

WCSD RESOLUTION 2013-6

(Resolution 2011-2 revised)

ESTABLISHING BILLING AND COLLECTION PROCEDURES FOR WATER SERVICE AND PROCEDURES FOR DISCONNECTION AND SUSPENSION OF WATER SERVICE

WHEREAS, WCSD Ordinances Establishing General Water Use Regulations stipulate that billing dates, due dates, disconnection dates, service charges and procedures for collection of past due bills and termination of service shall be established by Resolution of the Board

NOW, THEREFORE BE IT RESOLVED, the Board of Directors of the Westhaven Community Services District (the District) hereby establishes the following procedures for billing and collection of payments.

DEFINITIONS

Amortized	means decreased by incremental payments of a scheduled amount over a scheduled period of time.
Disconnected	means turned off, normally by locking the meter supply valve in the off position. Disconnected water services shall continue to accrue liability for the standard monthly Base Rate charges and standard late charges.
Suspended	means rendered unavailable after being disconnected, normally by removal of the meter and locking the meter supply valve in the off position. Suspended water services shall continue to accrue liability for the standard monthly Base Rate charges and standard late charges.

BILLING

1. The billing period for regular water service shall be monthly.
2. Monthly billing shall be comprised of the base rate for the month in which bills are due plus the commodity rate for metered consumption during the previous monthly period.
3. Meters shall be read during the last 7 days of the month.
4. Bills shall be mailed before the end of the month.
5. Bills shall be past due after the 24th day of the following month.
6. After the due date a 1.0% service charge shall be added to past due balances.
(California Government Code 61115 C)

COLLECTION OF PAST DUE AMOUNTS AND DISCONNECTION OF SERVICE

1. At the regular billing time, customers with a new past due balance greater than \$25.00 or a continuing past due balance greater than \$5.00 shall have a notice of disconnection included with their bills.
2. The deadline for payment to avoid disconnection shall be the 18th day of the month or the first business day following the 18th day. Payment of the past due balance before the deadline shall be sufficient to avoid disconnection.
3. After the deadline, the minimum payment to avoid disconnection shall be the current balance plus an amortized portion of the past due amount. The amortized portion shall be based upon a monthly schedule over a minimum period of 12 months and beginning with the first month the account became past due.
4. At least 48 hours (excluding weekends and legal holidays) prior to disconnection the customer shall be given notice of the pending disconnection by contact with an adult person residing at the premises to be disconnected. Contact shall be by telephone, in person or by written notice posted in a conspicuous location at the premises.
5. Every notice of disconnection of service pursuant to section 1. above shall include the following information pursuant to California Government Code sections 60372 and 60373:
 - A. The name and address of the customer whose account is delinquent
 - B. The amount of the delinquency
 - C. The date by which payment or arrangement for payment is required in order to avoid disconnection
 - D. The procedure by which a customer may initiate a complaint or request an investigation concerning services or charges, except that if the bill for service contains a description of that procedure, the notice pursuant to subdivision 1. is not required to contain that information
 - E. The procedure by which the customer may request amortization of the unpaid charges
 - F. The procedure by which a customer may obtain information on the availability of financial assistance, including private, local, state or federal sources, if applicable
 - G. The telephone number of a representative of the district who can provide additional information or institute arrangements for payment
6. Every notice of disconnection pursuant to section 4, above, shall include the information in paragraphs A., B., C., F. and G.
7. If payment or arrangement for payment of the minimum amount due specified in the notice of disconnection is not made by the time specified in the notice of disconnection, the service shall be disconnected by being locked off and re-connected only after payment of the minimum amount due plus the reconnection charge set by Resolution of the Board.
8. A customer wishing to pay the minimum amount due at the time that a district employee is in the process of disconnecting the service must also pay the reconnection charge to avoid disconnection.
9. No disconnection of service shall be effected without compliance with the above conditions, and any service wrongfully disconnected shall be restored without charge for the restoration of service. This restoration of service shall be the limit of the District's liability for wrongful disconnection.
10. No service shall, by reason of delinquency in payment, be disconnected on any Saturday, Sunday, legal holiday, or at any time during which the business office of the district is not open to the public.

SUSPENSION OF WATER SERVICE CONNECTION

If the minimum amount due on the account plus the reconnection charge has not been paid in full at the end of thirty (30) calendar days from the date a service has been disconnected for non-payment, a certified letter shall be sent to the customer of record and/or property owner of record stating that if after another ninety (90) calendar days the bill and applicable charges have not been paid the water service connection will be declared suspended by the District, at which time a second certified letter will be sent informing the customer of record and/or property owner of the suspension.

A suspended water service connection may be reinstated by application for reconnection of suspended water service and payment of all applicable and accrued District charges, including the most recently calculated System Capacity Charge.

PASSED, APPROVED, and ADOPTED this Sixteenth Day of October, 2013 by the following roll call vote:

AYES: Smith, Verick, Hankin, Moon, Phipps

NOES: None

ABSTAIN: None

ABSENT: None

Gregory Smith, President
Westhaven Community Services District

ATTEST:

Sarah Jordan, Secretary
Westhaven Community Services District