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Policy on Discontinuing Residential Water Service for Non-Payment

The following policy applies to water service to a residential connection, including single-family residences, multifamily residences, mobile homes, including, but not limited to, mobile homes in mobile home parks, or farmworker housing.

For non-residential service, please see [Rule 11](#).

This policy only applies to discontinuance of service for nonpayment. The rules regarding discontinuing service for other reasons are stated in sections B.2 through B.5 of [Rule 11](#).

Delinquent Accounts

Suburban Water System's customer bills are due and payable upon date of presentation. Our bills are rendered monthly and they are considered past due (delinquent) if not paid within 19 days from the date of mailing. It is the responsibility of every customer to pay the bill in full and on time. Suburban Water Systems will allow every residential customer at least 60 days from the past due date to make full payment prior to discontinuance of service. Information on how to avoid discontinuation of residential service for nonpayment is available by calling: 800-203-5430. Shut-Off notices will be mailed to the mailing address designated on the account. If the mailing address and the address of the property to which water service is provided are different, a separate notice will be mailed to the service address and addressed to "Occupant."

Alternative Payment Arrangements or Extensions

Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement or extension to avoid disruption of service. Options include splitting payments (payment arrangements) for up to six (6) months to pay off the full balance and deferring payments (payment extensions) of the full balance for up to two (2) weeks beyond the due date. Suburban Water Systems also offers a Water Invoice and Statement Help ([WISH](#)) program, which provides reduced service charges for those who meet income requirements.

Any customer (or adult occupant of a residential service address) who is concerned with the accuracy of their water bill may request Suburban Water Systems to review their bill by calling 800-203-5430. The customer will not have water service discontinued for nonpayment while an investigation by Suburban Water Systems is pending, provided that: (a) the affected customer of record has submitted a petition for review within five (5) days of receiving the disputed bill; and, (b) the affected customer of record has made alternate payment arrangements, where they assert the bill is beyond their means to pay in full within the normal period of payment, prior to discontinuance of service.

In addition to requesting a review by Suburban Water Systems, customers may also contest or appeal their bill through the California Public Utilities Commission's (CPUC) informal or formal process. Information on this process is located on the back of every bill. The customer will not have their water service discontinued for nonpayment while an investigation by the CPUC is pending, provided that the customer has followed the procedures for review set forth in [Rule 10](#) of Suburban Water Systems' tariffs.

Notice to Customers and Tenants or Occupants

Suburban Water Systems will not discontinue residential service for nonpayment of a delinquent account unless we first provide the customer of record written notice of the impending shut-off no less than seven business days prior to discontinuing service.

Where the owner, manager, or operator of the dwelling, structure, or park is listed as the customer of record, and water service is provided to residential occupants, Suburban Water Systems will make a reasonable, good faith effort to inform the occupants, by means of posting written notice on the property. Notice to occupants or tenants that the water service account is in arrears and subject to disconnection will be provided at least fifteen (15) days before water service is shut off. The written notice will advise the tenants/occupants that they have the right to become customers of Suburban Water Systems without being required to pay the amount due on the delinquent account, as long as they are willing to assume financial responsibility for subsequent charges for water service at that address.

Final Disconnection Notice and Discontinuance of Service

Failure to comply with the terms of an alternative payment plan for 60 days or more, or failure to pay current residential service charges for 60 days or more, may result in the issuance of a final disconnection notice. The final disconnection notice will be in the form of a door hanger delivered to the premises no less than 5 business days in advance of discontinuance of service.

Suburban Water Systems will not discontinue water service for nonpayment until the amount of any deposit made to establish credit for the service has been fully absorbed. Service will not be discontinued for nonpayment of service on any Saturday, Sunday, legal holiday, or at any time during which Suburban Water Systems business offices are not open to the public. Suburban Water Systems also seeks to avoid discontinuing service on Fridays and a day prior to a holiday.

Restoration of Service

Once services are discontinued for nonpayment, Rule 11 specifies that full payment for the delinquent balance is required to restore service. In addition, Suburban Water Systems will charge a reconnection fee of \$35.00 to restore service during regular working hours, or \$70.00 when the customer has requested that the reconnection be made outside of regular working hours. Suburban Water Systems may also require a deposit amount of twice the average of the prior twelve, monthly bills to re-establish credit for a customer whose service has been discontinued for nonpayment in accordance to [Rule No. 7](#). Payments made through the automated telephone system, online via the internet or at an authorized third-party retailer may not post to the customer's account for 24-48 hours, therefore customers must report their payment to ensure their water service is restored. Other options may be available to restore service in the discretion of Suburban Water Systems.