

**MID-PENINSULA WATER DISTRICT**  
**RESIDENTIAL WATER SERVICE TERMINATION POLICY**

**Effective December 1, 2024**

**1. Background**

This policy is adopted to satisfy the Mid-Peninsula Water District's (MPWD) obligations under California Government Code Section 60370 *et seq.*, California Public Utilities Code Section 10001 *et seq.* and Health and Safety Code Section 116900 *et seq.*, which govern the termination of certain utility service. Health and Safety Code Section 116900 *et seq.*, the Water Shutoff Protection Act enacted by SB 998, requires urban water suppliers and urban and community water systems, such as the MPWD, to adopt a written policy regarding the discontinuation of residential service due to non-payment.

This policy will be available and posted on the MPWD's website in English, Spanish, Chinese, Tagalog, Vietnamese, Korean, and any other language that is spoken by at least 10% of the residents in the service area: [www.midpeninsulawater.org](http://www.midpeninsulawater.org)

**2. Payment for Residential Water Service**

Every person receiving water service from the MPWD is required to pay for such service within thirty (30) calendar days of mailing of the statement or billing. Except as prohibited by statute, the MPWD will have the right to discontinue water service for the failure to make complete and timely payment. The MPWD will not discontinue residential service for nonpayment until the subject account has been delinquent for at least sixty (60) calendar days.

**3. Contesting a Charge**

If a customer believes he or she was overcharged for residential water service or charged for residential water service not rendered, the customer may contest the amount due by notifying the MPWD in writing within seven (7) calendar days after receiving the statement or billing. The MPWD will evaluate the information provided by the customer and investigate the matter. The General Manager shall make a decision based upon all the information and shall have the authority to adjust the amount due in a fair and equitable manner, if appropriate.

If the customer disagrees with the decision, the customer may, within seven (7) calendar days from the General Manager's decision, appeal the decision, in writing, to the Board of Directors. The Board of Directors will review the record and make a determination at its next regular Board of Directors' meeting. The decision of the Board of Directors will be final.

**4. Notice of Residential Service Termination**

The MPWD will provide customers and/or actual users with notice of a delinquent payment and the impending service termination, as required by law. The means of notification will be by mail, notification at the premises, or telephone. The MPWD assumes no responsibility for mailing or telephone contact information that has not been kept up-to-date by the customer.

## **5. Averting Residential Service Termination**

The MPWD can be contacted by telephone at (650) 591-8941 or in person at the administrative offices Monday-Friday from 8:00AM to 4:30PM, except legal holidays, to discuss options for averting discontinuation of water service for non-payment under the terms of this policy.

A customer may request an alternative payment option to avert termination, including a deferred or reduced payment plan, an alternative payment schedule, or an agreement to amortize the delinquent amounts.

The MPWD may choose which payment option the customer undertakes and may set the parameters of that payment option, in the MPWD's sole discretion. Any selected repayment option should result in full repayment of the outstanding balance within 12 months, but the MPWD may grant a longer term if it would be necessary to avoid undue hardship based on the customer's particular circumstances.

**Policy Updated: December 1, 2024; supersedes February 1, 2020.**