

# Laguna Beach County Water District

## Section 7: Rules and Regulations

Policy Number: 7040  
Adoption Method: Minute Motion – June 11, 2019  
Effective Date: February 1, 2020  
Revised Date:  
Page: 1 of 2

**SUBJECT: Discontinuance of Service for Residential Accounts**

The purpose of this policy is to set procedures for discontinuing water service due to nonpayment and provide options to avoid service disconnection as set forth in Government Code 60370. This policy applies to residential connections, including single-family residences, and individually metered residential occupants of detached single-family dwellings, multi-family dwellings, and mobile parks.

### **Discontinuance of Service for Nonpayment**

Residential Account Holders (Account Holders) with water charges that are 60 days delinquent are subject to service discontinuance. Prior to discontinuing water service, the District will deliver a Final Notice of Disconnection (Notice) to the service location when the water charges are 50 days delinquent. The Notice provides Account Holders an additional ten (10) days to pay past due charges. The District will discontinue water service if a payment or an arrangement for payment is not made by the due date indicated on the Notice.

### **OPTIONS TO AVOID SERVICE DISCONNECTION**

#### **Payment Plans**

Account Holders can avoid service disconnection due to nonpayment by requesting a Payment Plan for the outstanding water charges. A Payment Plan offers Account Holders the ability to make partial payments towards the water charges over a period of four (4) months from the original due date. Payment Plans require an upfront payment equal to 25 percent of the outstanding balance. Account Holders can request a Payment Plan by contacting the District's Customer Service Department at (949) 494-1041.

#### **Financially Unable to Pay**

Account Holders are deemed "Financially Unable to Pay" for service within the District's billing cycle if they demonstrate a household income below 200 percent of the federal poverty level. Account Holders may also be deemed "Financially Unable to Pay" if they are recipients of CalWORKs, CalFresh, WIC, Medi-Cal, Supplemental Security Income, or General Assistance.

Account Holders deemed "Financially Unable to Pay" can avoid disconnection due to nonpayment by requesting to make partial payments towards the water charges over a period of twelve (12) months from the original due date and may request to have the upfront payment deferred.

### **Medical Needs**

Account Holders or tenants of the Account Holder who require water service due to a life-threatening medical condition can avoid disconnection due to nonpayment by:

1. Providing a medical certification from his or her licensed medical professional, which includes the following:
  1. The address of the residing patient.
  2. The name of the person who is ill or injured.
  3. Indicate whether the condition is temporary or permanent.
  4. Name, title, and signature of the licensed medical professional.
2. Requesting a Payment Plan.

### **Billing Dispute**

Account Holders or an adult at the residence disputing the water commodity charges may initiate a billing dispute to have the charges reviewed. To initiate a billing dispute, the Account Holder must contact the District's Customer Service Department within 20 days of the billing date. Once a dispute is initiated:

1. The Customer Service Supervisor will review the disputed water commodity charges and determine if an investigation is warranted. Only the portion in question will be set aside without penalty until the investigation is complete. All other charges must be paid by the due date indicated on the statement and are subject to delinquency penalties.
2. Once the investigation is complete, the District will notify the Account Holder of its findings and give the Account Holder an opportunity to pay or make payment arrangements.
3. If the Account Holder is dissatisfied with the explanation, he or she may appeal to the General Manager in writing. The General Manager's decision on the dispute will be final unless the Account Holder submits a written appeal to the Commission within five (5) days in accordance with the District's policy on Appeals.

### **Tenants**


Tenants have the right to establish water service under their name if they are willing and able to assume responsibility for the account. Outstanding water charges and delinquent fees from the landlord's account will not be transferred or levied on the tenant's account. To establish water service, the tenant must contact the District's Customer Service Department during operational hours and provide account billing information.

### **REESTABLISHING WATER SERVICE**

To reestablish water service, the Account Holder, tenant or adult residing at the residence must pay the outstanding water charges and reconnection fees or request a payment plan. Water service reestablished after normal business hours will accrue an additional reconnection fee as defined in the District's Fee Schedule.

Account Holders deemed "Financially Unable to Pay" may request to have a portion or all of the reconnection fees waived.

Approval:

  
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Christopher J. Regan, Interim General Manager

1/2/20  
Date