVICE OUTSIDE OF THE DISTRICT** - The schedule of charges to be collected by the District for water service to users outside of the boundaries of the District are hereby fixed as follows:
- 3050.30.1** Users located within the jurisdiction of another operating district or public entity shall be charged in accordance with the applicable agreement between the District and that entity.
- 3050.30.2** Other users shall be charged in accordance with the terms of the individual service agreement with each user.
- 3050.40 OWNER'S GUARANTEE** - Water service charges shall begin when the District has installed or accepted a water service connection and water service is immediately available to the property. Charges apply whether or not the property contains a structural improvement, the customer's plumbing is connected to the meter, water is used, the property is occupied, or the meter is turned on, turned off, or locked. The record property owner is responsible for water service charges while the service connection remains in place. Responsibility for future charges may be transferred upon the District's receipt of satisfactory evidence of a change in ownership and establishment of an account for the succeeding owner. A transfer does not discharge charges that accrued before the transfer.
- 3050.50 BILLS AGAINST PROPERTY** - Unpaid charges may be collected by civil action, placement on the tax roll, imposition of a lien, or any other remedy authorized by law. A lien or tax-roll collection shall arise only after the District has complied with all applicable statutory procedures, including any required notice, hearing, Board action, and recording requirements. Transfer of the property does not discharge a valid lien or any charges that accrued against the responsible customer.
- 3050.60 OWNER-TENANT AGREEMENT** - Where the property owner (Owner) rents their premises to a Tenant, the bill for services will continue to be mailed to the Owner. The Tenant and the Owner may make an agreement regarding payment of the charges and the District may communicate to the Tenant current amount due and accept payment for the property from the Tenant. Said Owner-Tenant agreement does not relieve the Owner of the responsibility of unpaid bills on the property.

In the event where a premises with a Tenant is scheduled for discontinuation of residential service (shutoff) and the Tenant can provide evidence that the Owner is responsible for

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water service charges for the premises or they were not the occupants of the premises at the time the past-due charges were incurred and there is an individual meter for the Tenant's premises, they can avoid shutoff and will not be responsible for past-due charges if, within ten (10) days of receipt of a Notice of Imminent Discontinuation of Residential Service for Nonpayment (shutoff), the Tenant: (1) pays the current amount due for service charges the Tenant incurred, (2) completes an application for service (which includes an agreement to be legally responsible for service charges for the premises from the date of application forward).

Upon termination of a Tenant Service Agreement, legal responsibility for service charges immediately and automatically reverts back to the property owner.

- 3050.70 MINIMUM MONTHLY CHARGE** - The minimum monthly charge will be paid each month by each property that has a connection to the District's water system. This charge will be paid regardless of the amount of water used, regardless of occupancy of structure, and regardless of turned-on / turned-off status. This policy reflects the need for the District to spread the cost of maintaining the District's water system and infrastructure over all the properties serviced by it.
- 3050.80 BILLING** - Water service charges for all users shall be charged and payable on a 12 month per year basis whether or not the facilities are occupied. The billing period shall be at the option of the District. Separate bills shall be rendered for each service installation.
- 3050.90 PAYMENT OF BILLS** - Bills for water service shall be rendered at the end of each billing period. Bills shall be payable upon presentation. Office hours will be maintained for the convenience of customers and the public. Office hours will be conspicuously displayed outside the District Office.
- 3050.100 DELINQUENT ACCOUNT LATE CHARGE** - Accounts not paid on or before the date in which they become delinquent, the 23rd of each month (or the next business day following the 23rd), will be subject to a late charge each month. Customers may request the removal of one (1) late charge once every 12 months.
- 3050.110 DELINQUENT ACCOUNT INTEREST CHARGE** - Accounts not paid on or before the date in which they become delinquent, the 23rd of each month (or the next business day following the 23rd), will be subject to an interest charge of one and one-half (1½) percent per month on the unpaid balance. For a residential customer who demonstrates to the District household income below 200 percent of the federal poverty line, upon request by the customer, the District shall waive interest charges on delinquent bills once every twelve (12) months. The District shall deem a residential customer to have a household income below 200 percent of the federal poverty line if any member of the household is a current 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, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level.

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3050.120 BILL CONTESTING AND APPEAL - If a customer feels there has been an error in the bill presented they should call the District office at (909) 867-2704 or send an email to info@arrowbearwater.org or send a letter to APCWD PO Box 4045, Arrowbear Lake, CA 92382. The District Staff will make a determination, based on current District policy, and will notify the customer in writing their determination to the mailing address on file within five (5) business days of receipt of the customer's request for review of the bill. If the customer wishes to appeal the determination by District Staff, the customer may appeal to the General Manager in any of the forms listed above, within fifteen (15) days of receiving the District Staff determination. The General Manager will make a determination on the appeal within five (5) business days and will notify the customer in writing their determination to the customer's mailing address on file. The General Manager's determination will be final. Customers may appeal the contested water bill to any other administrative or legal body to which such an appeal may be lawfully taken.

No discontinuation of residential service (shutoff) will occur if bill contesting or appeal is in process. It is the customer's obligation to provide evidence of an appeal of the water bill to any other administrative or legal body to which such an appeal may be lawfully taken, upon receipt of a Notice of Imminent Discontinuation of Residential Service for Nonpayment.

3050.130 DUE DATES, DELINQUENCIES, DISCONTINUATION OF SERVICE (SHUTOFF), AND AFTER HOURS/WEEKEND CHARGES - Water service charges shall be due and payable at the office of the District on the date of mailing the bill to the property owner or their agent, as designated in the application, and shall be delinquent the 23rd of the month following the close of the billing cycle.

Delinquent accounts (those whose payment was not made by the due date) will have a "PAST DUE" notice on the next month's bill and a notice that if the past-due balance is not paid that after sixty (60) days the account will be subject to shutoff.

If an account remains delinquent in the next billing cycle after the written PAST DUE notice is included in the bill, the District will make a good faith effort to visit the residence and a Notice of Imminent Discontinuation of Service for Nonpayment (shutoff) will be placed in a conspicuous location on the property (usually on or near the front door) at least seven (7) business days prior to the account becoming at least sixty (60) days delinquent. This notice will advise the Customer/Occupant that service will be discontinued if payment or arrangement for payment is not made before the account becomes at least sixty (60) days delinquent (no more than seven (7) business days following the placement of the notice).

The notice shall include, but is not limited to, the customer's name and address, the amount of the delinquency, the date by which payment or an arrangement for payment is required to avoid discontinuation of service, a description of the procedure for requesting a short-term extension of the shutoff date, a deferred or reduced payment plan, an installment payment arrangement, or an alternative payment schedule, and a description of the procedure to request review or appeal of the bill.

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Payment arrangements under Section 3050.140 shall be available without requiring the customer to satisfy the three conditions stated in Section 3050.150. Customers who satisfy all three conditions in Section 3050.150 shall receive the additional protections required by that section.

This written notice will provide compliance with the Health & Safety Code section 116908 for written notice prior to discontinuation of service (shutoff). If payment or payment arrangements of the past due amount is not made within the seven (7) business days from the placement of the notice, the Customer's water will be shut-off, the meter locked, and a shut-off order dispatch fee added to the account. For a residential customer who demonstrates to the District household income below 200 percent of the federal poverty line, the District shall ensure the following: (1) The shut-off order dispatch fee or reconnection of service fee during normal operating shall not exceed the amount specified by law or the actual cost of shut-off and reconnection. (2) The shut-off order dispatch fee or reconnection of service fee outside normal operating hours or on the weekend shall not exceed the amount specified by law or the actual cost of shut-off and reconnection. Fees may be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

Shutoff accounts (either due to nonpayment or customer request) will have the meter locked. Tampering with District property is addressed in Section 1010.80.

Customers requesting water to be turned on must do so during regular business hours and pay the past due amount in addition to the shut-off order dispatch fee. Customers requesting water to be turned on after regular business hours or on the weekend, customers whose property has a visually apparent leak and must be shut-off after hours or on the weekend, and customers requesting water shut-off or turn-on, will also be required to pay an additional call-out fee to cover the cost to the District for the overtime labor.

If a shut-off account remains delinquent for ninety (90) days, a Notice of Intent to Lien the property will be mailed to the mailing address on the Water Service Application. If payment of all past due amounts is not made within seven (7) days, a lien will be placed on the property and a lien fee will be added to the account. Liens must be satisfied before legal transfer of the property may occur. Minimum charges, late fees, and interest will continue to accrue on any delinquent or liened account.

3050.140 PAYMENT ARRANGEMENTS AVAILABLE TO CUSTOMERS - A customer who is unable to pay a delinquent balance in full may request a deferred payment plan, reduced payment plan, installment payment arrangement, or alternative payment schedule. A customer is not required to demonstrate a medical condition, financial hardship, or eligibility for a public-assistance program to request a payment arrangement under this section.

A payment arrangement must be requested before water service is discontinued. The General Manager or designee may approve an arrangement after discontinuation when doing so is reasonable under the circumstances and consistent with applicable law.

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The terms of the payment arrangement shall be based upon the amount of the delinquent balance, the customer's payment history, the customer's ability to pay, and the customer's ability to remain current on future service charges. The District shall not require a fixed minimum down payment when a different arrangement would reasonably allow the customer to pay the delinquent balance.

Unless otherwise approved by the General Manager, a payment arrangement shall provide for payment of the delinquent balance over a period not exceeding twelve months. The General Manager may approve a longer repayment period when necessary to avoid undue hardship and when the customer is reasonably able to comply with the extended arrangement.

The customer must:

1. Sign or otherwise accept a written payment arrangement;
2. Make each payment required by the arrangement by its stated due date; and
3. Pay all new and current water and sewer service charges by their regular delinquency dates.

No additional late charges or interest shall accrue on the balance included in the payment arrangement while the customer remains in compliance with the arrangement. Late charges and interest may continue to apply to new charges that are past due.

Only one payment arrangement may be active on an account at one time. Ordinarily, a customer shall not receive more than two voluntary payment arrangements or reinstatements during any rolling twelve-month period. The General Manager may approve an additional arrangement when:

1. The customer has experienced a substantial change in circumstances;
 2. The customer has demonstrated a good-faith effort to pay;
 3. An additional arrangement is reasonably likely to result in payment of the account;
- or
4. The arrangement is necessary to comply with applicable law.

The frequency limitation in this section shall not limit any protection or payment option that the District is required to provide by state or federal law.

3050.150 SPECIAL HEALTH AND FINANCIAL HARDSHIP PROTECTIONS - The District shall not discontinue residential water service for nonpayment when all three of the following conditions are satisfied:

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1. A primary care provider certifies that discontinuation of residential water service would be life threatening to, or pose a serious threat to the health and safety of, a resident of the property;
2. The customer demonstrates that the household is financially unable to pay for residential water service within the District's normal billing cycle, as determined under applicable state law; and
3. The customer is willing to enter into an amortization agreement, alternative payment schedule, temporary deferral, or plan for deferred or reduced payment for the delinquent charges.

When all three conditions are satisfied, the District shall offer the customer one or more payment options authorized by applicable law. The District may select the payment option and establish reasonable terms based upon the circumstances of the account.

Ordinarily, the payment option shall result in repayment of the remaining delinquent balance within twelve months. The General Manager may approve a longer repayment period when necessary to avoid undue hardship based upon the circumstances of the individual case. Nothing in this section prevents a customer who does not satisfy all three conditions from receiving a payment arrangement under Section 3050.140.

3050.160 DEFAULT, REINSTATEMENT, AND SUBSEQUENT ARRANGEMENTS - A customer is in default of a payment arrangement when the customer fails to make a scheduled arrangement payment or fails to pay new and current service charges as required by the agreement. A default does not authorize immediate discontinuation of residential water service. Residential service may be discontinued only in accordance with applicable law, including all required waiting periods and notices.

Residential water service may be discontinued no sooner than five business days after the District posts a final notice of intent to discontinue service in a prominent and conspicuous location at the property when either:

The customer has failed to comply with a payment arrangement, alternative payment schedule, amortization agreement, temporary deferral, or reduced-payment plan for sixty days or more; or

2. While participating in a payment arrangement, the customer has failed to pay current residential service charges for sixty days or more.

Before service is discontinued, a customer may request one reinstatement or modification of the payment arrangement during the same delinquency episode. The General Manager or designee may:

1. Reinstatement the existing arrangement;
2. Modify the payment amounts or payment dates;
3. Add missed payments to the remaining arrangement balance;

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4. Require a reasonable payment as a condition of reinstatement; or
5. Deny reinstatement when the customer has not demonstrated a reasonable ability or willingness to comply with a revised arrangement.

If a customer defaults a second time during the same delinquency episode, the customer shall not have an automatic right to another voluntary arrangement. The General Manager may nevertheless approve another arrangement after considering the customer's payment history, changed circumstances, good-faith payments, ability to comply with revised terms, and the likelihood that another arrangement will result in payment. Any statutory right to a payment option or protection from discontinuation shall remain available notwithstanding a prior default. Upon termination of a payment arrangement, the unpaid balance becomes immediately due, and normal late charges and interest may resume prospectively.

3050.170 SHORT-TERM EXTENSION OF SHUTOFF DATE - A customer who is scheduled for discontinuation of service may request a short-term extension of the shutoff date without entering into a payment arrangement.

The request must be made before the District completes the shutoff. A standard extension may be granted for up to ten calendar days. The General Manager may approve a longer extension when unusual circumstances justify additional time.

As a condition of the extension, the customer shall agree to do one of the following by the extended deadline:

1. Pay the amount subject to shutoff in full; or
2. Enter into an approved payment arrangement under Section 3050.140.

If the customer does not pay the required amount or enter into an approved Payment Arrangement by the extended deadline, the District may discontinue service on or after the extended shutoff date without providing an additional notice, provided the District previously issued all notices required by this rule and applicable law.

The District shall provide the customer written confirmation of the extended deadline. The confirmation shall state the amount required, the extended deadline, and that service may be discontinued on or after that date without further notice.

Nothing in this section eliminates any additional waiting period or notice required for a customer receiving protections under Section 3050.150 or applicable law.

3050.180 PERMANENT ABANDONMENT OF WATER SERVICE

The record owner of a property may submit a written application for permanent abandonment of an existing water service connection. Permanent abandonment is distinct

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from a temporary or customer-requested shutoff and requires the physical removal or disconnection of the service connection.

The General Manager shall approve an application after determining that:

1. The applicant has provided satisfactory evidence of ownership;
2. All charges due to the District have been paid or made subject to an approved payment arrangement;
3. The owner has deposited the District's estimated cost of abandonment;
4. The owner has obtained all permits, approvals, and releases reasonably required by the District from applicable building, land-use, health, and fire-protection authorities, including the release of any permit condition or development requirement mandating water service; and
5. The abandonment will not interfere with District facilities, another property's service, fire protection, or public health and safety.

The District shall determine the location and method of abandonment and shall perform, contract for, or inspect the work. The meter shall be removed and the service shall be physically disconnected or capped at the water main, or at another location approved by the District that makes water service unavailable without construction of a new service connection.

Base charges and all other recurring charges shall continue until the District completes and accepts the abandonment in writing. The owner shall pay the District's actual cost, with any difference between the deposit and actual cost billed or refunded after completion.

Upon completion, the property shall relinquish any claim to the former connection, capacity, priority, or credit. Previously paid connection or capacity charges shall not be refunded. Any future request for water service shall be treated as a new connection and shall be subject to all then-current requirements and charges. The District does not guarantee that service or equivalent capacity will be available in the future.

The District may require the owner to execute and record a notice of permanent abandonment. A denial may be appealed to the Board of Directors.