Nevada Irrigation District

Staff Report

TO: Board of Directors

FROM: Aurora Penaluna, Customer Service Administrator
Sandra Dunlap, Director of Finance

DATE: September 9, 2026

SUBJECT: **Rules & Regulations Revisions of Sections 6.01-6.09**

FINANCE

RECOMMENDATION:

Approve an update to the District's Rules & Regulations, Sections 6.01–6.09, to align the billing cycles for treated water and irrigation water customers by transitioning all customers to monthly billing, effective immediately.

BACKGROUND:

As part of the 2025 Cost of Service Study and implementation of the Tyler ERP software, staff evaluated the District's existing billing cycles for treated water and irrigation water customers.

The current billing structure differs between the two customer groups. Treated water customers are billed monthly, while irrigation water customers are currently billed annually, with the option to pay the annual charge in three installments. Following extensive discussions with Tyler ERP staff, District staff recommends transitioning irrigation water customers to monthly billing. Aligning all customers under a monthly billing cycle will allow the District to use the Tyler ERP system more efficiently, reduce manual billing processes, and improve consistency and accuracy in account administration.

Monthly billing will also provide irrigation water customers with smaller, more manageable monthly payments while retaining the option to pay the annual amount in full. Customers who elect to pay the annual amount in full will receive a credit balance on their account, which will be applied against each subsequent monthly billing until the credit is exhausted.

Current Billing Process

The District currently has two types of irrigation water accounts: seasonal raw irrigation water and annual raw irrigation water. Annual irrigation water customers' bills are mailed the fourth Tuesday of each month. Seasonal irrigation water customers are billed once annually in March, with the option to pay in three equal installments.

Proposed Billing Alignment

Under the proposed change, all irrigation water customers will transition to the same monthly billing structure as treated water customers. All customers would therefore be subject to a consistent billing cycle and administrative process.

The proposed alignment will:

- Provide a consistent monthly billing structure for treated and irrigation water customers.
- Reduce manual billing processes and staff workload.
- Improve billing accuracy and consistency.
- Allow the District to utilize the Tyler ERP system more fully.
- Provide irrigation water customers with the option of making smaller monthly payments.
- Preserve the ability for customers to pay the annual amount in full, with any resulting credit applied to future monthly charges.
- Ensure that customers are paying for their irrigation service at the time of service. Summer service will be billed only during the summer season, and winter service will be billed only during the winter season.

The following is an example of the proposed monthly billing and delinquency timeline for the 2027/2028 irrigation year:

Summer Fall Winter	Bill Date	Service Start and Due Date	Service End	Late Fee	Reminder Call	Termination
S	3/10/2027	4/15/2027	5/14/2027	4/22/2027	4/30/2027	5/5/2027
S	4/10/2027	5/15/2027	6/14/2027	5/22/2027	5/30/2027	6/4/2027
S	5/10/2027	6/15/2027	7/14/2027	6/22/2027	6/30/2027	7/5/2027
S	6/10/2027	7/15/2027	8/14/2027	7/22/2027	7/30/2027	8/4/2027
S	7/10/2027	8/15/2027	9/14/2027	8/22/2027	8/30/2027	9/4/2027
S	8/10/2027	9/15/2027	10/14/2027	9/22/2027	9/30/2027	10/5/2027
F/W	9/10/2027	10/15/2027	11/14/2027	10/22/2027	10/30/2027	11/4/2027
W	10/10/2027	11/15/2027	12/14/2027	11/22/2027	11/30/2027	12/5/2027
W	11/10/2027	12/15/2027	1/14/2027	12/22/2027	12/30/2027	1/4/2028
W	12/10/2027	1/15/2028	2/14/2027	1/22/2028	1/30/2028	2/4/2028
W	1/10/2028	2/15/2028	3/14/2027	2/22/2028	3/1/2028	3/6/2028
W	2/10/2028	3/15/2028	4/14/2027	3/22/2028	3/30/2028	4/4/2028

BUDGETARY IMPACT:
The proposed change is not expected to impact the District's annual water revenue. The primary fiscal benefit is expected to result from improved administrative efficiency and reduced staff time associated with manual billing processes.

Attachments: (1)

- Section 6.01-6.09 of the Rules and Regulations

6.01 TERMS OF PAYMENT

By these Rules and Regulations, the District intends to comply with the requirements imposed by Public Utility Code §16481.1 and Health and Safety Code § 116916. The procedures outlined in those statutes, as may be amended from time to time, take precedence over these Rules and Regulations.

6.01.01 Treated Water~~, and Annual Raw Water~~

(a) Policy on Payment of Bills and Service Discontinuation. Sections 6.01.01, 6.03, 6.07 and 6.09 of this policy shall constitute the District's policy on discontinuation of water service in accordance with California law. These sections of the policy and the delinquency notice shall be available in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by at least ten percent (10%) of the people residing in the District's service area. The policy shall be posted on the District's website. The District shall annually report the previous year's number of discontinuations of residential service for inability to pay on its internet website and report this information, if required, to the State Water Resources Control Board.

(b) Payment of Bills. All water charges are due and payable on issuance of the statement and are delinquent if not paid by the due date printed on the bill, which will be twenty-four (24) days from issuance. If not paid:

Twenty-eight (28) days from issuance - A delinquency penalty charge at the rate of 1 ½ percent, will be applied to each account's unpaid balance and a courtesy delinquency notice will be printed on the customer's regular statement. Penalty charges and statement delinquency notices will be posted monthly thereafter until paid.

Fifty-Five (55) days from issuance - A final turn-off notice shall be mailed to the customer named on the account. If the customer's mailing address is not the address of the property to which residential service is provided, the notice will also be sent to the service address, addressed to "occupant".

If the final turn-off notice is returned as undeliverable, notice of imminent discontinuation of service for non-payment shall be posted in a prominent and conspicuous location at the property at least 7 business days prior to termination of service.

Any delinquency notice issued 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. A service charge as shown in Schedule 6-A shall be added to the account and included in the delinquent balance.

Ninety (90) days from issuance - Water service may be discontinued if the delinquent account balance has not been paid prior to the scheduled turn-off date. A charge, as shown in Schedule 7-A shall be made for turn-on. Once a service has been discontinued, the entire account balance must be paid prior to service being restored.

Customers can contact District customer service staff by calling 530-273-6185, to discuss options for averting discontinuation of service for nonpayment, including possible deferral and amortization.

Written request delivered to District customer service staff is the sole procedure by which residential customers may request a reduction in service charges. Reduction of service charges will be granted not more than once annually.

Customers may make advance payments to maintain water service during their absence. The billing will reflect the current credit balance until expended. Monies placed on deposit will not bear interest.

(c) Request for deferral or amortization for eligible customers. Written request, with supporting documentation, delivered to District 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 provides proof 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 permitted 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 District 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 the District customer service staff.

Upon the restoration of service, reconnection fees for customers that are deemed 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). Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

(d) Termination of Water Service to Residential Occupants Served through a Master Meter. The District serves water to residential occupants through a master meter and individual meters in multi-unit residential structures and mobile home parks, where the owner, manager, or operator is listed as the customer of record. Where the owner, manager or operator of a multi-unit residential structure or mobile home park or similar facility is listed by the District as the customer of record and the account is in arrears, every good faith effort will be made to inform the residential occupants by means of a written notice by posting copies of the notice in each common area and at each point of access to the structure or mobile home park or similar such area.

eff. 6/93; rev. 6/11/03, rev. 8/10/05, rev. 09/12/07; rev. 02/27/19; rev 01/22/2020; rev XX/XX/2026

6.01.02 Raw Water ~~Seasonal~~ Irrigation Service

(a) Payment of Bills. All water charges are due and payable on issuance of the statement and are delinquent if not paid by the due date printed on the bill and shall become delinquent 7 calendar days thereafter. The following summarizes the District actions for delinquency through termination of service. The calendar days shown are from the date the bill is issued and are minimums and may be extended due to weekends and holidays:

Thirty (30) calendar days from issuance - The bill due date shall be the 15th of each month, a minimum of 30 days from bill issuance.

Thirty-Seven (37) calendar days from issuance - Bill is delinquent 7 days after the bill due date and late fees apply.

Forty-Five (45) calendar days from issuance - Customer receives an automated call and/or text and/or email that the bill is past due.

Fifty (50) calendar days from issuance – Water service may be turned off and locked. A charge, as shown in Schedule 7-A shall be made for turn-on. Once a service has been discontinued, the entire account balance must be paid prior to service being restored.

Customers can contact District customer service staff by calling 530-273-6185, to discuss options for averting discontinuation of service for nonpayment, including possible deferral and amortization.

Customers may make advance payments. The billing will reflect the current credit balance until expended. Monies placed on deposit will not bear interest.

~~(a) Inside District Applicants. One-third of the total charges are due by April 1 or prior to receiving water. If there is a new owner, payment is due with the application.~~

~~eff. 03/11/98~~

~~One-third of the total charges due June 15, and if not paid by July 15, a notice of termination of service shall be mailed and a ten percent late payment penalty shall be added. If payment is not received by July 22, service may be turned off.~~

~~One-third of the total charges due August 15, and if not paid by September 15, a notice of termination of service shall be mailed and a ten percent late payment penalty shall be added. If payment is not received by September 22, service may be turned off.~~

~~A charge, as shown on Schedule 7-A, shall be made for turn-on.~~

~~(b) Outside District Applicants. One-half of the total charges are due by April 1 or prior to receiving water. If there is a new owner, payment is due with application.~~

~~One-half of the total charges due June 15, and if not paid by July 15, a notice of termination of~~

~~service shall be mailed and a ten percent late payment penalty shall be added. If payment is not received by July15, service may be turned off.~~

~~A charge, as shown on Schedule 7-A, shall be made for turn-on~~

rev 01/22/2020; XX/XX/2026

Delinquencies. Applicants who are delinquent in the payment of water charges shall pay charges prior to District's acceptance of application for subsequent seasonal irrigation service or make satisfactory agreement with District for payment of same~~. An additional ten percent late payment penalty shall be added to all seasonal irrigation water accounts remaining unpaid on February 15.~~

(b) . Outside District customers who remain delinquent in payment of water charges may, at the District's discretion, have their account closed and raw water outlet removed.

eff. 6/11/03; rev XX/XX/2026

6.01.03 Standby

All standby charges are due and payable on issuance of the statement. Standby charges are delinquent four months after issuance and may be transferred to the County Tax Rolls for collection.

eff. 6/11/03

6.02 MULTIPLE ACCOUNTS

Combining of two or more seasonal irrigation services for reduced rate purposes will be permitted when any of the following conditions are met:

(a) Applicant owns a single parcel of property and requires more than one seasonal irrigation service from different District facilities in order to serve this one parcel.

(b) Applicant owns more than one parcel or property which is served from the same canal system and operated as a single farming unit; and seasonal irrigation service is purchased for each parcel under separate applications. Property must be owned and listed on the county assessor's roll under the applicant's name.

eff. 5/27/87

6.03 BILLING TO THE AGENT/RENTER

Water service accounts will only be established in the name of the property owner. Direct billing to the agent/renter can be made upon receipt of a written authorization from the property owner that the agent/renter has been designated as the agent of the property owner. Once direct billing has been authorized, the renter/agent shall not be required to pay any amount that may be due on the delinquent account for a period prior to tenancy. In order for the amount due on delinquent accounts to be waived for the renter/agent, the renter/agent must provide proof that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Nevertheless, the landowner is ultimately responsible for all payment delinquencies. If the owner desires a duplicate of the water statement which is sent to the agent/renter, a handling charge as shown in Schedule 6-A, will be applied.

rev. 01/22/2020

6.04 NON-PAYMENT OF ACCOUNTS

Charges for water and other services, including penalties and supplemental charges, which are delinquent at the time specified for the delivery of outstanding charges to the county tax collector, may be added to and become a part of the annual assessment levied to the land upon which the service was rendered.

The District may refuse service to any land if outstanding charges for services already rendered such land are delinquent. (Section 22282.1 of the California Water Code)

The District may, under the provisions of Section 25806 of the California Water Code, record a lien on any or all lands owned or subsequently acquired by the person liable for such charges.

6.05 SECURITY DEPOSITS

The District may charge a security deposit, as shown in Schedule 6-A, for all outside District customers and for all inside District commercial accounts.

Deposits from commercial accounts shall be held for a period of one year. At the end of that period, the deposit may be applied to the account or refunded provided the account has been paid on a timely basis. Should a turn-off order be issued due to non-payment, a deposit equal to twice the highest bimonthly bill shall be required before the service can be turned on. Deposits from outside District customers, providing the account has been paid on a timely basis, are held for a period of one year. At the end of that period, the deposit may be applied to the water account and the balance, if any, shall be refunded.

eff. 8/12/87; rev. 6/11/03, rev. 09/12/07, rev. 02/24/16

6.06 RETURNED CHECKS

Checks returned by the bank unpaid shall be returned to the account. A return check fee, as shown in Schedule 6-A, shall be added to the water account and any other bank charges that may be assessed due to the returned item.

In the case where a delinquent bill is paid by check after the final turn-off notice has been delivered, and the check is returned unpaid by the bank, service may be immediately discontinued without further notice, provided that notice has been given in accordance with 6.01.01(b) of these Rules and Regulations. Prior to restoration of service, the account's entire balance and any bank charge for a returned check must be paid in cash or by credit card before service will be continued.

eff. 2/13/85; rev 01/22/20

6.07 DISCONTINUANCE OF SERVICE

6.07.01 Non-payment of Bills

Water service may be discontinued if a bill for services rendered has not been paid within the time prescribed by the District. Water service may only be discontinued for nonpayment of bills provided that notice has been given in accordance with Section 6.01.01(b) of these Rules and Regulations. Eligible customers facing discontinuation for nonpayment who are unable to pay during the normal billing cycle will be offered an opportunity to amortize their delinquent bill as provided in Section 6.01.01(c).

6.07.02 Noncompliance with the District's Regulations

If a customer fails to comply with any of these Regulations, the District will notify the customer of such failure. If the customer fails to comply within a reasonable time, the District may discontinue service.

rev 01/22/2020

6.07.03 Customer Service Discontinuance Request

If the customer gives the District a written request to disconnect the service, the District will notify the customer of the legal and financial impact of such request.

6.08 OUTSIDE DISTRICT CUSTOMER CHARGES

Any installation charges, or monthly charges listed as schedules in these Regulations, will be increased by twenty-five percent for outside District customers.
rev. 04/25/06, rev. 09/12/07

6.09 CONTESTING OR APPEALING WATER CHARGES

If a customer believes their bill, a charge thereon, or a determination of delinquency is incorrect, the customer should immediately contact District customer service staff by phone or in person. If the customer still believes the bill is incorrect after contacting District staff by phone or in person, they may promptly appeal a bill in writing to the District office no later than fifteen (15) business days of issuance of a disputed courtesy notice. Customer appeal rights will lapse and be summarily rejected if not received by the District, in writing, within fifteen (15) business days of the issuance of the courtesy notice. Timely written appeals must state the reason(s) why the customer believes the bill is incorrect and may be mailed, emailed or delivered in person. The District may request additional information from the appealing customer and/or may refer the dispute to the Water and Hydroelectric (WHO) Committee to conduct a hearing, if such process will help in rendering a decision on the customer's appeal. The District shall render a decision on written appeals in a timely manner, and the decision will be considered final with respect to all charges then existing on the disputed bill. Service shall not be discontinued while a written appeal is pending providing the customer has paid any portion of the bill that is not under dispute/review (i.e. the monthly fixed charge).

Written appeal to the District is the sole procedure by which a customer may request reduced water charges. A reduction in water charges will be granted only upon a finding that there was an error in computation of the customer's water charges.

Rev. 01/22/2020

6.01 TERMS OF PAYMENT

By these Rules and Regulations, the District intends to comply with the requirements imposed by Public Utility Code §16481.1 and Health and Safety Code § 116916. The procedures outlined in those statutes, as may be amended from time to time, take precedence over these Rules and Regulations.

6.01.01 Treated Water

(a) Policy on Payment of Bills and Service Discontinuation. Sections 6.01.01, 6.03, 6.07 and 6.09 of this policy shall constitute the District's policy on discontinuation of water service in accordance with California law. These sections of the policy and the delinquency notice shall be available in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by at least ten percent (10%) of the people residing in the District's service area. The policy shall be posted on the District's website. The District shall annually report the previous year's number of discontinuations of residential service for inability to pay on its internet website and report this information, if required, to the State Water Resources Control Board.

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Customers can contact District customer service staff by calling 530-273-6185, to discuss options for averting discontinuation of service for nonpayment, including possible deferral and amortization.

Written request delivered to District customer service staff is the sole procedure by which residential customers may request a reduction in service charges. Reduction of service charges will be granted not more than once annually.

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(c) <u>Request for deferral or amortization for eligible customers.</u> Written request, with supporting documentation, delivered to District 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 provides proof 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 permitted 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 District 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 the District customer service staff.

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(d) <u>Termination of Water Service to Residential Occupants Served through a Master Meter.</u> The District serves water to residential occupants through a master meter and individual meters in multi-unit residential structures and mobile home parks, where the owner, manager, or operator is listed as the customer of record. Where the owner, manager or operator of a multi-unit residential structure or mobile home park or similar facility is listed by the District as the customer of record and the account is in arrears, every good faith effort will be made to inform the residential occupants by means of a written notice by posting copies of the notice in each common area and at each point of access to the structure or mobile home park or similar such area.

eff. 6/93; rev. 6/11/03, rev. 8/10/05, rev. 09/12/07; rev. 02/27/19; rev 01/22/2020; rev XX/XX/2026

6.01.02 Raw Water Irrigation Service

(a) <u>Payment of Bills.</u> All water charges are due and payable on issuance of the statement and are delinquent if not paid by the due date printed on the bill and shall become delinquent 7 calendar days thereafter. The following summarizes the District actions for delinquency through termination of service. The calendar days shown are from the date the bill is issued and are minimums and may be extended due to weekends and holidays:

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Forty-Five (45) calendar days from issuance - Customer receives an automated call and/or text and/or email that the bill is past due.

Fifty (50) calendar days from issuance – Water service may be turned off and locked. A charge, as shown in Schedule 7-A shall be made for turn-on. Once a service has been discontinued, the entire account balance must be paid prior to service being restored.

Customers can contact District customer service staff by calling 530-273-6185, to discuss options for averting discontinuation of service for nonpayment, including possible deferral and amortization.

Customers may make advance payments. The billing will reflect the current credit balance until expended. Monies placed on deposit will not bear interest.

rev 01/22/2020; XX/XX/2026

(b) Delinquencies. Applicants who are delinquent in the payment of water charges shall pay charges prior to District's acceptance of application for subsequent seasonal irrigation service or make satisfactory agreement with District for payment of same. Outside District customers who remain delinquent in payment of water charges may, at the District's discretion, have their account closed and raw water outlet removed.

eff. 6/11/03; rev XX/XX/2026

6.01.03 Standby

All standby charges are due and payable on issuance of the statement. Standby charges are delinquent four months after issuance and may be transferred to the County Tax Rolls for collection.

eff. 6/11/03

6.02 MULTIPLE ACCOUNTS

Combining of two or more seasonal irrigation services for reduced rate purposes will be permitted when any of the following conditions are met:

(a) Applicant owns a single parcel of property and requires more than one seasonal irrigation service from different District facilities in order to serve this one parcel.

(b) Applicant owns more than one parcel or property which is served from the same canal system and operated as a single farming unit; and seasonal irrigation service is purchased for each parcel under separate applications. Property must be owned and listed on the county assessor's roll under the applicant's name.

eff. 5/27/87

6.03 BILLING TO THE AGENT/RENTER

Water service accounts will only be established in the name of the property owner. Direct billing to the agent/renter can be made upon receipt of a written authorization from the property owner that the agent/renter has been designated as the agent of the property owner. Once direct billing has been authorized, the renter/agent shall not be required to pay any amount that may be due on the delinquent account for a period prior to tenancy. In order for the amount due on delinquent accounts to be waived for the renter/agent, the renter/agent must provide proof that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Nevertheless, the landowner is ultimately responsible for all payment delinquencies. If the owner desires a duplicate of the water statement which is sent to the agent/renter, a handling charge as shown in Schedule 6-A, will be applied.

rev. 01/22/2020

6.04 NON-PAYMENT OF ACCOUNTS

Charges for water and other services, including penalties and supplemental charges, which are delinquent at the time specified for the delivery of outstanding charges to the county tax collector, may be added to and become a part of the annual assessment levied to the land upon which the service was rendered.

The District may refuse service to any land if outstanding charges for services already rendered such land are delinquent. (Section 22282.1 of the California Water Code)

The District may, under the provisions of Section 25806 of the California Water Code, record a lien on any or all lands owned or subsequently acquired by the person liable for such charges.

6.05 SECURITY DEPOSITS

The District may charge a security deposit, as shown in Schedule 6-A, for all outside District customers and for all inside District commercial accounts.

Deposits from commercial accounts shall be held for a period of one year. At the end of that period, the deposit may be applied to the account or refunded provided the account has been paid on a timely basis. Should a turn-off order be issued due to non-payment, a deposit equal to twice the highest bimonthly bill shall be required before the service can be turned on. Deposits from outside District customers, providing the account has been paid on a timely basis, are held for a period of one year. At the end of that period, the deposit may be applied to the water account and the balance, if any, shall be refunded.

eff. 8/12/87; rev. 6/11/03, rev. 09/12/07, rev. 02/24/16

6.06 RETURNED CHECKS

Checks returned by the bank unpaid shall be returned to the account. A return check fee, as shown in Schedule 6-A, shall be added to the water account and any other bank charges that may be assessed due to the returned item.

In the case where a delinquent bill is paid by check after the final turn-off notice has been delivered, and the check is returned unpaid by the bank, service may be immediately discontinued without further notice, provided that notice has been given in accordance with 6.01.01(b) of these Rules and Regulations. Prior to restoration of service, the account's entire balance and any bank charge for a returned check must be paid in cash or by credit card before service will be continued.

eff. 2/13/85; rev 01/22/20

6.07 DISCONTINUANCE OF SERVICE

6.07.01 Non-payment of Bills

Water service may be discontinued if a bill for services rendered has not been paid within the time prescribed by the District. Water service may only be discontinued for nonpayment of bills provided that notice has been given in accordance with Section 6.01.01(b) of these Rules and Regulations. Eligible customers facing discontinuation for nonpayment who are unable to pay during the normal billing cycle will be offered an opportunity to amortize their delinquent bill as provided in Section 6.01.01(c).

6.07.02 Noncompliance with the District's Regulations

If a customer fails to comply with any of these Regulations, the District will notify the customer of such failure. If the customer fails to comply within a reasonable time, the District may discontinue service.

rev 01/22/2020

6.07.03 Customer Service Discontinuance Request

If the customer gives the District a written request to disconnect the service, the District will notify the customer of the legal and financial impact of such request.

6.08 OUTSIDE DISTRICT CUSTOMER CHARGES

Any installation charges, or monthly charges listed as schedules in these Regulations, will be increased by twenty-five percent for outside District customers.
rev. 04/25/06, rev. 09/12/07

6.09 CONTESTING OR APPEALING WATER CHARGES

If a customer believes their bill, a charge thereon, or a determination of delinquency is incorrect, the customer should immediately contact District customer service staff by phone or in person. If the customer still believes the bill is incorrect after contacting District staff by phone or in person, they may promptly appeal a bill in writing to the District office no later than fifteen (15) business days of issuance of a disputed courtesy notice. Customer appeal rights will lapse and be summarily rejected if not received by the District, in writing, within fifteen (15) business days of the issuance of the courtesy notice. Timely written appeals must state the reason(s) why the customer believes the bill is incorrect and may be mailed, emailed or delivered in person. The District may request additional information from the appealing customer and/or may refer the dispute to the Water and Hydroelectric (WHO) Committee to conduct a hearing, if such process will help in rendering a decision on the customer's appeal. The District shall render a decision on written appeals in a timely manner, and the decision will be considered final with respect to all charges then existing on the disputed bill. Service shall not be discontinued while a written appeal is pending providing the customer has paid any portion of the bill that is not under dispute/review (i.e. the monthly fixed charge).

Written appeal to the District is the sole procedure by which a customer may request reduced water charges. A reduction in water charges will be granted only upon a finding that there was an error in computation of the customer's water charges.
Rev. 01/22/2020