

# McKinney Water District

## Customer Water Disconnection Policy

**All Disconnections will meet the standards set by SB998 as follows:**

Customers who have a delinquent balance will have those charges along with a delinquent charge of \$30 submitted to the respective county Assessor Clerk-Recorders Office for collection on the customers property tax roll. If property tax is not paid, the district will then notify the property owner and be given a disconnection notice after 60 days of that year's property tax due date.

The District will not discontinue water service for non-payment until payment by the customer (consumer) has been delinquent for a minimum of sixty (60) calendar days after county property tax due date.

The District will make a reasonable, good faith effort to contact the customer in writing at least seven (7) business days before disconnection of water service for non-payment. The written disconnection 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 or personally delivered to the service address and addressed to "Occupant." The written disconnection notice will include:

- Customer's name and address
- Delinquent amount
- Date by which payment or arrangement is required to avoid disconnection of service
- Description of the process to apply for an extension of time to pay the delinquent charges.
- Description of the process to petition for bill review and appeal.
- A description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent water service charges, consistent with the written policy
- A copy of this policy

If the District is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, the District will make a good faith effort to visit the resident and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent disconnection of water service for nonpayment and the District's Disconnection Policy.

A customer may appeal the disconnection by filling out the customer appeal form and submitting to the district office. The Board Members will review the appeal and give direction to the Office for resolution. The District will not discontinue water service for nonpayment while the appeal process is pending.

Residential service shall not be terminated for nonpayment: if all the following conditions are met (the “Need-Based Exemption”):

- The customer (consumer), or the customer’s tenant, submits the certification of a primary care provider that discontinuation of residential service will be life threatening or pose a serious threat to the health and safety of a resident of the premises serviced by the delinquent account;
- The (customer) consumer declares that they are financially unable to pay for residential water service within the normal billing cycle, as demonstrated by a self-certification of qualifying as a “Low Income Customer” whereby:
  - Any member of the household being a current recipient of CalWORKS, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, or Children; or The household’s annual income being less than 200 percent of the federal poverty level; and
  - The Customer is willing to enter into an alternative payment plan, an amortization agreement, or a plan for deferred payment, with respect to all delinquent charges over a period determined by the District based on the circumstances of the case.

If the customer fails to contact the District by the eighth business day after the notice, the service will be terminated and the customer will be charged a shutoff fee.

Any valve turned off will remain in the off position until payment is received in full, including all assessed fees.

The District will promptly provide information regarding the procedures for restoring service to customers once their service is discontinued, including the payment of applicable reconnection service fees. For Low-Income Customers, the reconnection service fee will not exceed the District’s actual cost to reconnect water service, up to a maximum of \$50 for reconnection during normal business hours and \$150 during nonoperational hours. The fee may be annually adjusted for changes in the Consumer Price Index beginning January 1, 2021.

In order to resume or continue service that has been disconnected for non-payment, the customer (consumer) must pay all outstanding charges. The District will endeavor to reconnect service as soon as practicable but, at a minimum, will restore service before the end of business following payment, so long as said payment is received during normal business hours. Any valve turned off will remain in the off position until payment is received in full, including all assessed fees. Water service that is turned on by any person other than District personnel or without District authorization may be subject to fines or additional charges or fees. Any damages that occur as a result of unauthorized restoration of service are the responsibility of the customer.

Service restored after normal business hours, weekends, or holidays will be charged an after-hours re-establishment fee. Service will not be restored after regular business hours unless the customer has been informed of the after-hours re-establishment fee and agrees to pay the subject fee. The after-hours reestablishment fee is in addition to the regular re-establishment fee and the late fees for a delinquent account. District staff responding to service calls are not permitted to collect payment but will review the process requirements with the customer (consumer).

To restore service to customers who are terminated, a reconciliation agreement must be signed by the customer per this policy. A reconnection fee will be charged to return service to the customer's location.

Delinquent fees may be dismissed once every twelve months for those customers who demonstrate a household annual income below 200 percent of the federal poverty level or a member of the family receives assistance from any of the following; CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children.

## Payment Plan Request / Self-Certification Form

This form is intended to be filled out by an account holder requesting an extension of their current water bill. This is a declaration of financial need and is required for an extension, amortization, or payment plan. Requests are reviewed on a case-by-case basis. Taking into consideration payment history and the outstanding balance based on the District's Water Shutoff Policy.

Please note, any plan agreed upon using this form is for the current balance only. All future balance must be paid by their original due date, or the plan is nullified. There can only be one active plan at any given time. This certification will be kept on file for 12 months.

Date of Request \_\_\_\_\_ Name of Account Holder: \_\_\_\_\_

Account Number \_\_\_\_\_ Property Address: \_\_\_\_\_

Balance Due: \$ \_\_\_\_\_ Mailing Address: \_\_\_\_\_

Original Due Date \_\_\_\_\_ Contact Phone Number \_\_\_\_\_

**Customers will be contacted within 10 days of submitting this application to discuss payment options. Once an approved option is in place, a notice confirming the agreement will be either emailed or mailed to the account holder of record.**

By signing below, I am certifying that I am financially unable to pay for residential service within the McKinney Water District's normal billing cycle. I, or a member of my household is a current recipient of CalWORKS, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the household's annual income is less than 200 percent of the federal poverty line.

I am aware that I am responsible for the full balance that is due over the course of the alternative payments schedule. Any due date generated by my payment plan is independent of all other billings issued by the District.

X \_\_\_\_\_

Signature of Account Holder

X \_\_\_\_\_

Date