

# Wilsona Garden Mutual Water Company

## Disconnection for Non-Payment Policy - Residential Customers

### Delinquent Accounts

Upon a bill becoming delinquent (for purposes of this policy, a bill is delinquent if payment is not received by the Company within fourteen (14) days after the date of the bill), Wilsona Garden Mutual Water Company (the "Company") shall give the person or entity responsible for payment of the bill (hereinafter referred to as "customer") a notice of delinquency stating that water service will be discontinued after 60 days. The delinquent notice will be mailed to the mailing address designated on the account. If the mailing address and the address of the property to which water service is provided are different, a second notice will be mailed to the service address and addressed to "Occupant."

### Alternative Payment Arrangements or Extensions; Appeals

Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement or extension to avoid disruption of service by calling \_\_\_\_\_ before discontinuance of service to request a deferred (paying at a later date), reduced, or some other alternative payment schedule, including amortization (spreading payments out over an agreed upon period of time not to exceed 12 months) of the unpaid charges. Services will not be discontinued for nonpayment for any customer who complies with an alternate payment arrangement, as long as the customer also keeps current on his or her account for water service as charges accrue in each subsequent billing period. Failure to comply with an alternative payment arrangement or to keep the customer's account current for at least sixty (60) days after a payment is due will result in discontinuance of water service upon at least five (5) business days' written notice.

Customers who would like to contest or appeal their bill can do so by submitting a letter specifying the grounds for their contest or appeal of the bill. The contest or appeal will be considered by the Company's Board of Directors at its next regular Board meeting. Any customer contesting or appealing a bill may attend that meeting and present their case to the Board. Water service will not be disconnected while a bill contest or appeal is pending.

### Notice to Tenants or Occupants

The Company will make a reasonable, good faith effort to inform the occupants, by means of written notice, when the water service account is in arrears and subject to disconnection at least 10 days before water service is shut off. The written notice will advise the tenants/occupants that they have the right to become customers of the Company.

### Final Disconnection Notice

Failure to comply with the terms of a payment plan for 60 days or more, or failure to pay current residential service charges for 60 days or more, will result in the issuance of a final disconnection notice. The final disconnection notice will be in the form of a door hanger delivered to the premises no less than 5 business days in advance of discontinuation of service.

### Conditions Prohibiting Water Service Discontinuance for Non-Payment of Service

The Company will NOT discontinue residential water service if ALL of the following conditions are met:

- 1. Health Conditions:** The customer or tenant of the customer submits certification of a primary care

provider, as that term is defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the California Welfare and Institutions Code (see this link for primary care provider definitions: <https://codes.findlaw.com/ca/welfare-and-institutions-code/wic-sect-14088/>), that discontinuation of water service would be 1) life threatening, or 2) pose a serious threat to the health and safety of a person residing at the property;

**2. Financial Inability:** The customer demonstrates a financial inability to pay for water service within the Company's normal billing cycle. The customer is deemed "financially unable to pay" if any member of the customer's household is 1) a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or 2) the customer declares the household's annual income is less than 200% of the federal poverty level (see this link for the federal poverty levels applicable in California: <https://www.coveredca.com/pdfs/FPL-chart.pdf> limits); and

**3. Alternative Payment Arrangements:** As discussed above, the customer is willing to enter into an amortization agreement or alternative payment schedule, or a plan for deferred or reduced payment, consistent with the written policies provided with respect to all delinquent charges.

#### **A. Process for Determining Conditions Prohibiting Water Service Discontinuance for Non-Payment of Service**

The process of proving compliance with the conditions described in 1. Health Conditions, 2. Financial Inability, and 3. Alternative Payment Arrangements, is incumbent upon the customer to take appropriate action.

In order to allow the Company sufficient time to process any request for assistance by a customer, the customer is encouraged to provide the Company with the necessary documentation demonstrating the medical issue, financial inability, and willingness to enter into payment arrangements in a timely manner.

If the Company requests additional information, the customer shall provide the requested information within five (5) calendar days of receipt of the Company's request.

The Company will notify the customer in writing that the customer does not meet the conditions to prohibiting service shut-off or notify the member or resident in writing of the alternative payment arrangement approved.

If the customer does not meet the conditions prohibiting discontinuation of service, payment for all delinquent amounts are due within five (5) business days after the date of notification of the Company's determination or the date of the impending service discontinuation, whichever is later.

#### **B. Rules for Accounts in the Prohibitive Shut-off Category where ALL Conditions are Met**

If all three conditions are met, 1. Health Conditions, 2. Financial Inability, and 3. Alternative Payment Arrangements, the Company shall offer the customer one or more of the following options:

- Amortization of the unpaid balance
- Participation in an alternative payment schedule
- A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers
- Temporary deferral of payment.

The Company may choose which of the payment options the customer undertakes and may set the parameters of that payment option. The repayment option offered should result in repayment of

any remaining outstanding balance within 12 months, as it is for other arrearage residents.  
Company may grant a longer repayment period if it finds the longer period is necessary to avoid undue hardship to the member or resident based on the circumstances of the individual case.

**Restoration of Service**

In order to resume or continue service that has been disconnected for non-payment, the customer must pay a re-establishment fee in amounts determined by the Company's Board of Directors.

**Company Contact Information**

Wilsona Garden Mutual Water Company

\_\_\_\_\_, Lancaster, CA

Telephone: \_\_\_\_\_