

VICTORVILLE WATER DISTRICT

RESIDENTIAL WATER SHUTOFF FOR NONPAYMENT INFORMATION

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 with more than 3,000 service connections, the Victorville Water District (“District”) is required to comply with the Water Shutoff Protection Act (“Act”), including adoption of a water shutoff policy for nonpayment for residential users to become effective on or before 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 termination of water service for other reasons (i.e., unauthorized water use or violation of the District’s rules and regulations).

Below is a condensed list of District requirements resulting from the Act:

- Adopt a written Residential Water Shutoff for Nonpayment Policy, and post it on the District’s website. The policy must include:
 - Provisions by which certain qualifying customers may request a deferred payment plan or an alternative payment schedule for past due amounts to avoid water shutoff;
 - A formal mechanism for a customer to contest or appeal a bill;
 - A telephone number for a customer to contact to discuss options for averting discontinuation of residential service for nonpayment;
- Refrain from shutting off residential water service for nonpayment of amounts past due until payment by a customer has been delinquent for at least 60 days;
- Provide written notices to residential water customers when they become past due, providing specific information and timing requirements to avoid shut off;
- Provide translations of written notices and the Residential Water Shutoff for Nonpayment Policy in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean;
- Make provisions under certain conditions for residential occupants (actual users of water service at residential premises, such as tenants) to acquire a water account, avoid shutoff of water, and not be held responsible for past due amounts unpaid by the property owner;
- Report the yearly number of residential shutoffs on the City’s website and to the State;
- Offer alternative payment arrangements to a customer, such as a temporary deferral of payment or an alternative payment schedule, if all the following conditions are met:
 1. The customer submits certification from a primary care provider that discontinuation of water service would be life threatening, or pose a serious threat to the health and safety, for any resident at the property; and
 2. The customer demonstrates that he or she is financially unable to pay for water service within the District’s normal billing cycle; and
 3. The customer is willing to enter into an alternative payment arrangement consistent with the District’s policy.

The Act gives the District the authority to select which payment arrangement is to be used, and to set the parameters of that option.

The District is prohibited from discontinuing residential water service for nonpayment if:

1. The customer has met the three conditions listed above, and a payment arrangement has been executed (or is pending); or
2. The customer appeals the water bill.