

MT. KONOCTI MUTUAL WATER COMPANY

Policy Governing the Disconnection of Residential Water Service For Nonpayment of Water Rates and Charges

Effective Date: April 1, 2020

SB 998 Policy

Bills are mailed on the last day of each month. If the last of the month falls on a weekend or holiday, the bills are mailed out the previous business day. The bills are due 30 (thirty) days after the billing date. If a bill has not been paid by the due date, the first day after the due date the account will be assessed a late fee of 5% of the unpaid balance.

An account is considered overdue the day after the due date. A delinquent letter will be mailed to the property owner and tenant (if there is one) the day the bill becomes delinquent with a due date of 10 (ten) days before the sixtieth day of being overdue. A 7 (seven) day notice will be mailed out 7 (seven) business days before the sixtieth day of being overdue. If the 7th day falls on a weekend or holiday, the notice will be mailed out the previous business day. The 7 (seven) day notice will contain: the customer's name and address, the amount of the delinquency, the date by which payment or arrangement for payment is required in order to avoid discontinuation of water service, a description of the process to apply for an extension of time to pay the delinquent charge, a description of the procedure to petition for bill review and appeal, and a description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent residential service charges. The 7 (seven) day notice will be mailed to the account holders mailing address and the physical address. If the house has a tenant Mt. Konocti Mutual Water Company will make a good faith effort to notify the tenant of the overdue balance and our disconnection policy by mail or telephone 7 (seven) days before the water will be disconnected.

If the overdue amount has not been paid 5 (five) days before the sixtieth day of being overdue Mt. Konocti Mutual Water Company will hand deliver a five day notice, containing our disconnection policy, to an adult occupant at the house. If the 5th day falls on a weekend or holiday, the notice will be posted the previous business day. If there is no adult present the notice will be left in a conspicuous location. If the overdue balance has not been paid five days after the five day notice was delivered, the water service will be disconnected. The operator will leave a disconnection notice explaining our reconnection policy. To reconnect water service the customer must pay their overdue balance plus a \$50.00 reconnection fee. Once all amounts owing have been paid, an operator will reconnect the water service during regular operating

hours. A \$150.00 Reconnection Fee will be charged for connection during non-operational hours.

Alternative Payment Arrangements for Qualifying Customers.

The water service will not be disconnected if **all** of the following three conditions are met:

The customer, or a tenant of the customer, submits to Mt. Konocti Mutual Water Company the certification of a primary care provider that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided. (SB 998)

The customer demonstrates that he or she is financially unable to pay for residential service with Mt. Konocti Mutual Water Company's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of Cal Works, 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 customer declares that the household's annual income is less than 200 percent of the federal poverty level. (SB 998)

The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment with respect to all delinquent charges. (SB 998)

Mt. Konocti Mutual Water Company may choose which of the payment options described in the third bullet point the customer undertakes and may set the parameters of that payment option.

If a customer enters into a payment agreement and either fails to pay their payments for 60 (sixty) days or fails to pay current charges for 60 (sixty) days while in a payment agreement the water service will be disconnected. Mt. Konocti Mutual Water Company will post a final notice at the property 5 (five) business days before the sixtieth day of nonpayment. If the 5th day falls on a weekend or holiday, the notice will be posted the previous business day. The notice will be hand delivered to an adult or posted in a conspicuous location on the property. The notice will also contain the disconnection policy. If the agreed upon payment has not been made 5 (five) business days after the notice was posted, the water service will be disconnected. A disconnection notice will be hand delivered to an adult on the property or posted in a conspicuous location on the property. The notice will contain the reconnection policy.

Bill Review and Appeal Process:

Shareholders or residential customers (tenants) who dispute their water bill have the right to appeal (contest) the amount due. If no prior appeal or request for review of a bill has been made,

the Shareholder or customer (tenant) may request an appeal or review of the bill to which this notice related is the Shareholder or customer (tenant) alleges the bill is in error with respect to the quantity of water consumption set forth on the bill. Appeals and requests for review must be in writing and must include documentation supporting the appeal or reason for review. All appeals or requests for reviews must be delivered to our office no later than 5 (five) business days before the **Turn-off Date** on this letter. Upon receipt of an appeal or request for review, the General Manager or designee will render a decision as to the accuracy of the water charges and provide the Shareholder or customer (tenant) with a written summary of the decision. If charges are found to be incorrect, a corrected invoice will be issued and payment of revised charges will be due within 10 (ten) calendar days of the revised invoice date. Charges determined to be correct are due and payable 2 (two) business days after the General Manager's or designee's decision is rendered. The Shareholder or customer (tenant) may appeal that decision to the Board of Directors. To file an appeal before the Board of Directors, it must be filed in writing and delivered to our office within 7 (seven) days after the General Manager's or designee's initial decision is rendered. This subsequent appeal will be heard at the next regular meeting of the Board of Directors

Tenant Occupants (applicable only to residential tenants):

To avoid the loss of water service as tenant, the tenant must contact the landlord, property manager or property owner regarding payment of the water bill. Also, the tenant has the right to become a customer responsible for the account. However, if this is done, the tenant will become responsible for all future billings for the water used at this property and also responsible for compliance with the SB998 policy regarding disconnection of service. If the tenant meets our requirements to become a new customer and agrees to comply with our rules and regulations, which may include the payment of a deposit, the water service will be continued without requiring the tenant to pay the current outstanding balance. The Shareholder will continue to be responsible for an outstanding balance accrued prior to the tenant becoming a customer of the Company.

This policy is available in Spanish, other languages pending.