



# Policy Approval – Discontinuation of Water Service For Non-Payment

Board of Public Utilities Meeting  
January 16, 2020

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# BACKGROUND

- The City has current procedures related to the disconnection of water service:
  - Allowing customers to make payment arrangements.
  - Notification prior to disconnection

# SENATE BILL 998

- SB 998 – The Water Shutoff Protection Act
  - Sept 2018 – Became law
  - Feb 1, 2020 – Goes into effect
- Ensure continued access to water for customers with life-threatening or serious health issues and unable to pay
- Applies to water systems with more than 200 customers



# REQUIREMENTS

- Establish written policy
  - Available in six languages: English, Spanish, Chinese, Korean, Tagalog, and Vietnamese.
- Disconnection can not occur until 60 days past due
  - Our current policy is 28 days past due
- Expands notification requirements
  - Doortags and copy of written policy

# REQUIREMENTS, (Cont.)

- Payment arrangements for eligible customers
  - Serious health issues and low income requirements
- Limits reconnection fees to \$50 for eligible customers
- Requires establishment of formal appeal process

# NOTABLE CHANGES

Process	Current	With SB 998
Disconnection Policy	Informal Procedures	Formal Written Policy in Six Languages
Disconnection	Eligible 28 days past due	Eligible 60 days past due
Exemption from Disconnection	No	Yes, with: 1) certain low-income measures; 2) medical certification; and, 3) payment arrangements
Reconnection Fee	\$55	\$50 for customers meeting low income, medical hardship, and on payment arrangements
Outreach before disconnection	Disconnection notice and IVR	Disconnection notice, IVR, and outreach through door tags
Appeal Process	No Formal Process	Formal appeals process

# RECONNECTION FEE

- SB 998 requires \$50 or less for reconnection fees for eligible customers
- Current Administrative Fee is \$55 during operating hours
- Staff analyzed reducing the fee from \$55 to \$50 for all customers
  - Negligible financial impact
  - Resource intensive to implement two charges



# RECOMMENDATION

- It is recommended by the Finance Department and Santa Rosa Water that the Board of Public Utilities, by resolution, approve a Revenue Division administrative policy titled “Disconnection of Residential Water Service for Non-Payment.”
- Recommend that the Board reduce the “Administrative Fee for Processing Delinquent Turn-Off” from \$55 to \$50 for all customers.

QUESTIONS?