

CITY OF PETALUMA WATER AND WASTEWATER

Impending Discontinuation Notice

www.cityofpetaluma.org



SERVICE ADDRESS:	ACCOUNT NUMBER:	NOTICE DATE:	PERIOD:	DELINQUENT AMOUNT:
111 Example St	12345-11	MM/DD/YYYY	FROM: TO: DELINQUENT	\$XX.XX

YOUR ACCOUNT IS PAST DUE AND IN PAYMENT DELINQUENCY STATUS.

In accordance with the SB 998 (Water Shutoff Protection Act), the City of Petaluma has adopted a Water Discontinuation Policy that describes procedures relating to prevention of residential water discontinuation of service due to nonpayment. Please see the information included with this notice regarding water shut off prevention options.

DELINQUENT AMOUNT \$XX.XX

WATER WILL BE SHUT OFF ON MM/DD/YYYY
IF DELINQUENT BALANCE OR ARRANGEMENT IS NOT RECEIVED PRIOR TO
5:00 PM ON MM/DD/YYYY

IF YOUR WATER IS TURNED OFF, ADDITIONAL FEES WILL BE CHARGED. PAYMENT MUST BE RECEIVED BY THE FINANCE DEPARTMENT CASHIER PRIOR TO 2:00 PM IN ORDER TO HAVE WATER SERVICE REINSTATED BY 4:30 PM. A RESPONSIBLE PARTY MUST BE PRESENT IN ORDER TO HAVE WATER SERVICE REINSTATED.

BILLING DATE	MM/DD/YYYY	ACCOUNT NUMBER	DELINQUENT AMOUNT
CURRENT BILLING PERIOD	DELINQUENT	12345-11	\$XX.XX

PLEASE MAKE CHECK PAYABLE TO: CITY OF PETALUMA
 FOR AFTER HOURS EMERGENCY, CALL (707) 778-4546

FOR UTILITY BILLING QUESTIONS, CALL (707) 778-4350, OPTION 3
 HOURS: MONDAY TO THURSDAY 8 AM TO 5 PM

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT

MAKE CHECKS PAYABLE TO:



CITY OF PETALUMA
 11 English Street
 Petaluma, CA 94952



URGENT - ACTION PENDING

SERVICE ADDRESS: 111 Example St

CALL 1-877-484-4346 TO PHONE IN CREDIT CARD PAYMENT		
STATEMENT DATE MM/DD/YYYY	PAST DUE AMOUNT \$XX.XX	ACCT. # 12345-11
SHOW AMOUNT PAID HERE		\$

STATEMENT

ADDRESSEE:

PLEASE REMIT TO:

PE10503A SNGLP 926
 7000000001 00.0001.0001 1/1



SAMPLE SAMPLE
 111Example St
 Petaluma, CA 94952



CITY OF PETALUMA
 PO Box 612227
 San Jose, CA 95161-2227

1234511000000

Payment Instructions

1. Make checks payable to "City of Petaluma". Please write your account number on your check.
2. Pay by Phone: You may call 1-877-484-4346 at any time, day or night, to make a secure payment by debit or credit card.
3. Payment by Mail: Please use the enclosed envelope and include the return stub with your payment. YOUR PAYMENT MUST BE RECEIVED BY THE CITY PRIOR TO THE SHUT OFF DATE ON THIS NOTICE.
4. Payment in Person: You may pay your bill in person at the PETALUMA FINANCE DEPARTMENT, Petaluma City Hall, 11 English Street, Mondays through Thursdays between 10:00 AM and 2:00 PM.
5. Real-time Payment: Enroll as an "eUser" at <https://xeweb.cityofpetaluma.net>. Select "Citizen Services" and "Utilities". Click the "New Users" button. Fill in the Information, and follow the prompts to complete the enrollment process and make a real-time payment by debit or credit card.
6. Payment Online: Sign up for online bill pay at <https://www.onlinebiller.com/petaluma> to make a secure payment by debit card, credit card or bank account, or enroll in auto-pay which will automatically deduct the current amount of your bill from either a debit card, credit card or bank account prior to the bill due date.
7. Payment by Drop Box: The City's two green (non-cash) payment drop boxes are located in the parking lots at City Hall, 11 English Street, and Lucchesi Community Center, 320 N. McDowell Blvd. These payments are picked up Monday through Thursday mornings excluding holidays.

Contact Information

Business phone hours - Monday through Thursday 8:00 AM to 5:00 PM - 707-778-4350, option 3.

Start/Stop Service and Billing Questions 707-778-4350, option 3. Email - utilitybilling@cityofpetaluma.org.

Pay by Phone or Balance Inquiry (24 hour availability) 877-484-4346.

Delinquent Payment

Your account has been delinquent for at least 60 days. Previous notices have been sent regarding your past due balance. Service is now subject to disconnection. Please see the information included with this notice regarding water shut off prevention options.

Note

In accordance with SB 998 (Water Shutoff Protection Act), the City of Petaluma has adopted a water shut-off Policy that describes options and procedures for residential water discontinuation of service for nonpayment. The Policy may be obtained in our office or viewed on the City's website at www.cityofpetaluma.org within the Public Works and Utilities City Department.

- Visite nuestra oficina o sitio web para obtener una traducción de este política.
- 如欲获取政策的译文，请访问我们的办公室或网站。
- Mangyaring bisitahin ang aming opisina o website para sa isang pagsasalín ng Polisiyang ito.
- Vui lòng đến văn phòng hoặc vào trang web của chúng tôi để xem bản dịch của Chính sách này.
- 이 정책에 대한 번역은 저희 사무실이나 웹 사이트를 방문하십시오.

IF ANY OF THE FOLLOWING HAS CHANGED, PLEASE INDICATE...

Your Name _____ Home Phone _____

Mailing Address _____

City _____ State _____ Zip _____

REQUESTING AN ALTERNATIVE PAYMENT ARRANGEMENT OR BALANCE AMORTIZATION

The City will not discontinue residential service for nonpayment if a customer is willing to enter into a Payment Plan. Any water customer who is unable to pay their bill by the due date may request an alternative or amortized payment schedule plan from the Finance Department by phone or at the counter of the City's Commercial Services Department. A specific reason is not required in order to request a payment plan, and Customer Services staff will not request a doctor's note or income verification. The customer may not request further alternative payment arrangements of any subsequent unpaid charges while paying pursuant to a Payment Plan.

While agreement and adherence to the payments in a Payment Plan averts shutoff, the account will remain in a delinquent status (calculated by the original payment due date) until all payments including current charges have been satisfied.

Payment Plan terms are offered at the discretion of the Finance department but generally require a partial down payment with the balance due in 60 days. Late fee penalties will be suspended during the Payment Plan as long as all subsequent bills are timely paid. The City will consider requests to amortize a balance over a reasonable period of time not to exceed twelve (12) months. Requests for a payment plan or amortized balance must be received and resolved before the shut off date specified in the discontinuation notice.

If you enter into a payment plan agreement for your past due charges with the City, your service will continue as long as you comply with the payment plan and as long as you timely pay all subsequent bills. If you fail to comply with the payment plan for 60 days or more, or while subject to a Payment Plan for delinquent charges you fail to make timely payments on your bills for 60 days or more, service may be discontinued no sooner than 5 business days after the City posts a Final Notice of Intent to Disconnect Service in a prominent and conspicuous location at the service address. Customers that receive a Final Notice of Intent to Disconnect Service will not be entitled to any investigation, payment arrangement, or review by the City. The City will not discontinue water service due to nonpayment on a Saturday, Sunday, or legal holiday.

LANDLORD-TENANT RELATIONSHIP

If you are not the current account holder for water service but are the tenant of this property, you individually or together with any other tenant of the property, have the right to become a customer.

- Residential Tenants/Occupants in an Individually Metered Residence – 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. In order for the amount due on the delinquent account to remain the responsibility of the prior account holder, the tenant/occupant must provide verification of tenancy in the form of a rental agreement or proof of rent payments.
- Tenants/Occupants in a Multi-Unit Complex Served through a Master Meter – 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 the addresses served by the master meter. If one or more of the occupants are willing and able to assume responsibility for the subsequent charges for water service to the satisfaction of the City, or if there is a physical means, legally available to the City, of selectively terminating service to those occupants who have not met the requirements for service, the City will make service available to the occupants who have met those requirements.

RE-ESTABLISHMENT OF SERVICE

If service is discontinued due to nonpayment, all delinquent charges and associated fees must be paid in full, prior to service being restored. The City will reconnect service as soon as practicable upon receiving payment of all charges attributable to the termination of service. For same day restoration of service during normal working hours (8:00 am – 4:30 pm), the payment must be received by 3:00 pm. Restoration of service after 4:30 pm on business days will be charged an after-hours fee as set forth in the City's applicable Rate and Fee Schedule. Service will not be restored after regular business hours unless the customer has been informed of the after-hours fee and paid all delinquent charges and fees owed by close of business the day service is to be restored.

Please contact the City's Commercial Services Department in the Finance Department at 11 English St with questions about this notice or assistance options; or call the Customer Service telephone number (707) 778-4350, option 3, during normal business hours, except on holidays; or email us at utilitybilling@cityofpetaluma.org.

The City of Petaluma's Policy for Collection and Discontinuation of Residential Water Service for Nonpayment is available at the City Finance Department at 11 English Street, Petaluma, California, 94952 or on the City's website at www.cityofpetaluma.org within the Public Works and Utilities City Department.

REQUESTING A BILL REVIEW OR FILING A COMPLAINT

A customer may request a bill review or appeal. To initiate an appeal, a customer must notify the City in a writing sent to the Petaluma City Clerk's Office, located at 11 English Street, Petaluma, California 94952 that the customer disputes the correctness of a bill or other City action under this Policy and request that the City Finance Director or her designee review or investigate within fifteen (15) days from the date of disputed bill or any initial notice of service interruption. If a customer believes a payment has been made but not recorded on their account, the customer will be required to present a receipt, cancelled check or other satisfactory evidence to substantiate the payment and enable the City to research the receipt of the payment. If the customer's dispute is not resolved by the Director of Finance, the customer will be notified within 60 days of the customer's notice of appeal of the date of an appeal hearing before a hearing officer in accordance with Section 1.14.090(B) of the Petaluma Municipal Code.

TRANSLATIONS

* Visite nuestra oficina o sitio web para obtener una traducción de este aviso.

* 请访问我们的办公室或网站 · 以获取本通知的翻译 ·

* Mangyaring bisitahin ang aming opisina o website para sa isang pagsasalin ng paunawa na ito.

* Vui lòng truy cập văn phòng hoặc trang web của chúng tôi để dịch bản thông báo này.

* 이 통보서를 번역 할 사무소 나 웹 사이트를 방문하십시오.