

DELINQUENCIES AND WATER SERVICE DISCONNECT POLICY



Date Approved: November 19, 2025, Ordinance 2025-10

Approved By: Clear Creek CSD Board of Directors

Purpose of Policy

The Clear Creek Community Services District (District), established as a special district and operating as a community water system serving more than 200 service connections, is subject to the Senate Bill No. 998 (Dodd), known as the Water Shut-off Protection Act, effective February 1, 2020, and as further amended by Senate Bill No. 3 (2023).

This policy establishes the District's administrative procedures for the collection of delinquent accounts, including notifications, fee assessments, and service discontinuation for both residential and non-residential service accounts. The policy will be publicly available on the District's website. Customers may contact the District at (530) 357-2121 to discuss options for averting discontinuation of water service for nonpayment under the terms of this policy.

Delinquency Charge and Discontinuation of Service for Nonpayment

A. Delinquency Charge

If payment is not received by the twentieth (20th) day of the month, a late fee shall be applied to the account on the twenty-first (21st) day.

B. Discontinuation of Non-Residential Service for Nonpayment Policy

The District shall not discontinue a non-residential service for nonpayment until payment by a customer has been delinquent for thirty (30) calendar days.

1. Non-Residential Service delinquency timeline

- a. Regular monthly bills are issued on the last day of the month and are due by the twentieth (20th) of the following month.
- b. On the twenty-first (21st) of the month, any unpaid balances will incur a late fee. If one (1) month of billing remains delinquent, a "Shut-Off Notice" will be mailed, specifying a shut-off date ten (10) days from the date of the notice.
- c. Payment of the full delinquent amount shown on the "Shut-Off Notice" is due by the ninth (9th) day following the notice to avoid issuance of a "24-Hour Shut-Off Notice."
- d. Upon issuance of a "24-Hour Shut-Off Notice," payment of the full delinquent amount is required immediately to prevent disconnection of service.
- e. If payment is not received within 24 hours of the "24-Hour Shut-Off Notice," service will be disconnected. A \$50 disconnect fee will be assessed. Service will remain disconnected until payment of the full account balance, including the disconnect fee, is received. An additional \$50 reconnection fee will be charged when District staff are dispatched to restore service; this fee

will appear on the subsequent monthly bill.

2. Notice of Termination of Non-Residential Service

No less than ten (10) calendar days prior to the discontinuation of non-residential service for nonpayment, the Clear Creek Community Services District (the "District") shall provide written notice to the customer named on the account.

Written Notice:

The notice of delinquency and impending service discontinuation shall be mailed to the mailing address listed on the account. If the customer's mailing address differs from the address of the property receiving non-residential service, an additional notice shall be mailed to the service property address, addressed to "Occupant."

The notice will include:

- The total amount that is due, including any late fees.
- The date by which payment must be received to avoid service disconnection.
- Contact information for the District to discuss payment options or dispute the bill.

3. Good Faith Effort

If the District is unable to make written contact with the customer or an adult occupant of the property, or if the written notice is returned as undeliverable, the District shall make a good faith effort to notify the customer.

This effort may include a personal visit to the service location, during which the District will, leave notice of imminent discontinuation of service for nonpayment in a conspicuous location at the property, or make other reasonable arrangements to ensure that the notice is received by the customer.

The notice provided during this good faith effort shall include the full delinquent amount and the scheduled shut-off date.

4. Service Restoration

Unless otherwise specified in this Policy, non-residential service that has been disconnected for nonpayment in accordance with this Policy shall be restored upon payment of the full account balance, which includes:

- All delinquent charges
- Late fees
- Disconnect fees
- Reconnection fees
- Any required security deposits
- Any other applicable penalties

Service will not be restored until all amounts due, as listed above, have been paid in full.

C. Discontinuation of Residential Service for Nonpayment

The District shall not discontinue residential service for nonpayment until the account has been delinquent for sixty (60) calendar days, in accordance with this Policy. This Policy is publicly available on the District's website.

1. Residential Service Delinquency Timeline

- a. Regular monthly bills are issued on the last day of the month and are due by the twentieth (20th) of the following month.
- b. On the twenty-first (21st) of the following month, any unpaid balances will incur a late fee, which will appear on the current month's billing statement. A separate delinquency notice will also be mailed at the end of the month.
- c. If two (2) months of billing remain unpaid, a "Shut-Off Notice" will be mailed, specifying a shut-off date ten (10) days from the notice date.
- d. Payment of the full amount listed on the "Shut-Off Notice" is due by the ninth (9th) day following the notice to prevent issuance of a "24-Hour Shut-Off Notice."
- e. Upon issuance of a "24-Hour Shut-Off Notice," payment of the full delinquent amount is required immediately to avoid disconnection of service.
- f. If payment is not received within 24 hours of the "24-Hour Shut-Off Notice," service will be disconnected. A \$50 disconnect fee will be assessed. Service will remain disconnected until payment of the full account balance, including the disconnect fee, is received. An additional \$50 reconnection fee will be applied when District staff are dispatched to restore service; this fee will appear on the next monthly bill.

1. Notice of Termination of Residential Service

No less than ten (10) calendar days prior to the discontinuation of residential service for nonpayment, the District shall provide written notice to the customer listed on the account.

a. Written Notice:

When the District contacts the customer named in the account by written notice under this section, the written notice of payment delinquency and impending disconnection

shall be mailed to the customer of the residence to which the residential service is provided incurring a \$5 administration fee. If the customer's address is not the address of the property to which residential service is provided, the notice shall also be sent to the address of the property to which residential service is provided, addressed to "Occupant" incurring a \$5 administration fee for each occupant address notified.

The notice shall include the following information:

1. The customer's name and service address.
2. The total amount of delinquent charges.
3. The date by which payment or a payment arrangement must be made to avoid service discontinuation.
4. A description of the process to request an extension of time to pay the delinquent charges.
5. A telephone number for the customer to contact the District to discuss options for preventing discontinuation of service due to nonpayment.
6. A description of the procedure to request a bill review or appeal.

b. Alternative Payment Plan Option:

The notice shall include information on how the customer may request an alternative payment plan, including the option to amortize delinquent charges, consistent with the District's Discontinuation of Residential Service for Nonpayment Policy.

1. Good Faith Effort

Whenever the Clear Creek Community Services District is unable to make Written Contact with the customer or an adult occupying the residence, and when Written Notice is returned through the mail as undeliverable, the Clear Creek Community Services District shall make a Good Faith Effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place, a Notice of Imminent Discontinuation of Residential Service for Nonpayment ("24-Hour Shut-Off Notice") and include the Clear Creek Community Services District's Discontinuation of Residential Service for Nonpayment Policy.

2. Alternatives to Discontinuation of Residential Service for Nonpayment:

a. Alternative Payment Plan

1. Prior to Termination of Residential Service, any customer can contact the Clear Creek Community Services District and request a Alternative Payment Plan whereby payments of the delinquent amount can be extended up to a twelve (12) month repayment schedule.
2. As a condition of this Plan, the customer will be required to pay the amortized amount plus the current water service charges.
3. If the District and customer enter into a Payment Arrangement, the customer shall comply with the agreement and remain current on any new water service charges as they are billed in each subsequent billing period. The

customer may not request further amortization or reduction of any unpaid charges on subsequent bills while paying delinquent charges under an alternative payment arrangement. Commencing on the date the first payment arrangement is entered into, customers who fail to comply with any agreed payment arrangement will not be eligible to establish future payment arrangements for a period of 24 months, except as otherwise prohibited by law.

4. Unless otherwise provided for in the Clear Creek Community Services District's Policy, failure to pay the amortized amount plus the current water service charges each billing period will nullify the amortization agreement and result in the issuance of a Notice of Termination of Residential Service that will require the customer to pay the entire outstanding balance within 5 business days or water service will be terminated.

5. Bill Review Request and Appeal Process

Residential service shall not be discontinued while a residential customer is engaged in the following review and appeal process:

a. Bill Review Request

1. If a customer wishes to dispute a water bill, the customer must, within five (5) business days of receipt of the disputed bill, contact the Clear Creek Community Services District during regular office hours and request a review of the account and provide staff with the reason for the review.
2. Upon review of the account, the Clear Creek Community Services District shall respond to the bill review request within ten (10) business days with a decision regarding the amount due.

b. Appeal Process

1. If the customer wishes to dispute the findings of the bill review request, the customer shall provide a request in writing to the Clear Creek Community Services District to have a review of the account by the General Manager. This request shall be provided to the Clear Creek Community Services District within ten calendar days from the date of mailing of the bill review request findings to the customer.
2. Upon review of the account, the General Manager shall respond to the bill review request within ten (10) business days with a decision regarding the amount due.
3. If the customer wishes to dispute the decision of the General Manager with respect to the bill review request, the customer shall provide a request in writing to appeal the decision to the Board of Directors. This request shall be provided to the Clear Creek Community Services District within ten calendar days from the date of mailing of the decision. The appeal will be heard by the Board and a decision will be made regarding the amount due at the next regularly scheduled meeting of the

Board of Directors.

c. Waive Fees

1. The District may waive fees (e.g., Late Fees, Penalties) on delinquent bills a maximum of once every twelve (12) months.

6. Special Conditions

a. Medical Certification

1. The Clear Creek Community Services District shall not discontinue residential service for nonpayment if all of the following conditions are met:
 - i. The customer, or tenant of the customer, submits a certification of a primary care provider, as defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code, that the 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.
 - ii. The customer demonstrates that they are financially unable to pay for residential service within the Clear Creek Community Services District's normal billing cycle. The customer shall be deemed financially unable to pay 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.
 - iii. The customer is willing to enter into the Deferred Payment Arrangement Plan or Alternative Payment Schedule, as provided in this Policy, with respect to all delinquent charges.
2. If the items in Paragraph a.1(i), (ii) and (iii) above are met, the Clear Creek Community Services District shall offer the residential customer one of the following options, in the sole discretion of the Clear Creek Community Services District:
 - i. The Deferred Payment Arrangement Plan, as provided in this Policy; or
 - ii. The Alternative Payment Schedule, as provided in this Policy.

3. The Clear Creek Community Services District may grant a longer repayment period than provided in the Deferred Payment Arrangement Plan or the Alternative Payment Schedule if the Clear Creek Community Services District, in its sole discretion, finds the longer period is necessary to avoid undue hardship to the customer based upon the circumstances of the individual case.
 4. The residential service of a customer who is making repayment of a delinquent amount pursuant to an Alternative Payment Schedule or Deferred Payment Arrangement Plan under Section C (4) shall be disconnected no sooner than five (5) business days after the Clear Creek Community Services District posts a Final Notice of Intent to Disconnect Service in a prominent and conspicuous location at the property under either of the following circumstances:
 - i. The customer fails to comply for 60 days or more with the terms of the Alternative Payment Schedule or Deferred Payment Arrangement Plan entered into by the customer for repayment of delinquent charges.
 - ii. While complying with the terms of the Alternative Payment Schedule or Deferred Payment Arrangement Plan entered into by the customer for repayment of delinquent charges, the customer does not pay the current residential service charges for 60 days or more.
- b. **Reconnection of Discontinued Service for Customers with income below 200% of the Federal Poverty Level**
1. The Clear Creek Community Services District shall provide all residential customers who have their services discontinued with information on how to restore their water service
 2. For residential customers who demonstrate to the District a household income below 200 percent of the Federal poverty line, the District shall do **both** of the following:
 - i. Set a reconnection service fee during normal operating hours to a maximum of fifty dollars (\$50). For reconnection during nonoperational hours, the reconnection charge shall be a maximum of one hundred-fifty dollars (\$150).
 - ii. Waive fees (e.g., Late Fees, Penalties) on delinquent bills once every twelve (12) months per Policy.
 3. The Clear Creek Community Services District shall deem a residential customer to have a household income below 200 percent (200%) of the

Federal poverty line if any member of the 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 (200%) of the Federal poverty level.

c. **Discontinuation of Residential Service in Landlord-Tenant Situations**

1. This Section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.
2. Where the Clear Creek Community Services 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 (as defined in California Health and Safety Code § 17008), and the owner, manager, or operator of the dwelling, structure, or park is the customer of record/owner, the Clear Creek Community Services District shall make every Good Faith Effort to inform the residential occupants/tenants, by means of Written Notice, when the account is in arrears that service will be terminated at least 10 calendar days (10) prior to the termination/shut off. The Written Notice shall further inform the residential occupants/tenants that they have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.

If the service is terminated, the tenant may elect to establish service subject to the terms and conditions of service, meets the requirements of law and the Clear Creek Community Services District's Rules & Regulations. In order for the amount due on the delinquent account to be waived, the District requires that the applicant 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, or information disclosed pursuant to Section 1962 of the Civil Code.

7. Non-Allowable Residential Water Service Termination

- a. In addition to the restrictions imposed by the Policy, the Clear Creek Community Services District has set forth the following restrictions on terminations of a residential customer's water service for nonpayment of residential water service charges. No customer's service shall be terminated:

- i. On a Friday, weekend, Clear Creek Community Services District observed holiday (or the day prior), or at any time during which the Clear Creek Community Services District Office is not open to the public.

8. Service Restoration

- a. Unless otherwise provided for pursuant to the Policy for Discontinuation of Residential Service for Nonpayment, Residential Water Service that has been terminated for Nonpayment in accordance with this Policy will be restored upon payment of the entire amount due, which shall include all Late Fees service disconnection charges, service reconnection charges, security deposit and other penalties.

9. Annual Reporting

- a. The annual number of discontinuations of residential services for inability to pay shall be reported on the Clear Creek Community Services District's webpage in January of each year.

Legal Authority and Compliance Notes (Updated November 2025)

This policy complies with the California Water Shutoff Protection Act (California Health and Safety Code §§ 116900–116926), enacted by Senate Bill 998 (Dodd, 2018) and amended by Senate Bill 3 (Dodd, 2023), effective August 1, 2024.

Key provisions reflected in this updated policy include:

- Application to all community water systems, regardless of size.
- Extended eligibility for all customers to request alternative payment arrangements.
- Updated accessibility requirements: this policy and associated notices are available in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean upon request.
- Annual reporting of discontinuations of residential service for inability to pay, to be posted on the District's website by January 1 each year.
- Conformance with reconnection fee limits and notification standards under current state law.