

Burney Water District



20222 HUDSON STREET, BURNEY, CA 96013 (530) 335-3582

Delinquent Accounts Shut-off Policy Pursuant to SB 998 (Dodd) Adopted March 19th, 2020

Purpose/Background: This policy enumerates the Burney Water District (hereinafter referred to as “the District”) administrative actions for the collection of delinquent accounts, including notifications, fee assignments and discontinuation of service. This policy will be made available to the public on the District’s website. The District can be contacted by phone at (530) 335-3582 to discuss options for averting disconnection of water service for non-payment under the terms of this policy.

Text of policy: As an urban or community water system that supplies water to more than 200 service connections, the District is subject to Senate Bill No. 998 (Dodd) 2018.

Delinquent Account: The District has established the water billing period that within 20 days of the initial statement due date to be considered delinquent thereafter. The following rules shall apply to the collection of delinquent accounts:

1. Small Balance Accounts: Any balance on a bill of \$20.00 or less may be carried over, and added to the next billing period without being assessed a late fee or incurring further collection action.
2. Late Fee: If payment for a bill is not received by close of business on the 20th of the month, a late fee of \$10.00 will be assessed and displayed on the following invoice.
3. Disconnect Notice: The District shall send the customer Disconnection Notice 10 days prior to termination of service for non-payment. If the mailing address and the address of the property to which water service is provided are different, a separate notice will be mailed to the service address and addressed as “Occupant”. The District assumes no responsibility for contact information that has not been kept up-to-date by the customer. If the notice is returned through the mail as undeliverable, the District will make a reasonable, good faith effort to visit the residence and leave a notice of discontinuance for non-payment.

a) Notice to Residential Tenants/Occupants in an Individually Metered Residence

The District will make a reasonable, good faith effort to inform the occupants, by means of written notice, when the water service account is in arrears and subject to disconnection at least ten (10) days before then water service is shut off. The written notice will advise the tenant/occupant that they have the right to become customers of the District 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 be waived, the tenant/occupant must provide verification of tenancy in the form of a rental agreement or proof of rent payments.

b) Notice to Tenants/Occupants in a Multi-Unit Complex Served through a Master Meter

The District will make a reasonable, good faith effort to inform the tenants/occupants, by means of written notice hung on the door of each residence, when the water service account is in arrears and subject to termination at least ten (10) days before water service is shut off. The written notice will advise the tenant/occupant that they have the right to become customer of the District 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 address(es) 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 District, pay the appropriate deposit, have the physical means, legally available to the District, of selectively terminating service to those occupants who have not met the those requirements.

4. Forty-eight (48) Hour Courtesy Call: The District will make a reasonable, good faith effort to notify the customer 48 hours in advance of disconnection of water service for non-payment through means of a phone call. Customer accounts may be designated to receive notification by text message if requested by Customer. The forty-eight (48) hour contact is meant entirely as a courtesy and failure by the customer to receive the notice shall not constitute an acceptable reason for non-payment or delay of disconnection.
5. Disconnection Deadline: All delinquent water service charges and associated fees must be received by the District by 3:00 p.m. on the day specified in the Disconnect Notice.
6. Disconnection of Water Service for Non-payment: The District will disconnect water service by turning off and locking off the meter. Before service is disconnected, the customer will be notified by disconnect notice, a forty-eight (48) hour courtesy call and the final disconnect door hanger.
7. Final Disconnect Door Hanger: At the time of serving this notice the account will be locked off and no additional notice or payment arrangements will be given.
8. Re-establishment of Service: In order to resume or continue service that has been disconnected for non-payment, the customer must pay a \$50.00 re-connection fee during normal business hours. In addition, a security deposit may be required. The District will endeavor to reconnect service as soon as practicable but, at a minimum, will restore service before the end of the next regular working day following payment of any past due amount and delinquent fees attributable to the termination of service. Water service that is turned on by any person other than District personnel will 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.
9. Re-establishment of Service After Business Hours: Service resorted after 4:30 p.m. Monday through Friday, weekends or holidays will be charged an after-hours re-connection fee of \$100.00 District staff responding to service calls are not permitted to collect payments.
10. Notification of Disposition of Returned Check: Upon receipt of a returned check taken as payment of water service or other charges, the District will consider the account not paid. The District will make a reasonable, good faith effort to provide a 48-hour courtesy call of termination of service due to a returned check. The means of notification will be by phone.
11. Returned check or credit card non acceptance rejection: Water service will be disconnected if the amount of the returned check or rejected credit card is not paid on or before the date specified in the door hanger notice of termination. All amounts paid to redeem a returned check and to pay

the returned check charge must be in cash, credit card or certified funds.

12. Disputed Bills: If you believe that your bill is incorrect, within five (5) days of receiving a disputed bill, please contact a Customer Service Representative during business hours, either in person at 20222 Hudson Street, or by telephone at (530) 335-3582 for an explanation.

If, after such explanation, you will believe this bill is wrong, within ten (10) days of such explanation, you may request hearing with the Office Clerk II of the District. Any customer, whose request for a hearing by the Office Clerk II has resulted in an adverse determination, may appeal to the District Manager within thirty (30) days. The District Managers determination is final.

13. Waiver of Late Fee: At the request of the customer, the District may waive the late fee if there are extenuating circumstances on delinquent bills, not more than once every twelve (12) months.

14. Alternative Payment Arrangements: Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid late fees or disruption of service. The District shall not discontinue water service for non-payment if a customer has requested and entered into an alternative payment. Payment arrangements that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. A down payment of twenty (20) percent of the customer's outstanding balance will be due at the time of signing. An amortization plan will amortize the remaining unpaid balance over a period not to exceed twelve (12) months from the original date of the bill. The amortized payments will be combined with, and subject to the due date of, the customer's regular bill. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan.

Example of Billing Structure:

January 1 st -	Initial invoice sent and due January 20 st , (20days)
January 21 st -	Late fee assessed and will reflect on next invoice.
February 1 st -	Second invoice sent.
February 21 st -	Late fee assessed and will reflect on next invoice.
March 1 st -	Third bill sent.
March 10 th	Written disconnect notice sent. (10 days prior to disconnect date)
March 18 th	Courtesy phone call or message (48 hour notice)
March 21 st	Door hanger and shut off. Reconnection fee - \$50.00 during normal business hours and \$100.00 after hours. (This is the 61 st day after initial due date). No negotiations at the door – disconnect period.