

# Important Information!

## New Water Shutoff Policy Effective February 1, 2020



Due to a new law called The Water Shutoff Protection Act, SB 998 (Dodd), the State has mandated that all large water Districts in California update their policies regarding low-income customers or occupants who are delinquent on their water bills. Customers or occupants will have more time between the billing date and the shut-off date and will be able to temporarily avoid discontinuation of residential water service for nonpayment by signing up for a payment plan or filing a formal appeal on the bill. The following is a summary of the Calaveras County Water District's (CCWD) updated delinquency policy, which goes into effect on February 1, 2020.

### **How do I Sign up For a Payment Plan?**

A customer who is financially unable to pay their water bill within the normal payment period may request a payment plan to avoid having their water shut off. If approved by CCWD, the applicant must sign an agreement to pay the delinquent balance in installments over six months. Multiple payment plans are not allowed. If a customer or occupant violates the payment plan agreement, CCWD will provide a five-day notice before shutting off the water service.

### **How Can I Appeal my Bill?**

Customers or occupants may submit a written bill dispute or appeal to the Customer Service Manager within 25 days following the billing date. The District will not shut off water service to a customer or occupant if there is a pending appeal. Late appeals will not be considered.

### **Occupants/Tenants Becoming Customers**

In the past, only legal-deeded property owners have been CCWD customers. Under the new law, occupants or tenants will have the ability to become CCWD customers as well. In order to become a customer, an occupant or tenant must pay a deposit, a new account establishment fee and sign a water service agreement form.

### **Language Translation**

CCWD will provide key information related to its updated discontinuation of service policy in the following languages: Spanish, Chinese, Tagalog, Vietnamese and Korean.

### **Help us Help you: Please Update Your Contact Information**

In order to help CCWD staff provide you with excellent customer service and contact you in the event of an emergency, we encourage you to make sure your contact information is up to date. Please send an email to [customerservice@ccwd.org](mailto:customerservice@ccwd.org) with your service address, email address, cell phone number, home phone number and mailing address, or call us at (209) 754-3543.

### **More Information About These New Policies**

More details can be found at [www.ccwd.org/watershutoffprotection](http://www.ccwd.org/watershutoffprotection) or by contacting CCWD Customer Service at [customerservice@ccwd.org](mailto:customerservice@ccwd.org) or (209) 754-3543.