

City of Santa Rosa



Legislation Details

File #: 20-302BPU **Version:** 1 **Name:** Policy Approval - Disconnection of Residential Water Service for Non-Payment
Type: BPU- Report **Status:** Agenda Ready
File created: 1/7/2020 **In control:** Board of Public Utilities
On agenda: 1/16/2020 **Final action:**
Title: REPORT - POLICY APPROVAL - DISCONNECTION OF RESIDENTIAL WATER SERVICE FOR NON-PAYMENT

BACKGROUND: The City currently has procedures related to disconnection of water service, which include allowing customers to make payment arrangements and provides for notification prior to disconnection. In September 2018, SB 998, the Water Shutoff Protection Act, was signed into law and goes into effect on February 1, 2020. SB 998 is intended to ensure continued access to water for those that have life threatening or serious health conditions and are financially unable to pay their bill. SB 998 also limits reconnection fees to \$50 for eligible customers. Per SB 998, water systems serving more than 200 customers must develop a written policy for disconnection of residential water service for non-payment by February 1, 2020. This proposed policy will bring the City in compliance with the new law.

RECOMMENDATION: It is recommended by the Finance and Water Department that the Board, by resolution, approve a Finance Department policy titled "Disconnect of Residential Water Service for Non-Payment" and reduce the "Administrative Fee for Processing Delinquent Turn-Off" from \$55 to \$50.

Sponsors: Board of Public Utilities

Indexes: Not a Project

Code sections:

Attachments: 1. Staff Report, 2. Attachment 1, 3. Resolution, 4. Presentation (added 01/15/2020)

Date	Ver.	Action By	Action	Result
1/16/2020	1	Board of Public Utilities	to approve	Pass