



City of El Segundo Delinquent Account and Service Shut Off Policy

Esta información está disponible en español. Por favor llame al 310-524-2319 o envíe un correo electrónico a h2Oinquiries@elsegundo.org
이 정보는 한국어로도 제공됩니다. 전화 310-524-2319 번으로 연락하거나 이메일 h2Oinquiries@elsegundo.org
Ang impormasyon na ito ay makukuha sa Tagalog. Mangyaring tumawag sa 310-524-2319 o mag-email sa h2Oinquiries@elsegundo.org
本資訊以中文提供。請致電 310-524-2319 或電郵 h2Oinquiries@elsegundo.org
Thông tin này có sẵn bằng tiếng Việt. Vui lòng gọi 310-524-2319 hoặc e-mail h2Oinquiries@elsegundo.org

Purpose/Background:

This administrative policy enumerates the City of El Segundo's actions for the collection of delinquent water accounts including notifications, fee assignments and shut off of service for non-payment. This policy is made readily available to the public on the City's website. The City may be contacted by phone at 310-524-2319 to discuss options for preventing discontinuation of water service for non-payment under the terms of this policy.

Policy:

The City of El Segundo, as an urban or community water system defined by California Senate Bill 998, grants the following provisions to its water customers effective February 1st, 2020.

Delinquent Accounts:

An account will be considered delinquent if the bill remains unpaid after 22 days from the date it was mailed. Once an account is delinquent, a late fee will be assessed. The fee is set by resolution from City Council.

Shutoff and Reconnection Procedures

- Commercial Water Service Accounts that have been delinquent for 10 days may have their water service disconnected for non-payment. The City will post a notice of imminent shut off at the location at least two business days prior to scheduled shut off. If the City posts notice about imminent shut off, a "Red Tag" fee will be assessed on the account. If the account is shut off for non-payment, a Shut Off fee will be assessed on the account. The fees are set by resolution from City Council.
- Residential Water Service Accounts that have been delinquent for 60 days may have their water service disconnected for non-payment. The City will send a state mandated written notice regarding the delinquency to the Customer of Record. The City will also notify the tenants or owner of the building, if applicable. The City will post written notice at the property at least 10 days before disconnection warning of imminent shut off along with the City's policies and



City of El Segundo

Delinquent Account and Service Shut Off Policy

procedures. If the City posts notice about imminent shut off, a “Red Tag” fee will be assessed on the account. If the account is shut off for non-payment, a Shut Off fee will be assessed on the account. The fees are set by resolution from City Council.

- Any residential or commercial account that has had their water service shut off for non-payment will need to bring their account current in order to have service re-established. Additionally, a Reconnection fee will be assessed on the account. The fee is set by resolution from City Council. Reconnection fees are capped by state law for low income customers which have verified their low-income status with the city according to the terms of this policy.

Notification Requirements for Residential Accounts

- The City shall send a State Mandated written notice to the Customer of Record as well as any tenants of the property after the account becomes delinquent. The letter will be sent to the service address as well as any additional mailing addresses included on the account. If the Customer of Record has provided an alternative mailing address, the letter sent to the service address will be made out to “Occupant”. The letter will include the following information:
 1. Customer of Record’s name and address
 2. Amount delinquent
 3. Date by which payment or payment arrangement must be made to avoid shut off
 4. Description of process to apply for an extension of time to pay the delinquent charges
 5. Description of the procedure to petition for bill review and appeal
 6. Description of the procedure by which the customer may request a payment plan for the delinquent charges
- City Staff will attempt to contact the Customer of Record with any phone or email contact information provided.
- The City will make available on its website, and by request, a translated copy of the policy and any notices pertaining to discontinuation of water service in the following languages: English, Spanish, Chinese, Tagalog, Vietnamese and Korean

Preventing Residential Water Shut Off

A Residential Water Service Customer has the following options to bring their account current. As long as one of these options are exercised before the end of business by the scheduled shut off date and the customer is compliant, service will not be shut off.

- a. Payment Plan: A Residential Water Service Customer may file a written request for a payment plan of up to 12 months for a current or delinquent water bill. A period of longer than 12 months may be requested if the customer presents circumstances where a shorter period would create an undue burden. The customer will be expected to stay current on



City of El Segundo

Delinquent Account and Service Shut Off Policy

- their payment plan in addition to future water bills that generate. If a customer does not honor the terms of the payment plan, they will be considered out of compliance. Being out of compliance for 60 days will lead to the disconnection of water service. The City will post notice of imminent discontinuation at least 5 business days before shut off after 60 days of delinquency.
- b. **Bill Review:** If the customer finds there is an error on their water bill, they may dispute the bill by making a written request to the Director of Finance or their designee via email or by mailing their request to City Hall. While there is an open dispute over the status of a bill, the City will not discontinue service. The City may review past usage, dispatch a technician for meter readings or any other data available to come to a decision. The customer will be notified by email or phone call with the results of the dispute. A letter of the decision will be made available upon request.
 - c. **Life Threatening Conditions:** If the shutoff of water service would be life threatening or pose a serious threat to the health and safety of a customer or resident at a location, the City will not discontinue water service if the Customer of Record agrees to:
 - i. Have their Primary Care Provider complete the City's Medical Condition Water Discontinuation Certification Form certifying that the Customer of Record or their tenant would be adversely affected by a discontinuation in service.
 - ii. The Customer of Record demonstrates financial inability to pay their water bill. Satisfactory demonstration would be having a household income below 200% of the Federal Poverty line. All City of El Segundo CARE/Lifeline customers meet this requirement.
 - iii. If the customer facing Water Service termination is a tenant of a landlord whom is the Customer of Record, the tenant may assume water service without paying the previous account balance based on one of the following conditions:
 - a. A tenant at a multi-family dwelling that has individually metered service at the property for each unit may assume water service in their own name for their individual unit by completing the application for service, agreeing to the terms and conditions for water service and providing documentation verifying tenancy. These documents include but are not limited to: a copy of a lease, rental agreement or rent payments. Documentation must include the applicant's name and must show landlord is Customer of Record.
 - b. A tenant at any dwelling type that only has a single meter to measure Residential Water Service may assume water service for the entire property by completing the application for service, agreeing to the terms and conditions for water service and providing documentation verifying tenancy. These documents include but are not limited to: a copy of a lease, rental agreement or rent payments. Documentation must include the applicant's name and must show landlord is Customer of Record.



City of El Segundo

Delinquent Account and Service Shut Off Policy

Preventing Commercial Water Shut Off

A Commercial Water Service Customer must pay their account in full to avoid shut off of water service for non-payment.

Certification Responsibility

It is the Customer of Record's responsibility to provide the City of El Segundo with verification of their income, tenant and/or medical status when applying to qualify for any provision in this policy.