

ORDINANCE NO. 2024-01

**AN ORDINANCE AMENDING THE RESIDENTIAL WATER SERVICE
TERMINATION POLICY AND REPEALING ORDINANCE 2022-01**

PURISSIMA HILLS WATER DISTRICT

WHEREAS, on July 13, 2022, the District adopted Ordinance 2022-01 regarding residential water shutoffs and delinquent accounts to satisfy the District's 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.; and

WHEREAS, when the District adopted Ordinance 2022-01, Health and Safety Code Section 116906 granted the District discretion to decide whether to offer deferred payment plans, reduced payments and alternative payment schedules to customers with delinquent accounts; and

WHEREAS, Senate Bill 3 (2023) amended Health and Safety Code Section 116906(a) to require community water systems such as the District to provide deferred payment plans, reduced payments and alternative payment schedules to any customer facing water shutoff due to delinquent payments, regardless of the customer's medical or financial condition; and

WHEREAS, the District now desires to amend Ordinance 2022-01 to comply with Senate Bill 3 and Health and Safety Code Section 116906(a).

**NOW THEREFORE, BE IT ORDAINED BY THE BOARD OF DIRECTORS OF
THE PURISSIMA HILLS WATER DISTRICT AS FOLLOWS:**

SECTION 1. PAYMENT FOR RESIDENTIAL WATER SERVICE.

Every person receiving water service from the District is required to pay for such service within 30 days of mailing of the statement or billing. Except as prohibited by statute, the District will have the right to discontinue water service for the failure to make complete and timely payment. The District will not discontinue residential service for nonpayment until the subject account has been delinquent for at least 60 calendar days. The District will not discontinue service on a weekend, holiday or when District offices are closed.

SECTION 2. CONTESTING A CHARGE.

If a customer believes they were overcharged for residential water service or charged for residential water service not rendered, the customer may contest the amount due by notifying the District within ten (10) calendar days after receiving the statement or billing either via email at billing@purissimawater.org or in writing at 26375 W. Fremont Road, Los Altos Hills, CA 94022. The District 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, to the Board of Directors, either via email or in writing to the addresses above. The Board of Directors will review the record and make a determination at its next regular Board of Directors' meeting. If the next regular Board of Directors' meeting is scheduled for less than three (3) days from the General Manager's decision, the Board of Directors will review the record and make a determination at the following meeting. The decision of the Board of Directors will be final.

SECTION 3. NOTICE OF RESIDENTIAL SERVICE TERMINATION.

The District will provide customers and/or actual users with notice of a delinquent payment and the impending service termination, as required by law.

SECTION 4. AVERTING RESIDENTIAL SERVICE TERMINATION.

Customers and/or actual users of the water service may contact a District representative at (650) 948-1217 to discuss options for averting termination of residential service for nonpayment.

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

SECTION 5. TERMINATION OF ADDITIONAL SERVICE.

If a customer receives water service at more than one location and the bill for service at any one location is unpaid and subject to termination under this Ordinance, service to said customer at all locations may be terminated.

The District may refuse to furnish water service to new premises of a customer if a bill for service to that customer at another location is unpaid and subject to termination under this Ordinance.

SECTION 6. REPEALING ORDINANCE 2022-01.

Ordinance 2022-01 is repealed and replaced in its entirety by this Ordinance 2024-01.

SECTION 7. SEVERABILITY.

In the event any section, clause or provision of this Ordinance will be determined invalid or unconstitutional, such section, clause or provision will be deemed severable and all other sections or portions hereof will remain in full force and effect. It is the intent of the District that it would have adopted all other portions of this Ordinance irrespective of any such portion declared to be invalid or unconstitutional

SECTION 8. EFFECTIVE DATE.

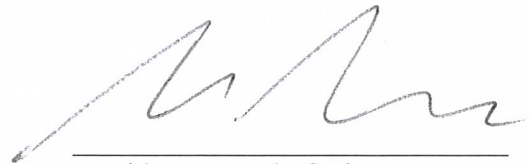
This Ordinance will be in full force and effect 30 days after adoption.

Adopted this 13th day of November, 2024, by the following vote of the Board:

AYES: Directors Ranganathan, Glassman, Holtz and Stone.

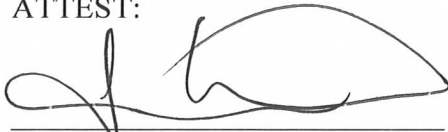
NOES:

ABSENT: Director Jordan



President, Board of Directors
Purissima Hills Water District

ATTEST:



Secretary of the District