

RESOLUTION 03-25-374

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE GREEN VALLEY COUNTY WATER DISTRICT ESTABLISHING A WATER SERVICE DISCONTINUATION POLICY IN COMPLIANCE WITH SENATE BILL 998

WHEREAS, Senate Bill 998 requires urban and community water systems to establish a written policy on the discontinuation of residential water service for nonpayment; and

WHEREAS, the Green Valley County Water District ("District") desires to establish clear procedures regarding billing, payment, and discontinuation of water service; and

WHEREAS, the District seeks to ensure fair and equitable treatment of all customers while maintaining the financial integrity of the District;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Green Valley County Water District as follows:

SECTION 1. The Water Service Discontinuation Policy attached hereto as Exhibit A

EXHIBIT A

WATER SERVICE DISCONTINUATION POLICY

Established in compliance with Senate Bill 998

1. **Customer Responsibilities** Customers must maintain current and accurate contact information with the District at all times.
2. **Billing Schedule and Procedures**

2.1 Billing Cycle

- Bills are issued bi-monthly on the first day of odd-numbered months (January, March, May, July, September, November)
- Each bill covers the previous two months of water service

2.2 Payment Terms

- Bills are due and payable upon date issued, first day of odd numbered months.
- A 10% penalty fee applies if payment is not received by the first day of the following even-numbered month (February, April, June, August, October, December)
- If no payment is received by the 2nd day of the following even numbered month a Shut Off Notice will be issued stating total amount due including penalties & date of pending service termination.

2.3 Service Termination

If full payment is not received by the termination date stated on the late notice

1. Water service will be terminated
2. Meter will be locked
3. A \$50.00 reactivation fee will be assessed

4. Service restoration requires:

- Payment of entire past due balance and any assessed penalties
- Payment of reactivation fee
- OR establishment of approved payment arrangements

Note: Only District employees are authorized to remove locks and restore service. Any tampering with or unauthorized removal of the lock will result in a lock tampering fee, as determined by the District's Board of Directors, to cover resulting damages, and reported to LA County Sheriff Department.

3. Payment Arrangement

Customers unable to pay by the termination date on the late notice may request alternative payment arrangements.

3.1 Terms and Conditions

- Customers must maintain current charges while on a payment arrangement.
- Only one active repayment arrangement for delinquent balance is allowed per customer
- Noncompliance with the payment arrangement or failure to pay current charges for more than 60 days from the date bills are issued will result in service termination.

4. Payment Methods and Additional Fees

4.1 Payment Options

Customers may pay their bills through any of the following methods:

- Phone: 661-270-0836
- Mail or in-person: District Office, 39520 Calle Cascada, Green Valley, CA 91390
- Online: www.gvcwd.org

4.2 Additional Fees

- Any fees, charges, or costs from a returned payment will be added to the account

Passed, approved and adopted this thirteenth day of March 2025

ATTEST:

 Sharon Bullard
 District Secretary

 Robert Garth
 Chairman Pro Tem
 of the Board of Directors of the
 GREEN VALLEY COUNTY WATER DISTRICT

