

Delinquent Accounts

Upon a bill becoming delinquent, the City of Weed ("City") 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

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. Options include splitting payments (payment arrangements) for up to 90 days to pay off the full balance and deferring payments (payment extensions) of the full balance for up to two weeks beyond the due date.

Additional Assistance

Although some customers simply forget to pay their bill, others have difficulty making ends meet. There may be non-profit organizations in your area that can help.

Please contact your City Hall at 530-938-5020 if you dispute your bill or would like to discuss payment options. If you are not satisfied with the City's response, you may submit your complaint to the City at 550 Main Street Weed, CA 96094. City Hall can be reached at (530) 938-5020, 7:30 a.m. to 4:30 p.m., Monday through Thursday.

Notice to Tenants or Occupants

The city 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 city without being required to pay the amount due on the delinquent account, as long as they are willing to assume financial responsibility for subsequent charges for water service at that address.

Final Disconnection Notice

Failure to comply with the terms of an amortization 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 discontinuance of service.

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 of \$50 during normal business hours. Payment options are listed below.

First option: full balance due
Second option: past-due amount
Third option: payment arrangement