



Anderson Springs

COMMUNITY SERVICE DISTRICT

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Policy Title: **NONPAYMENT AND DISCONTINUATION OF SERVICE POLICY**

Adopted Date: May 13, 2026

The Board of Directors adopted this policy at its public meeting on the above date. This version of the Policy supersedes all other previous versions.

Purpose: This policy enumerates Anderson Springs Community Service District's actions for the collection of delinquent accounts, including notifications, fee assignments and discontinuation of service. This policy will be made available to the public on the District's website. The District can be contacted by phone at (707) 881-7560 or email at Andersonspringscsd@gmail.com to discuss options for averting discontinuation of service for nonpayment under the terms of this policy.

This policy applies to all District accounts under Senate Bill No. 998: Discontinuation of Residential Utility Service California Government Code Sections 6037-60375.5. To the extent this policy conflicts with any other rules, regulations, or policies of the District, this policy will supercede,

GENERAL PROVISIONS

- A. All District users will pay a monthly service charge. Charges will become delinquent at 5:00 pm on the due date, the 15th of the month.
- B. The District will attempt to contact the owner of a property and provide notice of discontinuation of water service as provided in this policy.
- C. The District, may at its sole discretion, discontinue water services for charges that have become delinquent for a period of no less than sixty (60) days. The District will mail and post a notice of discontinuation with information on how to restore water service.
- D. Customers whose water service has been discontinued may contact the District at (707) 881-7560 or by email at AndersonSpringsCSD@gmail.com. Restoration will be subject to payment of the delinquent charges and the service turn-on fee. Water

service reconnections will be processed during normal business hours of 9 am to 5 pm.

NOTICES

A. Written Notice to Customer

The District will provide a mailed notice to the customer of record at least thirty (30) days before discontinuation of water service. If this notice is returned through the mail as undeliverable, the District will attempt to contact the customer by telephone or written notice. The notice will contain:

- i. The name and address of the customer;
- ii. The amount of the delinquency;
- iii. The date by which payment or arrangement for payment is required in order to avoid discontinuation of water service.
- iv. A description of the process to apply for an extension of time to pay the delinquent charges.
- v. A description of the procedure to petition for bill review and appeal.
- vi. A description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent residential service charges, consistent with this written policy.

B. Posted Notice (“Doorhanger”)

In addition to the mailed Notice of Disconnect, the District will post a written notice at the service address. The District will make a reasonable, good faith effort to contact an adult person living at the service address by leaving a notice of imminent discontinuation of service in a conspicuous place at the service address no less than 48 hours before discontinuation of services.

CUSTOMER ASSISTANCE

A. Bill Complaint or Review

Any customer may initiate a complaint or request an investigation by the District into the charges on their bill, any component of the bill or any service provided by

the District within five (5) days of receipt of the disputed bill. The District will not discontinue water service during an investigation of a timely complaint or dispute. The District's review will include consideration of whether the customer may receive an amortization, alternative payment schedule, or payment reduction under this Policy.

If the customer considers the results of the investigation by the District to be unfavorable, they have the right to appeal the District's decision to District's Board of Directors. The customer must file a written notice of appeal with the District within ten (10) business days of the District's mailing of its determination. The matter will be heard at an upcoming Board meeting and mail the customer written notice of the time and place of the hearing at least ten (10) days before the meeting. The decision of the Board is final.

B. Bill Amortization

The District will consider a request to amortize the bill over a reasonable period of time, not to exceed twelve (12) months. The amortization schedule and amounts due will be set forth in writing and provided to the customer. During the amortization period, the customer must remain current on all water service charges in subsequent billing periods. The District may terminate water service if the customer fails to pay an amortized amount due by the schedule date and the original amount due is delinquent by at least sixty (60) days. The District will post a final notice of intent to disconnect service in a prominent and conspicuous location at the service address at least five (5) business days before discontinuation of service. The final notice will not entitle the customer to any investigation or review by the District.

C. Deferred Payments

The District will consider a request to defer payment to a later date to avoid discontinuation of service. The new agreed due date may not fall later than the next regular billing due date.

D. Reduced Payments

Reversal or reduction of residential service fees may be available to a customer who demonstrates that they are financially unable to pay for residential service within

the District's normal billing cycle and provide written request to enter into payment arrangement agreement with respect to all delinquent charges.

A customer is deemed unable to pay during the normal billing cycle if: i. any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, California SSI/SSP, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or ii. the household's annual income is less than 200 percent of the federal poverty level.

The only fees eligible for reversal or reduction are late and reconnect fees, as reduction of other fees may impact other ratepayers.

Upon receipt of documentation from the customer, the District will review the documentation within seven (7) days and: i. notify the customer of the payment arrangement terms selected by the District and request the customer's signed consent, or ii. request additional information from the customer, or iii. notify the customer that they do not meet the qualifications.

With any of the payment arrangement options, the District may terminate service if the customer fails to pay as agreed by the scheduled date(s) in the payment arrangement and the original amount due is delinquent by at least sixty (60) days, or if the customer fails to pay current service charges for sixty (60) days or more while a payment arrangement of any kind is in effect. The District will post a Final Notice of intent to disconnect service in a prominent and conspicuous location at the service address at least five (5) business days before discontinuation of service. The Final Notice will not entitle the customer to any investigation or review by the District or any additional payment arrangements.

OTHER REMEDIES

In addition to discontinuation of service, the District may pursue any other remedies available in law or equity for nonpayment of water service charges, including, but not limited to: securing delinquent amounts by filing liens on real property, filing a claim or legal action, or referring the unpaid amount to collections. All costs and expenses to the District for pursuing collection of delinquent amounts will be charged to the respective account. In the event a legal action is decided in favor of the District, the District will be entitled to the payment of attorneys' fees and accumulated interest in addition to all costs and expenses.

DISCONTINUATION OF WATER SERVICE FOR OTHER CUSTOMER VIOLATIONS

The District reserves the right to discontinue service for any violations of District ordinances, rules, or regulations other than nonpayment. This includes harassment or threats made to employees of the district made in the course of District Employees attempting to perform their job by reading or servicing meters or repairing or accessing District infrastructure.

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