



POLICY TITLE: Customer Water Service Disconnection for Account Delinquency

POLICY NUMBER: 3036

3036.1 All water service disconnections will meet the standards set by SB998 and Irish Beach Water District Resolution 2002-02, included in Attachment A.

3036.1.1 No customer will be shut off for non-payment of less than 120 days. Customers who are delinquent by 90 days shall be issued a water service disconnection notice.

3036.1.2 Each customer will be contacted via phone, notice, mail or in person regarding the shutoff no less than 30 days prior to the shutoff. If the address of record is not the service address, the District shall post an additional notice addressed to "Occupant," at the property where service is received.

3036.1.2.1 The disconnection notice will include all the requirements listed in Health and Safety Code 116908. A sample notice included in Attachment B:

1. The customer's name and address.
2. The amount of the current charges and delinquency.
3. The date and time by which payment must be made to avoid disconnection of water 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 by which the customer may initiate a complaint to appeal the service or charges.
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, consistent with Policy 3037.
7. The District's telephone number and business address.

3036.1.3 A customer may appeal the disconnection by submitting a customer complaint and appealing to the General Manager per District Policy 1030.

3036.1.4 If the customer fails to contact the District by the thirty-first day after the date of the service disconnection notice, the water service will be disconnected.

3036.2 To restore water service to customers who have been disconnected, all past due charges must be paid in full, or a payment agreement must be signed by the customer per Policy 3037. A reconnection fee will be charged to return water service to the customer's location.

3036.2.1 Reconnection fees may be dismissed for those customers who demonstrate a household annual income that is 200% below the federal poverty level or a resident receives assistance from any of the following; CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children.



Attachment A: Resolution 2002-2 Establishing a Standard Operating Procedure for Processing Delinquent Accounts

Resolution # 2002-02
Resolution of the Board of the Irish Beach Water District Establishing a
Standard Procedure for Processing of Delinquent Accounts

WHEREAS, the Irish Beach Water District from time-to-time experiences delinquent water service accounts that are not paid by customers connected to the water system by the due date for such billings; and

WHEREAS, the Irish Beach Water District from time-to-time experiences difficulty collecting payment from customers of the water district, and

WHEREAS, the Irish Beach Water District resolves that all delinquent accounts will be consistently and fairly processed.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Irish Beach Water District, after a duly noticed public meeting held on this date, hereby adopts the following procedure for the processing of Delinquent Accounts. This resolution supersedes Resolution 91-2 and provides direction for implementation of Resolutions 98-2 and 98-3.

- Accounts not paid within 30 days of billing will be considered delinquent and be assessed a penalty of 10% of water, standby, facility, assessment and other charges which are delinquent (Water Code 35470.5).
- ~~Accounts not paid within 60 days of billing will be assessed a 1 & 1/2% per month interest charge on any unpaid delinquent balances (Water Code 35470.5). Rescinded by Resolution 2007-4 on May 12, 2007.~~
- Customers with accounts not paid within 90 days of billing will be given a 30-day notice of disconnection. Such notices shall indicate that water service for accounts over 120 days old will be turned off and unpaid balances are subject to being turned over to the County for collection on the County Tax rolls (see Resolution 98-2). Such notices shall be provided by registered mail.
- Water service will be turned off to customers with accounts not paid within 120 days of initial billing and that have been provided a 30-day disconnection notice. All applicable charges shall continue to be assessed and billed to disconnected accounts.
- Houses that have had water service disconnected because of account delinquency will be reported to the County Health and Safety Officer for appropriate action.
- Customers who tamper with IBWD turned off water connections (as indicated by meter readings) will be charged a \$75 tampering fine and the IBWD will secure or remove the water meter to prevent further tampering.
- Accounts not paid within 120 days of initial billing and that have been provided a 30-day disconnection notice are subject to being turned over to the County for collection as part of the County Tax roll in accordance with the contract with the County (see Resolution 98-3).
- In a situation where an owner's account is delinquent, but the home is rented, and the tenant has maintained current water bills and is not delinquent, late penalties and interest charges shall be applied against the owner's overdue balances only. In such cases water service will not be disconnected, however such overdue accounts are subject to being turned over to the County for collection as part of the County Tax roll.



- In those situations where a tenant is responsible for payment of water bills, the Irish Beach Water District holds an owner ultimately responsible for payment of water bills. In cases where a tenant has become delinquent, all notices of late penalties, interest charges and disconnection, as outlined above, shall also be provided to the owner of the property.
- Prior to reconnection of any customer disconnected for delinquent charges, all past due charges (see above) must be paid, a ~~\$100~~ \$270 delinquent account reconnection fee must be paid, and a ~~\$200~~ \$556 (approximately 2 billing periods) security deposit must be paid. Security deposits shall be held by the District for a five-year period. If after five years a customer pays all billings on time and the account is not allowed to become delinquent, the security deposit shall be applied as a credit against future bills. **Amended by Resolution 2025-05 on March 8, 2025.**

The foregoing Resolution No. 200202 was considered and adopted by the Directors of the Irish Beach Water District at their regular meeting held March 9, 2002 by the following vote:

Ayes: Poling, Burmania, Frame, Whitaker, Wolfe

Noes: None

Abstain: None

Absent: None

March 9, 2002

Ronald E. Frame
Ron Frame, Chairman

Stephen Whitaker
Secretary to the Board



Attachment B – Sample Water Service Disconnection Notice

_____ (Insert Customer Name) Insert Date
_____ (Insert Address of Record)
Manchester, CA 95459

Water Service Disconnection Notice

The Irish Beach Water District provides water service to parcels of real property located within its jurisdictional boundaries, including the real property owned by _____ (insert property owner name) located at _____ (insert property address), Manchester, CA 95459, represented as Irish Beach Water District Account Number _____ (insert account number).

The District’s Ordinances, Resolutions, and Policies provide for payment of bi-monthly bills for water service within 30 days of issuance, and further state that if the bill is not paid and becomes delinquent, water service will be disconnected. When service is disconnected due to non-payment of bills, service shall not be resumed until payment of all charges and fees is received.

Account number _____ (insert account number) is in delinquent status. As of the date of this notice, the delinquent amount owed is: \$ _____ (insert delinquent amount). **If payment of the delinquent amount for water service is not received by _____ (insert date 30 days from notice date), water service will be disconnected.**

You may establish a plan for deferred payments, an alternative payment schedule, or appeal the bill per District Policy 3037 by contacting the District at (707) 882-2892 before _____ (insert date 30 days from notice date) to avoid disconnection of service due to non-payment.

I urge you to contact the District at (707) 882-2892 as soon as possible.

XXXXXX XXXXXXXXXXXXX
General Manager
Irish Beach Water District