



LAMONT PUBLIC UTILITY DISTRICT  
8624 Segrue Road, Lamont, CA 93241  
661-845-1213

## **Lamont Public Utility District Residential Potable Water Shutoff Protection Policy**

The Lamont Public Utility District (the “District”), in compliance with Senate Bill 998 (codified at Health and Safety Code §§ 116900-116926) (“SB 998”), creates this policy pertaining to notification of discontinuation of water service to residential customers.

This policy applies only to residential customers for non-payment; all existing ordinances, policies and procedures related to commercial and industrial water-service accounts will continue to apply. Similarly, this policy does not apply to discontinuation of residential water services as a result of a customer’s unauthorized actions.

### **1. General.**

- 1.1 This policy, in addition to any notices regarding delinquent payment required by District’s regulations, must be made available to residential customers in the following languages: English, Spanish, Chinese, Tagalog, Vietnamese, Korean and any other language spoken by 10 percent or more of the customers in the District’s service area.
- 1.2 The District reserves the right to discontinue water service for any violations of District ordinances, rules or regulations (other than nonpayment).

### **2. Contact Information.**

For questions or assistance regarding your water bill, please contact the District at (661) 845-1213. Customers may also visit the District Office, located at 8624 Segrue Road, Lamont, CA 93241, in person Monday through Friday from 7:30 a.m. to 4:00 p.m. (except on District holidays).

### **3. Billing Procedure.**

Water bills are mailed out on a monthly basis, billed in arrears. There are three ways to pay your bill: by mail or in person or online through the District webpage. To mail a payment, please include your account number and send your payment to Lamont Public Utility District at 8624 Segrue Road, Lamont, CA 93241. **All bills for water services are mailed at the beginning of the month. Bills for water service due and payable on the 20<sup>th</sup> of each month and will become delinquent 30 days after the billing date. If a bill is delinquent for at least 60 days, the District may discontinue water service to the service address upon seven (7) business days advance notice.**

- 3.1** Billing Time line.
- a) Customer gets their water bill on the first of the month (day 01) indicating the amount due and payable on the 20th day of the month.
  - b) If customer fails to pay the amount due by the 20<sup>th</sup> day of the month, a notice of late payment (delinquent) will be mailed on the 30<sup>th</sup> day of the month stating payment must be made within 15 days.
  - c) If customer fails to pay the amount due, a final notice of termination will be mailed stating, failure to pay the amount due within 16 days, your service will be discontinued”.
  - d) If customer fails to pay the amount due and/or fails to make payment arrangements as described in Section 5 of this policy, water service may be terminated.
- 3.2** Time of Discontinuation of Service. The District will not discontinue water service due to nonpayment on a Saturday, Sunday, legal holiday or at any time during which the District Office is not open to the public.
- 3.3** Restoration of Service. Customers whose water service has been discontinued may contact the District by telephone or in-person regarding restoration of service. Restoration will be subject to payment of:
- A. Any past-due amounts, including applicable interest or penalties;
  - B. Any reconnection fees; and
  - C. A security deposit, if required by the District.
- 3.4** To Avoid Discontinuation of Water Service. Water discontinuation will not occur if all three (3) conditions are met:
- A. Health Conditions – The consumer or tenant of the consumer submits certification of a primary care provider that discontinuation of water service would (i) be life threatening, or (ii) pose a serious threat to the health and safety of a person residing at the property;
  - B. Financial Inability – The consumer demonstrates he or she is financially unable to pay for water service within the water system’s normal billing cycle. The consumer is deemed “financially unable to pay” if any member of the consumer’s household is: (i) a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (ii) the consumer declares the household’s annual income is less than 200% of the federal poverty level; and
  - C. Alternative Payment Arrangements – The consumer is willing to enter into an amortization agreement, alternative payment schedule or a plan for deferred or reduced payment, consistent with provisions of Section 5, below.

#### 4. Procedures to Contest a Bill.

- 4.1 Time to Initiate Complaint or Request an Investigation. A customer may initiate a complaint or request an investigation regarding the amount of a bill within 10 days of receiving a disputed bill. For purposes of this Section 4.1 only, a bill will be deemed received by a customer five days after mailing.
- 4.2 Review by District's General Manager. A timely contest or request for investigation will be reviewed by the District's General Manager, who will provide a written determination to the customer. The review will include consideration of whether the customer may receive an extension, amortization, and alternative payment schedule or payment reduction under Section 5. **The decision of the District's General Manager will be final.**

#### 5. Extensions and Other Alternative Repayment Arrangements.

- 5.1 Time to Request an Extension or Other Alternative Repayment Arrangement. If a customer is unable to pay a bill during the normal payment period, the customer may request an extension or other alternative repayment arrangement described in this Section 5.
- 5.2 If a customer submits his or her request before the date and time of discontinuance of service as is stated on the discontinuance notice, the request will be reviewed by the District's General Manager. **District decisions regarding alternative repayment arrangements, other than extensions, are final and not subject to appeal.**
- 5.3 Extension. If approved by the District's General Manager, a customer's repayment of his or her unpaid balance may be temporarily extended for a period not to exceed six months after the balance was originally due. The District's General Manager or designee will determine, in his or her discretion, the duration of the extension provided to the customer. The customer will pay the full unpaid balance by the date set by the District's General Manager and must remain current on all water service charges accruing during any subsequent billing periods. The extended payment date will be set forth in writing and provided to the customer in English, Spanish, Chinese, Tagalog, Vietnamese, Korean and any other language spoken by 10 percent or more of the customers in the District's service area. **The decision of the District's General Manager will be final.**
- 5.4 Amortization. If approved by the District's General Manager, a customer's repayment of his or her unpaid balance may be amortized over a period not to exceed 12 months, as determined by the District's General Manager or designee. If amortization is approved, the unpaid balance will be divided by the number of months in the amortization period, and that amount will be added to the customer's monthly bills for water service until fully paid. During the amortization period, the customer must remain current on all

water service charges accruing during any subsequent billing periods. The amortization schedule and amounts due will be set forth in writing and provided to the customer in English, Spanish, Chinese, Tagalog, Vietnamese, Korean and any other language spoken by 10 percent or more of the customers in the District's service area.

**5.5** Alternative Payment Schedule. If approved by the District's General Manager, a customer may repay his or her unpaid balance pursuant to an alternative payment schedule that will not exceed 12 months, as determined by the District's General Manager or his or her designee. If approved, the alternative payment schedule may allow periodic lump-sum payments that do not coincide with the District's established payment date or may provide for payments made more or less frequently than the District's regular payment date. During the period of the alternative payment schedule, the customer must remain current on all water service charges accruing during any subsequent billing periods. The alternative payment schedule and amounts due will be set forth in writing and provided to the customer in English, Spanish, Chinese, Tagalog, Vietnamese, Korean and any other language spoken by 10 percent or more of the customers in the District's service area.

**5.6** Payment Reduction. At the discretion of the District's General Manager, a customer may receive a reduction of the unpaid balance owed by the customer for any water service. The District's General Manager will determine whether to grant a reduced payment. The amount of the reduced payment and the due date will be set forth in writing and provided to the customer in English, Spanish, Chinese, Tagalog, Vietnamese, Korean and any other language spoken by 10 percent or more of the customers in the District's service area.

**5.7** Failure to Comply. If a customer fails to comply with a payment arrangement approved by the District's General Manager under this Section or fails to pay his or her current charges for water service, and the original amount due is more than 60 days delinquent, the District may discontinue water service. The District will post a final notice of intent to disconnect service in a prominent and conspicuous location at the service address at least (5) five days before discontinuation of service. The final notice will not entitle the customer to any investigation or review by the District.

**6. Procedures for Occupants/Tenants to Become Direct Customers of the District.**

**6.1** Agreement to District's Terms and Conditions of Service. The District will make service available to the actual residential occupants if each occupant agrees to the terms and conditions of service and meets the requirements of the District's rules and regulations. Notwithstanding, if one or more of the

occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the District, or if there is a physical means, legally available to the District, of selectively discontinuing service to those occupants who have not met the requirements of the District's rules and regulations, the District will make service available to those occupants who have met the requirements.

- 6.2** Verification of Tenancy. In the case of a detached single-family dwelling, in order for the amount due on the delinquent account to be waived, an occupant who becomes a customer must verify that the delinquent account customer of record is or was the landlord, manager or agent of the dwelling. Verification may be accomplished with evidence satisfactory to the District's General Manager demonstrating the occupant's tenancy.
- 6.3** Deductions from Rental Payment. Any occupant who becomes a customer of the District pursuant to this Section 6 and whose periodic payments, such as rental payments, include charges for residential water service, where those charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the District for those services during the preceding payment period.