



**CITY OF SANTA ROSA
FINANCE DEPARTMENT – REVENUE DIVISION**

**ADMINISTRATIVE POLICY REV-1 (Jan 16, 2020)
DISCONNECTION OF RESIDENTIAL WATER SERVICE FOR NON-PAYMENT**

2.1 Written Policy

City will have a written policy on disconnection of residential water service for non-payment available in English, the languages listed in Section 1632 of the California Civil Code, and any other language spoken by at least 10 percent of the people residing in its service area. The policy will be made available on the City's internet website and will include the following:

2.1.1 A plan for alternative payment arrangements

City shall offer alternative payment arrangements for any customer who is unable to pay for residential water service within the normal billing period. City may choose which of the alternative payment arrangements the customer undertakes and may set the parameters of that payment option, including whether customer is required to sign a written agreement. The alternative payment arrangement options include:

2.1.1.1 Amortization of the unpaid balance

An amortization plan will amortize the unpaid balance over a specific period of time, generally not to exceed three (3) months. The amortized payments will be subject to the due date of the customer's regular monthly billing statement. The customer must comply with the terms of the amortization plan and pay all current charges as they accrue in each subsequent billing period. The customer may not request another alternative payment arrangement of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. Failure to comply with the terms of an amortization plan, including failure to make a payment thereunder when due, may result in the disconnection of residential water service as soon as the following business day without further notice, unless customer is covered by policy section 2.4.

2.1.1.2 Temporary deferral or extension of payment

City may offer to extend the payment due date of unpaid charges for customer with verbal promise to pay. The payment extension cannot exceed the due date of the next billing statement. The customer may not request another alternative payment arrangement of any subsequent unpaid charges while paying delinquent charges pursuant to a deferral plan. Failure to comply with the deferral plan may result in the disconnection of residential water service as soon as the following business day without further notice unless covered by policy section 2.4.

2.1.2 Formal mechanism for a customer to contest or appeal a billing statement

Appeals are required to be in writing on forms prescribed by the City and must be received by the City within fifteen (15) days of the billing date. Appeals shall be reviewed and determined by the Director of the Water Department or his/her designee. Once a determination on the appeal is made, should the customer dispute the determination, the customer may subsequently request to appeal to the Board of Public Utilities by filing written notice of appeal within 15 days of the date of the determination with the Board Secretary. Any person aggrieved by any decision or determination of the Board of Public Utilities may appeal to the City Council by filing written notice of appeal within 15 days of the date of such decision or determination with the City Clerk (SRCC 14-04.170). Failure at any point to file a timely appeal will render the last decision final. If a customer or any adult at the residence disputes the billing statement and exercises their right to appeal, the City will not disconnect residential water service for non-payment of the disputed amount while the appeal is pending. Customer must continue the timely payment of all non-disputed amounts due during the appeals process.

2.1.3 Telephone number to contact City to discuss options for averting disconnection of residential water service for non-payment



The Water Billing Department may be reached at (707) 543-3150 between the hours of 8:00 AM to 5:00 PM, Monday through Friday. This phone number is printed on the billing statement, courtesy notice, disconnect notice, and door tag. If contact is made via phone message to customer, the Water Billing phone number will be provided.