

## **City of Weed Policy for Discontinuation of Residential Water Service for Non-Payment**

### **1. Purpose**

This policy establishes the procedures the City of Weed ("City") will follow when discontinuing residential water service for non-payment, in compliance with the Water Shutoff Protection Act, as amended by SB 3. The intent is to ensure due process, fairness, and the availability of payment alternatives to avoid unnecessary shutoffs.

### **2. Delinquent Accounts & Notice Requirements**

A water bill is considered delinquent if not paid within the time specified on the bill. If an account becomes delinquent, the City will issue a Notice of Delinquency stating that service may be discontinued after 60 days of non-payment. The notice will be mailed at least seven business days before disconnection to the mailing address on file. If the service address differs, a second notice will be sent to the Occupant's address. The notice will include customer information, amount due, date to avoid shutoff, and instructions for extensions, appeals, or payment arrangements. Staff will attempt in-person delivery or posting if a mailed notice is returned.

### **3. Alternative Payment Arrangements**

Customers who cannot pay in full may request one of the following:

- Payment Arrangement.
- Installment payments over a period not to exceed 90 days.
- Payment Extension.
- Deferral of the total balance for up to 14 days beyond the due date.

Requests must be submitted prior to the disconnection date listed on the delinquency notice. Payment arrangements apply only to past-due balances; customers remain responsible for paying all current charges as they come due. All payment arrangements and extensions require approval from the City Manager.

### **4. Special Circumstances & Protections**

The City will not discontinue service if: (1) A primary care provider certifies discontinuation would be life-threatening; (2) The customer demonstrates financial hardship under Health & Safety Code §116910; or (3) The customer agrees to an alternative payment plan. Customers with an income below 200% of the federal poverty level may request one interest waiver on delinquent bills per 12-month period.

### **5. Notice to Tenants or Occupants**

If the account holder is not the occupant, the City will make a good-faith effort to notify tenants/occupants at least 10 days before shutoff. The notice will inform them of their right to assume service without paying the delinquent balance.

#### 6. Final Disconnection Notice

If a customer fails to comply with a payment arrangement for 60 days or pay current charges, the City will issue a Final Disconnection Notice. This will be delivered by door hanger or posting at least five business days before the shutoff.

#### 7. Restoration of Service

To restore service after disconnection, the customer must pay all past-due amounts, enter an approved payment plan, and pay a re-establishment fee of \$75.00 (regular business hours) or \$175.00 (after hours).

#### 8. Appeals & Bill Review

Customers may contest or appeal their bill by submitting a written complaint to the City Clerk, 550 Main Street, Weed, CA 96094, before the shutoff date.

#### 9. Applicability

This policy applies only to residential service terminations for non-payment. It does not apply to terminations due to unauthorized use or non-residential accounts.

## Water Service Payment Arrangement / Hardship Request Form

### Customer Information

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Account Information

Account Number: \_\_\_\_\_

Amount Owed: \$\_\_\_\_\_

Due Date: \_\_\_\_\_

### Request Type (check one)

- ☐ Payment Arrangement (up to 90 days)
- ☐ Payment Extension (up to 2 weeks)
- ☐ Medical Hardship Certification (attach provider statement)
- ☐ Financial Hardship / Low-Income Assistance (income verification required)
- ☐ Bill Review / Appeal

### Proposed Payment Plan (if applicable)

First Payment:        \$\_\_\_\_\_        Date: \_\_\_\_\_

Second Payment:     \$\_\_\_\_\_        Date: \_\_\_\_\_

Third Payment:       \$\_\_\_\_\_        Date: \_\_\_\_\_

### Customer Certification

I certify that the information provided is true and correct. I understand that failure to comply with the agreed-upon plan may result in the discontinuation of water service.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For City Use Only:

Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Approved ☐ Denied ☐

Notes: \_\_\_\_\_