

Tahoe City Public Utility District Financial Policy

Compliance with Water Shutoff Protection Act Policy Number: 2090

I. PURPOSE

This policy demonstrates that the District is aware of and making efforts to comply with the Water Shutoff Protection Act (Act) enacted by Senate Bill 998, effective January 1, 2019. Pursuant to California Health and Safety Code 116906, the District must have a “Discontinuation Residential Water Service” policy.

II. POLICY OVERVIEW

Under the Act, the District is considered an urban and community water system and is subject to the requirements of the Act whereby the District is required to have a written policy on the discontinuation of residential service for non-payment available in English, Spanish, Chinese, Tagalog, Vietnamese, Korean and any other language spoken by at least 10% (percent) of the people residing in the District’s service area and be available on the District’s website. The policy shall include a plan for deferred *or* reduced payments; alternative payment schedules; a formal mechanism for a customer to contest or appeal a bill; a telephone number for a customer to contact to discuss options for averting discontinuation of residential service for non-payment. Customers may call (530) 580-6277 to discuss billing inquiries.

The District does not terminate water service for non-payment of delinquent service rates and charges, penalties, interest, or finance charges. The District will take necessary actions to collect such unpaid service rates and charges, including interest and/or penalties and finance charges thereon, including imposing a lien on such land, lot or parcel and any measure authorized by law, including, without limitation, use of the provisions set forth in California Public Utilities Code section 16469 through 16472.1 et seq. The District may terminate water service due to an unauthorized action by a customer.

III. DEFINITIONS

As used in this policy, the following terms shall have the meanings specified below:

- a. Board – The lawfully elected or appointed governing body of the TCPUD.
- b. District – Tahoe City Public Utility District
- c. Policy – This “2090 Policy”
- d. Public Water System – means a system for the provision of water for human consumption through pipes or other constructed conveyances that has 15 or more service connections or regularly serves at least 25 individuals daily at least 60 days out of the year.
- e. Residential Service – water service to a residential connection that includes single-family residences, multifamily residences, mobile homes, including, but not limited to, mobile homes in mobile home parks, or farmworker housing.
- f. Urban and Community Water System – means a public water system that supplies water to more than 200 service connections.

End Policy