

RESOLUTION NO.

RESOLUTION OF THE BOARD OF PUBLIC UTILITIES OF THE CITY OF SANTA ROSA  
ESTABLISHING A POLICY FOR THE DISCONTINUATION OF WATER SERVICE FOR  
NON-PAYMENT AND REDUCING THE ADMINISTRATIVE FEE FOR PROCESSING  
DELINQUENT TURN-OFF FROM \$55 TO \$50

WHEREAS, the Governor signed Senate Bill 998, the Water Shutoff Protection Act, into law in September 2018, for which the provisions take effect on February 1, 2020; and

WHEREAS, the intent of the law is to ensure continued access to water for those financially unable to pay their bill with the normal billing cycle who have life-threatening or serious health conditions and places a limit on the amount that may be charged such customers for reconnection; and

WHEREAS, the law requires urban and community water systems, such as Santa Rosa Water, to establish a formal policy setting out the process, as required by law, to discontinue residential water service for non-payment; and

WHEREAS, in order to comply with the requirements of Senate Bill 998, this policy will be written in six languages and will include formal procedures for the discontinuation of residential water services for non-payment, a formal mechanism for a customer to contest or appeal a billing statement, a phone number to contact the City to discuss options for averting discontinuation of residential water service, and disconnection timeframes and notification procedures; and

WHEREAS, staff analyzed the impact of reducing the City's Administrative Fee for Processing Delinquent Turn-Off for all customers from \$55 to \$50 as opposed to lowering the fee only for low-income customers as required by SB 998 and determined the loss of the revenue to be negligible relative to the time and expense of implementing two different fee amounts.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Public Utilities of the City of Santa Rosa, hereby adopts the Revenue Division administrative policy numbered REV-1, Discontinuation of Water Service for Non-Payment Policy, attached hereto and incorporated by reference as Exhibit A.

BE IT FURTHER RESOLVED, that the Board of Public Utilities hereby reduces the Administrative Fee for Processing Delinquent Turn-Off from \$55 to \$50

IN COUNCIL DULY PASSED this 16<sup>th</sup> day of January 2020.

AYES:

NOES:

ABSTAIN:

ABSENT:

ATTEST: \_\_\_\_\_  
Gina Perez, Recording Secretary

APPROVED: \_\_\_\_\_  
Daniel J. Galvin III, Chair

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney

Exhibit A – Discontinuation of Water Service for Non-Payment Policy