

Yuima Municipal Water District
Discontinuation of Service for Residential Customers for Non-Payment

Customers may contact the District at (760) 742-3704 to discuss options to avoid the disconnection of water service for non-payment of residential service under the terms of this policy. Yuima Municipal Water District may disconnect residential water service for customers who fail to make payment in accordance with the terms of this policy.

Residential service will not be discontinued until a bill has been delinquent for at least 60 days and the customer has been contacted by mail as well as door hanger at least 7 days prior to disconnection. The notice will include; the customer's name and address, the amount of delinquency, the date by which payment or arrangement for payment is required in order to avoid discontinuation of residential service, a description of the process to apply for a payment arrangement, a description of the procedure to dispute a bill, and the District's telephone number.

Bills are due and payable upon presentation and are considered delinquent if not received in the District office by 2:00 pm on the last working day of the month for which the bill is dated. If payment is after 2:00 pm on the last working day of the month a delinquency fee of 5% of the bill will be charged to the account.

Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid disconnection of service. The District will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted. A payment arrangement may include an extension of the payment due date or and amortization plan.

For customers who meet all three (3) conditions below and provide required documentation, the District will offer the customer a payment arrangement to avoid discontinuation of service. The terms and conditions of the payment arrangement will be selected by the District at its own discretion.

1. Medical Certification by a Primary Care Provider – The customer must submit a certification by a Primary Care Provider stating that the termination of service will be life threatening or pose a serious threat to health and safety of any resident of the premises where water service is provided.
2. The customer proves that they are financially unable to pay for residential service within the District's normal billing cycle by submitting evidence that a member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, California Special Supplemental Nutrition Program for Women, Infants, and Children or the customer declares, under penalty of perjury, that the household income is less than 200% of the federal poverty level.
3. The customer must be willing to enter into a payment arrangement selected by the District. Payment arrangements that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. An amortization plan will amortize the unpaid balance over a period defined by the District, not to exceed twelve (12) months from the original due date of the 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 a payment arrangement while paying delinquent charges pursuant to an amortization plan.

Failure to comply with the terms of a payment arrangement granted under this section or failure to pay subsequent charges for a period of 60 days will result in the issuance of a written disconnection notice. The disconnection notice will be in the form of a door hanger delivered to the service address no less than five (5) business days in advance of discontinuance of service.

All charges must be paid as well as a reconnection fee prior to the reconnection of locked off service. In addition, the District may require a deposit of three times the amount of the highest monthly bill within the last 12 months.

A customer who demonstrates to the District a household income below 200 percent of the federal poverty line may request a waiver of delinquency charges once every 12 months.

If the District furnishes individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit residential structure, mobile home park, or permanent residential structure in a labor camp, and the owner, manager, or operator of the dwelling, structure, or park is the customer of record, the District shall make a good faith effort to inform the residential occupants, by means of written notice, when the account is in arrears that service will be terminated at least 10 days prior to the termination. The written notice shall further inform the residential occupants that they have the right to become customers, to whom the service will then be billed, without being required to pay any amount to which may be due on the delinquent account. The District will not make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and the District's rules. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the District, or if there is a physical means legally available to the District of selectively terminating service to those residential occupants who have not met the requirements of the District's rules, the District will make service available to those residential occupants who have met those requirements. Any resident who becomes a customer of the District pursuant to this section whose periodic payments, such as rental payments, include charges for residential water service, where those charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the District during the preceding payment period. In the case of a detached single-family dwelling, the District shall give notice of termination at least seven days prior to the proposed termination. In order for the amount due on the delinquent account to be waived, require an occupant who becomes a customer to verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property.

The customer has a right to dispute a water bill if a written request is received by the District no more than 10 days after the month following the usage billed (i.e. December charges need to be disputed by January 10). Upon receipt of the written request, the General Manager or other designated employee of the District, shall promptly investigate the evidence provided by the Customer and the information on file with the District concerning the water charges in question. A written decision will be provided to the Customer as to the accuracy of the water charges set forth on the bill. The bill in question must be paid by the due date or within 2 days of the decision, whichever is later. Any customer disputing the ultimate determination of the District's staff may appeal to the Board, in writing, within 5 days of the decision. The full amount of the bill must be paid by the due date pending Board review. The Board of Directors will consider the appeal at the next available regular meeting.