

LOS MOLINOS COMMUNITY SERVICES DISTRICT SECTION 7, RULES AND REGULATION

SHUTOFF POLICY

SECTION 7. SERVICE DISCONTINUANCE/DISCONNECTION

Residential service will be discontinued for nonpayment when the charges have been delinquent for a least 60 days. Water bills are due and payable upon receipt and shall become delinquent if not paid by the first working day of the following month.

7.001 Late Penalty When an account becomes delinquent a Penalty of 10% of the unpaid balance is assessed to the account.

7.002 Interest on Unpaid Balance Once an account becomes delinquent and a 10% Penalty has been assessed, an interest charge of 1% will be assessed on the unpaid balance on the first day of each month following until paid.

7.01 First Notice of Delinquency

When an account becomes delinquent, the District will send the Customer a "First Notice of Delinquency" which states that: 1) A Late Penalty of 10% has been assessed to the account, and 2) A \$5 charge for postage and handling, to cover the costs of sending out the written notice, has been assessed. 3) the date water service will be discontinued if the bill and all fees are not paid in full, or prior arrangements have not been made.

7.011 Second Notice of Delinquency

No less than 7 business days before discontinuance of a residential service, a second notice will be mailed to the customer advising the customer of the proposed service discontinuance date. If the mailing address and the address of the property to which water service is provided are different, a separate notice will be mailed to the service address and addressed as "Occupant". The District assumes no responsibility for contact information that has not been kept up to date by the customer. This notice will include information listed below:

- The customers' name and address,
- The amount of delinquency,
- The date by which payment or arrangement is required in order to avoid discontinuance of residential service,
- A copy of this policy, and
- A telephone number for residential customers to contact in order to discuss option for averting discontinuation of residential service for non-payment.

The Customer will be assessed \$5 for postage and handling to cover the costs of sending out the written notice.

7.012 Third Notice of Delinquency A 48-Hour notice in the form of a door hanger will be posted in a conspicuous place at the residence. If the customer fails to make payment on the delinquency after 60 days or fails to comply with any alternative or deferred payment plan entered into by the customer. A "48-Hour Notice" charge in the amount of \$10.00 will be assessed to each customer receiving said notice.

7.013

7.02 Service Disconnection

All delinquent water and associated fees must be received by the District no later than 10:00a.m. on the date specified in both the second and third notices of delinquency to be assured that water service will not be discontinued. Shut-offs will occur each month on the Wednesday following the 3rd of the month. The District will shut off water service at the meter and lock the meter box. A disconnection notice will be posted in a conspicuous place at the residence during lockout. A \$15 fee will be assessed to the Customer to recover district cost. The District will schedule service disconnection during District office hours in order to provide the Customer the opportunity to make last minute payment or issue resolution to avoid actual disconnection of water service.

7.021 Special Conditions The District shall not discontinue residential service for nonpayment if all of these conditions are met:

- a. The customer, or tenant of the customer, submits to the District the certification of a primary care provider, as the term is defined in subparagraph (A) of paragraph (1) of the subdivision (b) of Section 14088 of the Welfare and Institutions Code, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident or the premises where residential service is provided.
- b. The customer demonstrated that he or she is financially unable to pay for residential service within the District's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the District's normal billing cycle if any member of the customer's 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 the customer declares that the household's annual income is less than 200 % of the federal poverty level.
- c. The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, as written in payment arrangements (Payment Arrangements)

7.022 Payment Arrangements

The District offers payment arrangements to all customers with residential service. Contact with the District is necessary to request a plan for deferred, or alternative payment arrangements.

You may request amortization of unpaid charges by making arrangements with LMCSO for payments, at the District's option over a period not to exceed twelve months. If the District agrees to accept monthly payments for the past due water account, each monthly payment shall be due and payable on or before the due date of your most recent water billing. This payment shall be in addition to your regular monthly water account payment. All amounts received will first be credited to the amounts due on the most recent water bill and then to past due amounts. Your failure to pay the District, when due, any payments agreed to be paid for past due water accounts shall give the District cause to terminate your water services upon notice of no sooner than 5 business days.

PAYMENT ARRANGEMENTS MUST BE MADE WITH THE DISTRICT PRIOR TO THE PROPOSED SHUTOFF DATE. The District office is located at 25162 Josephine Street, Los Molinos, CA 96055. Phone number (530)384-2737. Your service will not be discontinued while a dispute is pending.

7.023 Discontinuation of Residential Service in Landlord-Tenant Situations: This section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.

a. Where the District furnishes individually metered residential service to residential occupants of a detached single-family dwelling, or a multiunit residential structure, and the owner, manager, or operator of the dwelling, is the customer of record, the District will make a Good Faith Effort to inform the residential occupants, by means of Written Notice, when the account is in arrears and that service will be terminated. Notice will be provided at least 10 calendar days prior to termination. The Written Notice shall further explain that they have the right to become a customer, to whom the serviced will then be billed, without being required to pay any amount which may be due on the existing delinquent account.

b. If service is terminated, the tenant may elect to establish a service subject to the terms and conditions of service, meets the requirements of law and the District's Rules & Regulations. In order for the amount due on the delinquent account to be waived, the District requires that the applicant verify who the delinquent account customer of record is, or was, the landlord, manager, or agent of the dwelling. Verifications may include, but are not limited to, a lease or rental agreement, rent receipts, a government document indicating the occupant is renting the property, or information disclosed pursuant to Section 1962 of the Civil Code.

7.04 Restoration of Service

The District will restore water service that has been shut off due to non-payment or other reasons, when the District receives payment for all outstanding charges and fees or payment arrangements that have been made, or an issue has been fully resolved to the satisfaction of the District. The District will endeavor to restore service as soon as practicable, but shall at least restore service before the end of the regular working day following the day of the payment. An additional \$15 fee will be assessed to restore service during normal business hours. After hours service restoration will require on-call personnel to return to the District and will be assessed an additional \$50 fee. An adult must be present when the water service is restored.

7.05 Authorization for Continuance of Service for Delinquent Accounts

The General Manager may authorize continuation of service to a delinquent account if financial arrangements satisfactory to the District have been established.

7.06 Service Charges for Violations

If water service is discontinued for violation of any of the District's rules, regulations, resolutions or ordinances, service shall not be re-instituted until the violations have been corrected and all applicable service charges and fees as provided for herein paid.

7.07 Complaint Procedures for Disconnection

Service disconnection for non-payment of bills or for violation of any of the District's rules, regulations, ordinances or resolutions is subject to the complaint procedures specified in Section 9 of these Rules and Regulations.