

Sunrise Mountain Mutual Homeowners Association

Policy for Residential Water Service Shutoff for Non-Payment

Effective Date: 06/01/2025

1. Purpose and Scope

This policy establishes clear guidelines and procedures for the discontinuation of residential water service due to nonpayment, in compliance with California Health and Safety Code Section 116900 et seq. (Water Shutoff Protection Act). It ensures fair, humane, and consistent treatment of all residential customers, with protections for vulnerable individuals and households experiencing financial or medical hardship.

This policy applies to all residential water customers served by Sunrise Mountain Mutual Homeowners Association (SMMHOA). This policy will be posted on the SMMHOA website and provided upon request.

2. Conditions for Discontinuation of Water Service

Water service **shall not be discontinued** for residential customers unless:

- The customer's water bill is **at least sixty (60) days past due**.
 - The customer has received proper notification in accordance with the requirements below.
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3. Notice Requirements Prior to Discontinuation of Water Service

Before discontinuing residential water service, SMMHOA or its proxy will:

- Provide the person(s) listed on the water bill (customer) with **notice at least seven (7) business days** before possible termination of service by **telephone or mail**. If the customer's address is not the property address, notice must also be mailed to the property address, addressed to "Occupant." If telephone or mail contact is unsuccessful, the system will:
 - Attempt to contact the customer via **email or text**, if such contact information is on file; and

- **Post a notice of imminent discontinuation for nonpayment and the SMMHOA water shutoff policy** in a conspicuous location at the service address.

The written notice must include:

- Customer's name and address;
- Amount past due;
- Date by which payment or arrangement for payment is required to avoid discontinuation of service;
- A description of alternative payment arrangements;
- Instructions on how to petition for review or appeal the bill;
- Telephone number for customer to contact to discuss options to avoid discontinuation of service due to nonpayment.

4. Payment Relief and Dispute Resolution Options

SMMHOA shall offer the following to eligible residential customers to help prevent discontinuation:

- **Deferred payment plans** allowing for installment payments, e.g. monthly or quarterly;
- **Alternative payment schedules** based on ability to pay;
- **Reduced or discounted bills** for qualifying low-income customers;
- **A formal appeals process** through which customers can:
 - Dispute the accuracy of a bill;
 - Request review of any proposed shutoff;
 - Submit documentation for financial or health-related hardship.

Information about these options will be included in the shutoff notice and posted on the system's website.

5. Special Protection for Financial and Medical Hardship

Water service **shall not be discontinued** for any customer who meets **all** of the following criteria:

- **Demonstrates a financial hardship**, as specified below:
 - Customer declares household income at or below 200% of the federal poverty level, or
 - Customer or member of household is currently a 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.
- **Provides 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 at the service location.
- **Is willing to enter into an alternative payment agreement** with SMMHOA.

If the conditions above are met, SMMHOA shall offer one or more of the following options:

- Amortization of the unpaid balance
- Participation in an alternative payment schedule
- A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers
- Temporary deferral of payment

Customers who meet these conditions must contact SMMHOA and submit the required documentation **within seven (7) business days** of the notice.

The repayment options offered should resolve outstanding balances within 12 months, but SMMHOA may grant a longer repayment period if it finds it necessary to avoid undue hardship to the customer based on the circumstances of the individual case. Residents who qualify under this section are entitled to a waiver of interest charges on delinquent bills once every 12 months.

6. Discontinuation of Water Service for Non-Payment

Residential service may be discontinued no sooner than five (5) business days after SMMHOA posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property under either of the following circumstances:

- The customer fails to comply with an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges for 60 days or more.
 - While undertaking an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges, the customer does not pay his or her current residential service charges for 60 days or more.
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7. Restoration of Service

If water service is discontinued, it will be **restored within one (1) business day** once:

- The outstanding balance is paid, or
- A payment arrangement has been made.

A reconnection fee of \$50 will be assessed, but shall not exceed actual cost of reconnection of less. Reconnection fees will be waived for residents with income below 200% of the federal poverty level.

8. Recordkeeping and Regulatory Compliance

SMMHOA shall maintain documentation of all customer communications related to service discontinuation.

Records of alternative payment arrangements and appeals shall be retained for a minimum of three (3) years.

SMMHOA must report annually to the State Water Resources Control Board on water shutoffs due to inability to pay and post the information on its website. (§116918.)

9. Policy Availability and Review

This policy shall be posted publicly on the SMMHOA website and provided in writing upon request.

This policy shall be reviewed and updated, if necessary, every two years, or upon changes in applicable state or federal regulations.

Adopted by: Sunrise Mountain Mutual Homeowners Association

Date of Adoption: [Insert Date]

Authorized Signature: _____

Title: _____
