

RESIDENTIAL WATER SERVICE SHUTOFF FOR NONPAYMENT WATER ACCOUNT OWNERS WITH ASSIGNEE(S)

On December 17, 2019, the Board of Directors of the Victorville Water District (“District”) approved and authorized Resolution No. VWD 19-010. This resolution adopted procedures for the administration of delinquent customer accounts and water shutoff policies which may impact those property owners (“Owner”) who have, pursuant to Resolution No. VWD 13-001, authorized an Assignee of customer charges. Our records indicate that you may have authorized one or more such Assignee Agreements.

The State of California adopted Senate Bill No. 998 on September 28, 2018 to establish by statute the Water Shutoff Protection Act (California Health and Safety Code Section 116900 *et seq.*). As an urban water supplier, the District is required to comply with the Water Shutoff Protection Act (“Act”), including adoption of a water shutoff policy for nonpayment for residential users effective on February 1, 2020.

The Act applies only to shutoff of residential water service for nonpayment. It does not apply to commercial water users or to shutoff of water service for other reasons (*i.e.*, unauthorized water use or violation of the District’s rules and regulations).

Owner Responsibility

Pursuant to Resolution No. VWD 13-001, the Assignee Agreement, and California Government Code Sections 54345, 54346.3, and 54347(c), the Owner is liable for and guarantees that the bills for service to their property will be paid. Assignment of the service account does not relieve the Owner of this liability and obligation.

When an Assignee fails to pay any delinquent amount for at least 60 days or to comply with the terms of a Deferred Payment Plan or alternative payment schedule, the District:

- will shut off water service;
- may revert the service account and full balance due to the Owner;
- may disqualify the Assignee for any future account assignment.

Please note that all past due amounts are subject to civil action, lien, or any other relief authorized by law. The total account balance, any reconnection fees, and any required deposit must be paid prior to restoration of the water service.

For additional information speak with a District Representative at 760-955-5001.