

NOTICES INCLUDED:

- NOTICE OF PAYMENT DELINQUENCY AND IMPENDING DISCONTINUATION
 - One notice is always to be mailed to customer address. Where customer address differs from address of impending service termination a second notice should be mailed to the address of impending service termination and addressed to “occupant.”
- FINAL NOTICE OF SERVICE PAYMENT DELINQUENCY AND IMPENDING DISCONTINUATION

Notes:

- Notices are to be provided in English, Spanish, Chinese, Korean, Vietnamese and Tagalog. Additionally, they should be provided in any other language spoken by 10 percent or more of the customers in the urban and community water system’s service area. (see SB 998 §116922).
- Not included below are separate notices for when the District is unable to contact a consumer. When the District is unable to contact a consumer by telephone or when a mailed notice is rendered undeliverable, the District should post a copy of the NOTICE OF PAYMENT DELINQUENCY AND IMPENDING DISCONTINUATION addressed to “occupant” as well as a copy of the District Policy on Discontinuation of Residential Water Service for Non-Payment in a conspicuous location at the residence where water service is to be terminated.

City records indicate that your Water Utility account is now past due. If payment is not received by **Monday, 01/06/2020 (staff enters)**, your water service will be scheduled for *shut off* on **Tuesday, 01/07/2020 (staff enters)** and all applicable fees will be assessed on your account

on Monday night. If the shut off date falls on a weekend or holiday, shut off will take place the following business day. Once

this action has been taken we will only accept cash or money order payments. NO CHECKS on the delinquent and processing fee amounts (NO EXCEPTIONS). Please pay the total delinquent amount by or before the due date of **01/06/2020 (staff enters)**

by 5:30 p.m. to avoid the \$36.77 Disconnection processing fee

If you are a tenant and your landlord has failed to pay the water bill, you can become a [District] customer responsible for the account going forward if you follow the steps described below; or (c) make an alternative payment arrangement as set forth below.

Tenant Occupants (applicable only to tenants):

To avoid the loss of water service as a tenant, you must contact your landlord, property manager or property owner regarding payment of the water bill.

Also, as a tenant you have a right to become a City of South Gate customer responsible for the account. However, if you do this you will become responsible for all future billings for the water used at this property. If you meet our requirements to become a new customer and agree to comply with our rules and regulations, which may include the payment of a deposit, the water service will be continued without requiring you to pay the current outstanding balance.

Please call a City of South Gate customer service representative at (323) 563-9586 to learn how to continue water service at your address, receive an estimated monthly cost of water service and obtain our office address, where you can speak to a customer service representative in person.

Requesting Extension or Alternative Payment Arrangement:

As a consumer, you have the right to request alternative payment arrangements regarding the current account balance, which will be granted at the City of South Gate's discretion. To qualify for alternative payment arrangements, you must provide proof of meeting all three of the following requirements prior to [shut-off date]:

- (1) **Health Conditions** – you must provide certification from a primary care provider that discontinuation of water service would be life-threatening to, or pose a serious threat to the health and safety of, any person who lives at the property;
- (2) **Financial Inability** – you must demonstrate you are financially unable to pay by: (a) presenting a document that shows any member of your household is a current recipient of one of the following benefits: CalWORKS, CalFresh, general assistance, MediCal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (b) declaring that your household's annual income is less than 200% of the federal poverty level; and
- (3) **Alternative Payment Arrangements** – you must indicate your willingness to enter into an amortization agreement, alternative payment schedule or a plan for deferred or reduced payment.

Documentation must be submitted to the City of South Gate office. To allow sufficient time for processing requests for alternative payments you should return all required documentation as soon as possible.

Upon timely receipt of proof of qualification and after confirmation thereof, The City of South Gate will promptly contact you to request any necessary additional information or to notify you of the alternative payment arrangement, and corresponding terms, for which you are selected to participate. Possible alternative payment arrangements can be made to the City of South Gate.

Bill Review and Appeal Process:

If no prior appeal or request for review of a bill has been made, a consumer may request an appeal or review of the bill to which this notice relates if the consumer alleges the bill is in error with respect to the quantity of water consumption set forth on that bill. Appeals and requests for review must be in writing and must include documentation supporting the appeal or reason for review. All appeals or requests for review must be delivered to the City of South Gate office within five (5) business days of the date of this notice.

Upon receipt of an appeal or request for review, the City of South Gate **Finance Director** or his or her designee will render a decision as to the accuracy of the water charges and provide you with a written summary of the decision. If charges are found to be incorrect, a corrected invoice will be issued and payment of revised charges will be due within ten (10) calendar days of the revised invoice date. Charges determined to be correct are due and payable two (2) business days after the **Finance Director** or designee's decision is rendered. You may appeal that decision to the City of South Gate **Board of Directors**. To file an appeal before the City of South Gate **Board of Directors**, you must file such appeal in writing and deliver it to the City of South Gate office within seven (7) calendar days after the **Finance Director** or designee's initial decision is rendered. This subsequent appeal will be heard at the next regular meeting of the City of South Gate **Board of Directors**, unless a later date is agreed upon.

A hard-copy of the City of South Gate Policy on Discontinuation of Residential Water Service for Non-Payment is available upon request. It is also available electronically at www.cityofsouthgate.org.

TO THE [OCCUPANT(S)]:

Water service to this address is scheduled to be discontinued in five (5) business days for one of the following reasons:

- (a) Customer has failed to comply with an alternative payment schedule; or
- (b) While undertaking an alternative payment schedule, the customer has failed to pay his or her current residential service charges for 60 days or more.

Tenant Occupants (applicable only to tenants):

To avoid the loss of water service as a tenant, you must contact your landlord, property manager or property owner regarding the above referenced delinquencies.

Also, as a tenant you have a right to become a City of South Gate customer responsible for the account. However, if you do this you will become responsible for all future billings for the water used at this property. If you meet our requirements to become a new customer and agree to comply with our rules and regulations, which may include the payment of a deposit, the water service will be continued without requiring you to pay the current outstanding balance.

Please call a City of South Gate customer service representative at **(xxx) xxx-xxxx** to learn how to continue water service at your address, receive an estimated monthly cost of water service and obtain the office address where you can speak to a customer service representative in person.