

Sutter Community Services District

Payment of Domestic Bills/Water Shutoff Policy

Invoices will be generated and mailed to each customer no later than the last day of each month.

Invoices will be considered delinquent and a penalty of \$8.28 added thereto if payment is not made on or before the 20th day of the month following the date of presentation. An additional \$8.28 penalty will be accrued each additional month payment is not made on or before the 20th day of the month. If the office is closed on the 20th day of the month, payment must be made via the online payment service or through the onsite drop box by close of business on the 20th in order to not receive a late fee to your account.

Service may be discontinued on all domestic water services if the bill remains delinquent for a period of at least sixty (60) days. At least seven (7) business days prior to discontinuation of service, a written notice of shutoff shall be delivered to the customer. The notice shall include the customer's name, address, the amount that is delinquent and payable to avoid shutoff, the date by which payment must be received to avoid shutoff, and a description of the processes to appeal the bill, make alternative payment arrangements, or apply for an extension of time to pay the delinquent charges. A water service may be discontinued if the delinquent account balance has not been paid prior to the scheduled shutoff date. Once a service has been discontinued, the entire account balance plus a \$44.16 shut off/turn-on charge must be paid prior to service being restored.

If a customer believes their bill, a charge thereon, or a determination of delinquency is incorrect the customer should immediately contact District staff by telephone at the number indicated on their bill or on the District website. If the customer still believes the bill is incorrect after contacting District staff by telephone or in person, they may promptly appeal a bill in writing to the General Manager no later than five (5) business days of receipt of a disputed delinquency/shutoff notice. Customer appeal rights will lapse and be summarily rejected if not delivered in writing, within five (5) business days of the delinquency/shutoff notice. Timely written appeals must state the reason(s) why the customer believes the bill is incorrect and may be mailed or delivered in person. The General Manager shall render a decision on written appeals in a timely manner, and the General Manager's decision will be considered final with respect to all charges then existing on the disputed bill. The General Manager may request additional information from the appealing customer and/or may conduct a hearing, if the General Manager believes such process will help in rendering a decision on the customer's appeal. The General Manager's decision, including the General Manager's findings, shall be provided to the customer in writing. Service shall not be discontinued while a written appeal is pending before the General Manager. Written appeal to the General Manager is the sole procedure by which a customer may request reduced fees. The General Manager may grant such request, in the General Manager's

discretion, only upon a finding that there was an error in computation of the customer's fees. Potential reduction in fees is available to residential services only.

Written request, with supporting documentation, delivered to District customer service staff is the sole procedure by which residential customers may request deferred or alternative payment schedules, including amortization of service charges. Eligible customers are those that make written request and provide (1) certification of a primary care provider that discontinuation of residential service will be life-threatening to, or pose a serious threat to the health and safety of a resident of the customer's service address; and (2) the customer demonstrates that they are financially unable to pay for water service. A customer will be deemed financially unable to pay for service within the normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, MediCal, 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 percent of the Federal poverty level. Customers satisfying the foregoing criteria will be entitled to defer payment of delinquent charges by entering into an amortization agreement to allow the customer to pay the delinquent charges amortized over a three (3) month period, in addition to current charges that accrue for service each month. The amortization period in the agreement may be longer than three (3) months when District staff deems necessary but shall not exceed twelve (12) months. If the customer fails to pay under the agreement for at least sixty (60) days, service may be discontinued with at least five (5) business days' notice posted at a prominent and conspicuous location at the property. Requests for deferral and amortization of bills are available to residential customers only and should be made prior to discontinuation of service by contacting the District office.