

**STINSON BEACH COUNTY WATER DISTRICT  
RESOLUTION NO. GB-2020-01**

**A RESOLUTION OF THE BOARD OF DIRECTORS ESTABLISHING  
A RESIDENTIAL WATER SERVICE TERMINATION POLICY**

**WHEREAS**, Section 60370 of the California Government Code, Section 10001 of the California Public Utilities Code, Section 116900 of the Health and Safety Code, and SB 998 require the District to adopt a written policy regarding the discontinuation of residential water service due to non-payment.

**NOW, THEREFORE, BE IT RESOLVED**, that the Board of Directors of the Stinson Beach County Water District hereby adopts the following Residential Water Service Termination Policy:

**Residential Water Service Termination Policy**

**I. Background**

This policy is adopted to satisfy Stinson Beach County Water District's (District) obligations under California Government Code Section 60370 *et seq.*, California Public Utilities Code Section 10001 *et seq.* and Health and Safety Code Section 116900 *et seq.*, which govern the termination of certain utility service. Health and Safety Code Section 116900 *et seq.*, the Water Shutoff Protection Act enacted by SB 998, requires urban water suppliers and urban and community water systems, such as the District, to adopt a written policy regarding the discontinuation of residential service due to non-payment.

This policy will be available and posted on the District's website in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

**II. Payment for Residential Water Service**

Every person receiving water service from District is required to pay for such service by the day prior to the last business day of the month in which the statement or billing is mailed. Except as prohibited by statute, the District will have the right to discontinue water service for the failure to make complete and timely payment. The District will not discontinue residential service for nonpayment until the subject account has been delinquent for at least 60 calendar days.

**III. Contesting a Charge**

If a customer believes he or she was overcharged for residential water service or charged for residential water service not rendered, the customer may contest the amount due by notifying the District in writing within five (5) calendar days after receiving the statement or billing at 3785 Shoreline Highway, P.O. Box 245, Stinson Beach, CA 94970. The District will evaluate the information provided by the customer and investigate the matter. The General Manager shall make a decision based upon all the information and shall have the authority to adjust the amount due in a fair and equitable manner, if appropriate.

If the customer disagrees with the decision, the customer may, within 30 calendar days from the General Manager's decision, appeal the decision, in writing, to the Board of Directors. The Board of Directors will review the record and make a determination at its next regular Board of Directors' meeting. The decision of the Board of Directors will be final.

**IV. Notice of Residential Service Termination**

The District will provide customers and/or actual users with notice of a delinquent payment and the impending service termination at least ten (10) business days before the possible termination of service. The written notice shall be sent by certified mail.

**V. Averting Residential Service Termination**

Customers and/or actual users of the water service may contact a District representative at (415) 868-1333, to discuss options for averting termination of residential service for nonpayment.

Within ten (10) business days of receiving a notice of termination or any time prior to receiving such notice, a customer may request that the District approve an alternative payment option to avert termination, including a deferred or reduced payment plan, an alternative payment schedule, or an agreement to amortize the delinquent amounts. At the time of such request, the customer will provide the District with documentation evidencing that the bill is beyond the means of the customer to pay in full during the normal period for payment.

Generally, the District may grant any such request in its sole discretion, but it will grant such a request, and will not terminate residential water service, if all of the following conditions are met:

1. The customer, or a tenant of the customer, submits to the District a certification of a primary care provider (as defined in Welfare and Institutions Code section 14088(b)(1)(A)) 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 premises where residential service is provided; AND
2. The customer demonstrates that he or she is financially unable to pay for residential water service within the District's normal billing cycle by satisfying one of the following:
  - a. A 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*
  - b. The customer declares that his or her annual household income is less than 200 percent of the federal poverty level; AND
3. The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, consistent with this Policy.

Upon such a showing or in its sole discretion, as applicable, the District will offer the customer one or more of the following options:

1. Amortization of the remaining balance.
2. An alternative payment schedule.
3. A partial or full reduction of the unpaid balance.
4. Temporary deferral of payment.

The District may choose which payment option the customer undertakes and may set the parameters of that payment option, in the District's sole discretion. Any selected repayment option should result in full repayment of the outstanding balance within 12 months, but the District may grant a longer term if it would be necessary to avoid undue hardship based on the customer's particular circumstances.

**PASSED AND ADOPTED** by the Board of Directors of the Stinson Beach County Water District at a meeting thereof held on this 15<sup>th</sup> day of February 2020 by the following vote:

AYES: Boucke, Cross, Nelsen, Zell

NOES:

ABSENT: Baskin

ABSTAIN:

Sandra Cross

Sandra Cross, Board of Directors Vice President  
Stinson Beach County Water District

ATTEST:

Ed Schmidt

Ed Schmidt, Secretary to the Board/General Manager  
Stinson Beach County Water District

(Seal)