

email to billing@cityofwoodland.gov. So long as the customer's appeal and any resulting investigation is pending, the City will not disconnect water services for failure to pay.

C. Delinquent Account Notice and Discontinuation:

1. Notice of Delinquent Water Services Account

An account is considered delinquent if a bill for water services is not paid within ten (10) days of being due. On the eleventh day, the City will mail a Notice of Delinquent Water Services Account to (a) the account holder's address listed on the water services account, (b) the address water services were/are provided, and (c) any known tenant at the address. The Notice will be available in English, Spanish, Chinese, Tagalog, Vietnamese and Korean.

The Notice of Delinquent Water Services Account shall contain the following:

- The account holder's name, the account number, and the address where residential water services are being provided;
- The amount of water services charges in delinquency, including any fines;
- The date the City intends to discontinue water services for non-payment, which is at least 60 days from when payment was due;
- Information on how to request an extension, petition for bill review, or appeal;
- Information on how to request deferred, reduced, or alternative payment schedule options;
- Contact information for the City person or department responsible; and
- Information on where to find a copy of this policy.

2. Final Notice of Delinquent Water Services Account

If the residential water services account remains delinquent after issuing Notice of Delinquent Water Services Account and the account holder, property owner, or tenant has not contacted the City to discuss the matter and agreed to resolution of the account charges by one of the options listed in Section (D), the City shall issue a Final Notice of Delinquent Water Services Account with the same information as the initial Notice, listed above, as well as a statement on when the prior Notice was sent. The Final Notice shall be sent to (a) the account holder's address listed on the water services account, (b) the address water services was/is provided to, and (c) any known tenant at the address.

If the City has reason to believe the Final Notice was not received by mail, the City shall also post a copy of the Final Notice in a conspicuous place on the property.

3. Discontinuation of Water Services

The City may discontinue water services for failure to pay if, after seven (7) business days from mailing the Final Notice, no account holder, property owner, or tenant has contacted the City and agreed to resolution of the account charges by one of the options listed in Section (D). The City may also discontinue water services if, after reasonable notice, a customer fails to comply with the terms of an agreement for payment of delinquent water services charges.

4. Notice of Discontinuation of Water Services

Following discontinuation, the City shall promptly issue a Notice of Discontinuation of Water Services with the same information as in the Final Notice, as well as a statement on when the prior Notices were sent.

5. Restoration of Water Services and Fee

Water services will not be restored until all delinquent account charges and fees to re-establish services have been paid, or an agreement with the City has been executed to pay all delinquent charges.

A reconnection fee will be charged. The regular reconnection fee is as published in the City's then-current master Fee Schedule, as amended from time to time.

For customers who demonstrate household income below 200% of the federal poverty line, (1) the reconnection fee shall be the actual cost of reconnection, not to exceed \$50 during normal business hours (Monday – Thursday 8am – 3pm, Friday 8am - 2pm) and \$150 during non-business hours (before 8am or after 2pm/3pm respectfully), and may be annually adjusted based on CPI starting January 1, 2021; and (2) the City will waive interest charges on delinquent bills once every 12 months.

D. Options to Avoid Residential Water Services Discontinuation:

A water services account holder, or tenant, may avoid residential water services discontinuation, despite being in delinquency, by entering an agreement with the City prior to the date of discontinuation identified in the Notice and Final Notice to take one of the following actions:

- 1. *Payment Extension*** – Payment made in full by agreed-upon due date in agreed-upon manner (deferred, reduced, amortization).
- 2. *Residential Tenants/Occupants*** – If tenant/occupant is not the account holder, they have the right to become the account holder without being required to pay the delinquent account and fines so long as they are willing to assume responsibility for subsequent water services charges. The occupant/tenant shall follow the City's typical customer application process and pay any applicable fees to do so.
- 3. *Alternative Payment Arrangement*** – The City shall not discontinue residential water service if the customer meets ALL of the following conditions and provides proof of such to the satisfaction of the City:
 - i. Certification of a “Primary Care Provider” (defined by Welf. & Inst. Code, § 14088(b)(1)), that discontinuation would be life-threatening or pose a serious threat to the health and safety of a resident of the premises;
 - ii. The customer demonstrates that they are financially unable to pay for utility service within the City's normal billing cycle;

A resident of the premises is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplementary Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Woman, Infants,

and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level applicable in California; and

- iii. The customer enters into an alternative payment arrangement agreement with the City based on the total delinquent amount due at the time of the application and continues to pay subsequent water services charges during the term of the agreement on time.

E. Annual Reporting and Publication:

The City will annually report (1) the total number of residential service disconnections on the City's internet website and (2) the total number of residential service disconnections for inability to pay to the State Water Resources Control Board.

This policy shall be posted on the City's website and made available in English, Spanish, Punjabi, Hindi, Chinese, Tagalog, Vietnamese, and Korean.