

## **Lake Alpine Water Company Shut-off Policy- Residential Customers**

### **Delinquent Accounts**

Upon a bill becoming delinquent, the Utility shall give the person or entity responsible for payment of the bill (hereinafter referred to as "customer") a notice of delinquency stating that water service will be discontinued after 60 days. The delinquent notice 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 second 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 by calling 209-753-2409 before discontinuance of service to request a deferred (paying at a later date), reduced, or some other alternative payment schedule, including amortization (spreading payments out over an agreed upon period of time not to exceed 12 months) of the unpaid charges as set forth in Rule No. 11.B.1.e. Services will not be discontinued for nonpayment for any customer who complies with an alternate payment arrangement, as long as the customer also keeps current on his or her account for water service as charges accrue in each subsequent billing period.

Customers who would like to contest or appeal their bill can do so through the California Public Utilities Commission's (CPUC) informal or formal process. Information is located on the back of the bill. Billing complaints are handled by the CPUC's Consumer Affairs Branch (CAB) and can be submitted online: <http://www.cpuc.ca.gov/complaints/>, by telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday) or by mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, 3<sup>rd</sup> Floor, San Francisco, CA 94102. The appeal of the disputed bill to the Commission shall be in accordance with the Commission's Rules of Practice and Procedure. Customers who would like to discuss options to avoid a shutoff for non-payment may contact the utility.

### **Notice to Tenants or Occupants**

The Utility will make a reasonable, good faith effort to inform the occupants, by means of written notice, when the water service account is in arrears and subject to disconnection at least 10 days before water service is shut off. The written notice will advise the tenants/occupants that they have the right to become customers of the Utility.

### **Final Disconnection Notice**

Failure to comply with the terms of a payment plan for 60 days or more, or failure to pay current residential service charges for 60 days or more, will 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.

### **Restoration of Service**

In order to resume or continue service that has been disconnected for non-payment, the customer must pay a re-establishment fee.

### **Utility Contact Information**

Lake Alpine Water Company 209-753-2409 or [info@lakealpinewater.com](mailto:info@lakealpinewater.com)