

Section 11 - Delinquent Accounts

Accounts are delinquent ten (10) days after the bill is mailed. Water services may be discontinued if an account remains delinquent seventy (70) days after the bill is mailed. A courtesy delinquency notice may be provided fifty (50) days after the bill is mailed. A final shutoff notice shall be mailed seven (7) business days prior to the scheduled delinquency shutoff. If the final shutoff notice is returned through the mail as undeliverable, then Agency staff shall make a good faith effort to visit the residence and leave the shutoff notice in a conspicuous location

The final shut-off notice generated in accordance with this section shall include the following: 1) the customer's name and address, 2) the amount(s) delinquent, 3) the date by which payment or arrangement for payment is required in order to avoid discontinuation of service, 4) a description of the process to apply for an extension of time to pay the delinquent charges, 5) a description of the procedure to petition for bill review and appeal, and 6) a description of the procedure by which the customer may request a deferred, reduced or alternative payment schedule, including an amortization of the delinquent service charges.

If a customer believes their bill, a charge thereon, or a determination of delinquency is incorrect the customer should immediately contact Agency staff by phone at 530-533-4578 or in person at the Agency's office located at 2310 Oro-Quincy Highway, Oroville. If the customer still believes the bill is incorrect after contacting Agency staff by phone or in person, they may promptly appeal a bill in writing to the General Manager no later than five (5) business days of receipt of a disputed courtesy or final delinquency notice. Customer appeal rights will lapse and be summarily rejected if not delivered, in writing, within five (5) business days of the courtesy or final delinquency notice. Timely written appeals must state the reason(s) why the customer believes the bill is incorrect and may be mailed or delivered in person. The General Manager shall render a decision on written appeals in a timely manner, and the General Manager's decision will be considered final with respect to all charges then existing on the disputed bill. The General Manager may request additional information from the appealing customer and/or may conduct a hearing, if the General Manager believes such process will help in rendering a decision on the customer's appeal. The General Manager's decision, including the General Manager's findings, shall be provided to the customer in writing. Service shall not be discontinued while a written appeal is pending before the General Manager.

Written appeal to the General Manager is the sole procedure by which a customer may request reduced fees. The General Manager may grant such request, in the General Manager's discretion, only upon a finding that there was an error in computation of the customer's fees. Potential reduction in fees are available to residential services only.

Written request, with supporting documentation, delivered to Agency customer service staff is the sole procedure by which residential customers may request deferred or alternative payment schedules, including amortization of service charges. Eligible customers are those that make written request and provide (1) certification of a primary care provider that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of

a resident of the customer's service address; and (2) the customer demonstrates that they are financially unable to pay for water service. A customer will be deemed financially unable to pay for service within the normal billing cycle 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. Customers satisfying all of the foregoing criteria will be entitled to defer payment of delinquent charges by entering into an amortization agreement to allow the customer to pay the delinquent charges amortized over a three (3) month period, in addition to current charges that accrue for service each month. The amortization period in the agreement may be longer than three (3) months when Agency staff deems necessary, but shall not exceed twelve (12) months. If the customer fails to pay under the agreement for at least sixty (60) days, service may be discontinued with at least five (5) business days' notice posted at a prominent and conspicuous location at the property. Requests for deferral and amortization of bills are available to residential customers only and should be made prior to discontinuation of service by contacting South Feather Water and Power at its office located at 2310 Oro-Quincy Highway, Oroville, telephone number 530-533-4578.

A water service may be discontinued if the delinquent account balance has not been paid prior to the scheduled shutoff date. Once a service has been discontinued, the entire account balance must be paid prior to service being restored.²⁵

Upon the restoration of service, reconnection fees for customers that are unable to pay in the normal billing cycle shall not exceed \$50 for reconnection ("turn-on") during normal operating hours, and shall not exceed \$150 for reconnection during nonoperational hours ("after hours"), but shall be charged in the amount specified by the Rates in Part D of these rules if less than \$50 and \$150, respectively.