



## Resolution No. 20200317-1

### Customer Water Disconnections

**WHEREAS**, The people of the State of California do enact as follows:

- a) All Californians have the right to safe, accessible, and affordable water as declared by Section 106.3 of the Water Code; and
- b) It is the intent of the Legislature to minimize the number of Californians who lose access to water service due to inability to pay.
- c) Water service discontinuation threatens human health and well-being, and have disproportionate impact on infants, children, the elderly, low-income families, communities of color, people for whom English is a second language, physically disabled persons, and persons with life-threatening medical conditions.
- d) When there is a delinquent bill, all Californians, regardless of whether they pay a water bill directly, should be treated fairly, and fair treatment includes the ability to contest a bill, seek alternative payment schedules, and demonstrate medical need and severe economic hardship.
- e) The loss of water service causes tremendous hardship and undue stress, including increased health risks to vulnerable populations.
- f) It is the intent of the Legislature that this act provide additional procedural protections and expand upon the procedural safeguards contained in the Public Utilities Code and Government Code as of January 1, 2018, relating to utility service disconnections.

**WHEREAS**, an urban and community water system shall have a written policy on discontinuation of service for non-payment 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 its service area. The policy shall include all of the following:

- a) A plan for deferred or reduced payments.
- b) Alternative payment schedules
- c) A formal mechanism for a customer to contest or appeal a bill
- d) A telephone number for a customer to contact to discuss options for averting disconnection of service for nonpayment.

**WHEREAS**, Meiners Oaks Water District has prepared a policy for water shutoffs that meet the standards set by SB 998.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors as follows:

1. No customer will be shut off for non-payment of less than 60 days. Customers who are delinquent by 60 days and have a balance of \$200 or more shall be given a termination notice.
2. Each customer will be contacted via phone, notice, mail or in person regarding the shutoff no less than 7 days prior to the shutoff. The customer will be advised of the reconciliation agreement. The termination notice will include all the requirements listed in Health and Safety Code 116908.
3. A customer may appeal the shutoff by requesting consideration from the General Manager or designee.
4. If the customer fails to contact the District by the eighth day after the notice, the service will be terminated and the customer will be charged a shutoff fee.
5. To restore service to customers who are terminated, a reconnection fee will be charged to return service to the customer's location (during normal hours \$50 and after-hours \$150).
6. Delinquent fees may be dismissed once every twelve months
7. For those customers who demonstrate a household annual income that is 200% below the federal poverty of if any member of the customer's household is currently a 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.
8. The policy shall be available on the community water system's website and in writing, upon request.

PASSED, APPROVED AND ADOPTED this 17<sup>th</sup> day of March 2020.

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On File  
 Board President  
 Michel Etchart

ATTEST:

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 Secretary to the Board of Directors  
 Summer Ward

**2020 Health & Human Services Poverty Guidelines/Federal Poverty Levels**

48-Contiguous States

<b>Persons in Household</b>	<b>200%</b>
1	\$25,520
2	\$34,480
3	\$43,440
4	\$52,400
5	\$61,360
6	\$70,320
7	\$79,280
8	\$88,240
>8	Add \$4,480 for each addt'l person

<https://aspe.hhs.gov/poverty-guidelines> \* updated annually