

Anaheim Public Utilities Policy regarding

Termination of Water Service to Residential Customers Due to Delinquent Payments

In accordance with the California *Health and Safety Code* Division 104, Part 12, Chapter 6 (commencing with Section 116900) entitled; Discontinuation of Residential Water Service, otherwise known as the Water Shutoff Protection Act, the City of Anaheim Public Utilities Department (Anaheim Public Utilities) provides its written policy on discontinuation of residential water service for nonpayment. In being consistent with policies and practices that Anaheim has that aid customers, legislative requirements proscribe for a written policy as detailed below.

Deferred or Reduced Payments: In accordance with City of Anaheim *Water Rates, Rules, and Regulations* Rule No. 4, customers may use Deferred Payment Assistance in the form of either an extension of the payment due date or a monthly installment plan. The customer may contact the Customer Service Division to pursue deferred or reduced payment assistance when the Customer is unable to pay by the due date and seeks to avoid termination of water service for non-payment. An extension or monthly installment plan will temporarily suspend termination of Services so long as the Customer complies with paying by the extension due date or installment plan due date. In the event the Customer fails to comply with payment for extension due date or installment plan due date, the Utility may proceed to terminate Customer's Service. For eligibility requirements, see [Water Rule No. 4](#).

Alternative Payment Schedules: In accordance with the City of Anaheim's *Water Rates, Rules and Regulations* Rule No. 4, customers may use an alternative payment schedule when rendering payment of their utility bill. In addition, Customers may contact the Customer Service Division to pursue options including 1) changing from bi-monthly to monthly billing for services and 2) installment payment plans. For eligibility requirements, see [Water Rule No. 4](#).

Contesting or Appealing a Water Bill: In accordance with the City of Anaheim's *Water Rates, Rules and Regulations* Rule No. 10, customers may formally contest a bill through a dispute process. In order to do so, the customer must contact Anaheim Public Utilities' Customer Service Division by phone or in writing within 15 business days of bill issuance. The Customer Service Division will review the dispute and notify the customer of their findings in writing. Failure to do so will authorize discontinuance of service in accordance with Rule No.11. Any Customer who contests billed consumption, and has initiated a complaint or requested an investigation within (15) business days of bill issuance of said bill or Summary Bill, shall not have Service discontinued for nonpayment during the pendency of an investigation. For comprehensive information regarding the bill contest and appeal processes, see [Water Rule No. 10](#).

Disconnection: In accordance with the City of Anaheim's *Water Rates, Rules and Regulations* Rule No. 11, when a Customer's bill or Summary Bill for Service has become past due and an overdue notice and final notice have been issued in accordance with Rule No. 8, Service may be discontinued if the bill or Summary Bill is not paid within the time required by such notice. Anaheim Public Utilities shall not discontinue residential water service for nonpayment until a Customer bill has been delinquent for at least

60 days. No less than seven business days before discontinuation of residential water service for nonpayment, Anaheim Public Utilities shall contact the Customer named on the account by telephone or written notice. Prior to restoring Service that has been discontinued for nonpayment of bills or for failure otherwise to comply with the Rates, Rules and Regulations, the Customer shall pay a reconnection charge for each incident in which the Service(s) was disconnected. Services to a residential Customer will not be discontinued for non-payment when ALL of the following conditions are met:

1. The Customer, or a tenant of the Customer, submits to the urban and community water system the certification of a primary care provider, as that term is defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code, 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.
2. The Customer demonstrates that he or she is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The Customer shall be deemed financially unable to pay for residential service within Anaheim Public Utilities' normal billing cycle if any member of the Customer's household is a current recipient of CalWORKs, 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.
3. The Customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, consistent with the written policies provided pursuant to subdivision (a) of Section 116906, with respect to all delinquent charges.

Residential water service may be discontinued no sooner than 5 business days after the urban and community water system posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property under either of the following circumstances:

1. The Customer fails to comply with an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges for 60 days or more.
- or
2. While undertaking an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges, the Customer does not pay his or her current residential service charges for 60 days or more.

For comprehensive information regarding discontinuance and restoration of service, see [Water Rule No. 11](#).

Reconnection Fees: In accordance with the City of Anaheim's *Water Rates, Rules and Regulations* Rule No. 11, prior to restoring Service that has been discontinued for nonpayment of bills or for failure otherwise to comply with the Rates, Rules and Regulations, the Customer shall pay a reconnection charge

for each incident in which the Service(s) was disconnected, set forth in Rule No. 23. In the event that the Utility determines that the Customer is not at fault, including situations such as a payment being lost in the mail or other such situations, the Utility may waive the reconnection charge. For comprehensive information regarding fees, see [Water Rule No. 23](#).

Anaheim Public Utilities' Customer Service Division may be reached at 714-765-3300 during the following hours: Monday through Thursday between 7:00 am and 7:00 pm, Friday between 7:00 am and 5:30 pm, and Saturday between 8:00 am and 12:00 pm.

The *Water Rates, Rules and Regulations* rules referenced above are posted to the Anaheim Public Utilities website at <http://www.anaheim.net/894/Water-Utility-Rules>.

Annual Reporting: In accordance with the California *Health and Safety Code* Division 104, Part 12, Chapter 6 (commencing with Section 116918) Anaheim Public Utilities shall report the number of annual discontinuations of residential service for inability to pay on the urban and community water system's Internet Web site and to the board. The board shall post on its Internet Web site the information reported.