Valley Water Company's Policy on Disconnection of Residential Water Service for Nonpayment

California's Water Shutoff Protection Act (California Health and Safety Code section 116900, *et seq*.) (Act) governs all disconnections of residential water service for nonpayment. Valley Water Company's (Valley Water) Policy on Discontinuation of Residential Water Service for Nonpayment predates the Act and it remains in accordance with the Act.

1. Customer Bills and Conditions for Disconnecting Service

Valley Water bills customers monthly for water service. Payment is due within thirty (30) days from the bill date. Any charge not paid within 14 days from the bill date is delinquent. The bill sent by Valley Water to customers will clearly identify the due date for payment.

Valley Water will not disconnect water service for nonpayment until the customer's payment has been delinquent for at least 60 days.

2. Plan for Deferred or Reduced Payments and Alternate Payment Schedules

Plans for payment schedule and amortization are available. The number of payment installments shall be to no more than six months, unless otherwise allowed by the General Manager or Valley Water's Board of Directors.

If a customer agrees to the payment schedule and thereafter fails to comply with that plan for sixty (60) days or more, or if the customer does not pay their current charges for sixty (60) days or more, Valley Water may discontinue water service upon at least five (5) business days' notice.

3. Notice Prior to Disconnecting Service

At least seven (7) business days prior to disconnecting water service, Valley Water will contact the customer by telephone, email, written notice and in person (at residence) to notify the customer of the intent to disconnect water service if all amounts due are not paid or if suitable payment arrangement is not agreed upon.

If Valley Water is unable to contact the customer, Valley Water will make a good faith effort to visit the residence and leave a notice of imminent disconnection.

If the customer's address is different than the service address, the notice will also be sent to the service address and addressed to the occupant.

4. Customer Options to Avoid the Disconnection of Water Service

Customers who have received a notice of disconnection of residential water service for nonpayment may avoid discontinuation of water service by either (1) paying the delinquent amount to Valley Water; or (2) participating in a repayment plan, as provided for in Section 2, above. If a customer believes a bill is in error, it may dispute that bill in accordance with Section 7, below.

5. Conditions Preventing Disconnection of Water Service

Valley Water will not discontinue residential service if all three conditions below are met:

- The customer, or a tenant of the customer, submits a certification from a primary care provider stating that discontinuation will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where service is provided;

- The customer demonstrates that they are financially unable to pay for service within Valley Water's normal billing cycle. The customer shall 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; and

- The customer is willing to enter into an amortization agreement, or alternative payment schedule, with respect to all delinquent charges, offered in Section 2, above.

Valley Water may grant a longer repayment period if it finds the longer period is necessary to avoid undue hardship to the customer based on the circumstances of the individual case. If the customer agrees to one of these options and thereafter fails to comply with that plan for sixty (60) days or more, or if the customer does not pay their current service charges for sixty (60) days or more, Valley Water may discontinue water service upon at least five (5) business days' notice.

6. Restoration of Water Service following Disconnection for Nonpayment

To restore water service, customers may either (1) pay the full delinquent amount to Valley Water, or (2) enter into a payment arrangement, as set forth in Section 2 of this policy, by

contacting Valley Water at 818-790-5516. Once a customer pays the delinquent amount or enters into a payment arrangement with Valley Water, Valley Water will restore water service the same day when payment is received.

Valley Water will charge a fee to restore water service as determined by Valley Water's Board of Directors from time to time to cover Valley Water's actual costs incurred in restoring service, subject to any statutory limitations for customers that meet the financial limitations under Section 5, above.

7. Contesting the Bill

Customers can contest or appeal their bill by contacting Valley Water and submitting the nature of their contest or appeal in writing. All such contests or appeals shall be made on a good faith basis. Disputed bills will be examined by Valley Water staff based on review of the account, information provided by the customer and results of field inspection and meter inspection, including evaluation of the meter data log. Result of inspection should be conveyed to customer within three business days. Valley Water will not discontinue water service for nonpayment while this appeal is under review.

8. Policy Availability

Valley Water will provide a copy of this policy on its website:
www.valleywatercompany.com

Valley Water will report on the number of annual disconnections of service for nonpayment annually to the State Water Resources Control Board.