

Santa Nella County Water District
Residential Water Shut-Off Procedure

In compliance with Senate Bill 998, the Santa Nella County Water District (“District”) instituted a Residential Water Shut-Off Procedure.

A residential customer with past due and/or delinquent residential water bills may contact the District Administration Office at 12931 S Hwy 33, Santa Nella, CA 95322, (209) 826-0920 to make payment arrangements for the past due and/or delinquent amount and to avoid shut off of water service.

1. Water and sewer service bills are due upon receipt however, customers will have 30 days from the date of billing to pay the total amount due. If the due date lands on a weekend or holiday, customers will have the next business day to pay the bill without late fee penalty.
2. A 10% late fee will be imposed on amounts not paid within 30 days.
3. If the bill is not paid by the 30th day of the following month (now 60 days past due) then the District shall mail a written 10-day shut-off notice to the customer of record and the occupant/tenant at the service address if different than the customer. The 10-day shut-off notice shall request payment of the past due and/or delinquent amount, include instructions for customers to contact the District Administration Office to schedule a payment arrangement or to appeal the charges, and it shall advise the occupants/tenants that they can become the customer of record according to District water service policy requirements.
4. If the customer does not contact the District after receiving the 10-day notice by mail, then the District shall hand deliver and post a 48-hour shut-off notice door hanger and a copy of the Residential Water Shut-Off Procedure to the actual address where the water will be shut off.
5. If the customer does not contact the District to make payment arrangements within 48 hours after posting the 48-hour notice, the water service will be shut off. All current, past due and/or delinquent charges must be paid before the water service will be restored. If reinstatement of water service is not made within 1 week of shut off, the customer will forfeit the customer deposit. The District may impose a \$150.00 reconnection fee.
6. Customers will be given reasonable payment arrangements prior to shut off. There are two different payment arrangement programs. Payment Arrangement Program (Program #1) is for most customers. Alternative Payment Arrangement Program (Program #2) is for those that meet strict criteria. The following lists the two Programs and criteria required:

a. **PAYMENT ARRANGMENT PROGRAM (PROGRAM #1)**

Under Program #1, all customers will be given up to 60 days to pay the past due and/or delinquent amount due. Customers must contact the Administrative District Office and request extended time to pay, not to exceed 70 days past the date of billing. Customers requesting extended payment arrangements must continue to pay the current bill when due (every 30 days). If the past due and/or delinquent amount has not been paid off by the 70th day after the bill is due on all unpaid accounts, water service will be shut-off.

b. **ALTERNATIVE PAYMENT ARRANGEMENT PROGRAM (PROGRAM #2)**

- 1) Under Program #2, the District may allow amortized payments beyond 70 days if the customer meets ALL criteria, as found in the District policy:
 - a. The customer must present certification from a primary care provider¹ that discontinuation of the residential service would be life threatening to or pose a serious threat to the health and safety of a resident where the water service is provided; **and**
 - b. The customer demonstrates inability to pay within the normal billing cycle by providing proof that household members are recipients of CalWORKS, CalFresh, general assistance, Medi-Cal SSI/State Supplementary Program, or WIC, or the customer can prove that the household’s annual income is less than 200% of the federal poverty level; **and**
 - c. The customer is willing to enter into Program #2 Amortization Schedule with respect to the delinquent charges.

- 2) Once proper certification and documentation are submitted, the customer will be enrolled into Program #2:
 - a. The customer’s past due and/or delinquent bill will be amortized over time, according to the Amortization Table.
 - b. The customer must pay the current bill AND the amortized amount on the due of the current bill.
 - c. Late fees will not be imposed as long as the customer is paying the current and amortized amount on the due date.

Amortization Schedule			
	Delinquent Amount Due	Amortization Schedule	Monthly Payment Until Paid In Full
≤	Less than or equal to \$150.00	Not to exceed 6 months	\$25.00
	\$151.00 - \$200.00	Not to exceed 8 months	\$25.00
≥	Equal to or over \$201.00	Not to exceed 12 months	\$25.00 or greater depending on total amount due
<ul style="list-style-type: none"> • Current charges must be paid on time • Payment date is the same due date as the regular bill • No late fees will be imposed on the delinquent amount as long as the payments are received on the due date 			

¹ The Welfare and Institutions Code Section 14088 defines Primary Care Provider as case management officials to Medi-Cal beneficiaries, such as, internist, general practitioner, OB-GYN, pediatrician, family physician and surgeon, nonphysician medical practitioner, or any primary care clinic, rural health, community clinic or hospital outpatient clinic currently enrolled in the Medi-Cal program. Family physician means a primary care physician and surgeon who renders continued, comprehensive and preventative health care services to individuals and families, and who has received specialized training in an approved family medicine residency for three years after graduation from an accredited medical school. (W&I § 14088.)

7. Violations of Payment Arrangement Programs:

- a. If the Customer violates Program #1, the District will post a 48-hour shut-off notice at the service address. If the Customer does not pay the entire outstanding balance within the 48-hour period, the water service will be shut off. If reinstatement of water service is not made within 1 week of shut-off, the customer will forfeit the customer deposit and the District may require Customers to pay a \$150.00 reconnection fee.
- b. If the Customer violates Program #2 by failing to make their current payment or amortized payment when due, the District shall post a 5-day shut-off notice at the service address. If payment or further arrangements are not made, then the water will be shut off. If payment of the outstanding charges is not made and reinstatement of water service does not occur within 1 week of shut off, the customer will forfeit the customer deposit. Customers enrolled in Program #2 may be required to pay a \$50.00 reconnection fee.