



Department of Water and Power

SB998 - Discontinuation of Water and Sewer Service for Non-Payment

Katie Hockett



Background

- SB998 was approved by Governor Jerry Brown on September 28, 2018
- Purpose of this bill is to minimize the number of California residents who lose access to water service due to their inability to pay
- Applies to public water systems that supply water to more than 200 service connections
- Must be implemented by February 1, 2020

Proposed Revisions to CMC 13.14.100

Revise Corona Municipal Code Section 13.14.100 where residential water service shall not be disconnected for non-payment until account has been delinquent for at least 60 days

Day	Current Process	Proposed Process
1	Bill Mailed	Bill Mailed
20	Bill Due	Bill Due
21	10% Delinquent Fee Assessed; Delinquent Notice Mailed	10% Delinquent Fee Assessed
39	Final Notice Mailed	
46	Service Discontinued	
66		Final Notice Mailed
81		Service Discontinued



60 days after account becomes delinquent

Additional SB 998 Requirements



- Final Notice must be provided to customer in writing; be translated in several languages and it must contain:
 - Plan for deferred or reduced payments
 - Alternative payment schedules
 - Formal mechanism to contest and appeal bill
 - Extensions for special medical and financial circumstances

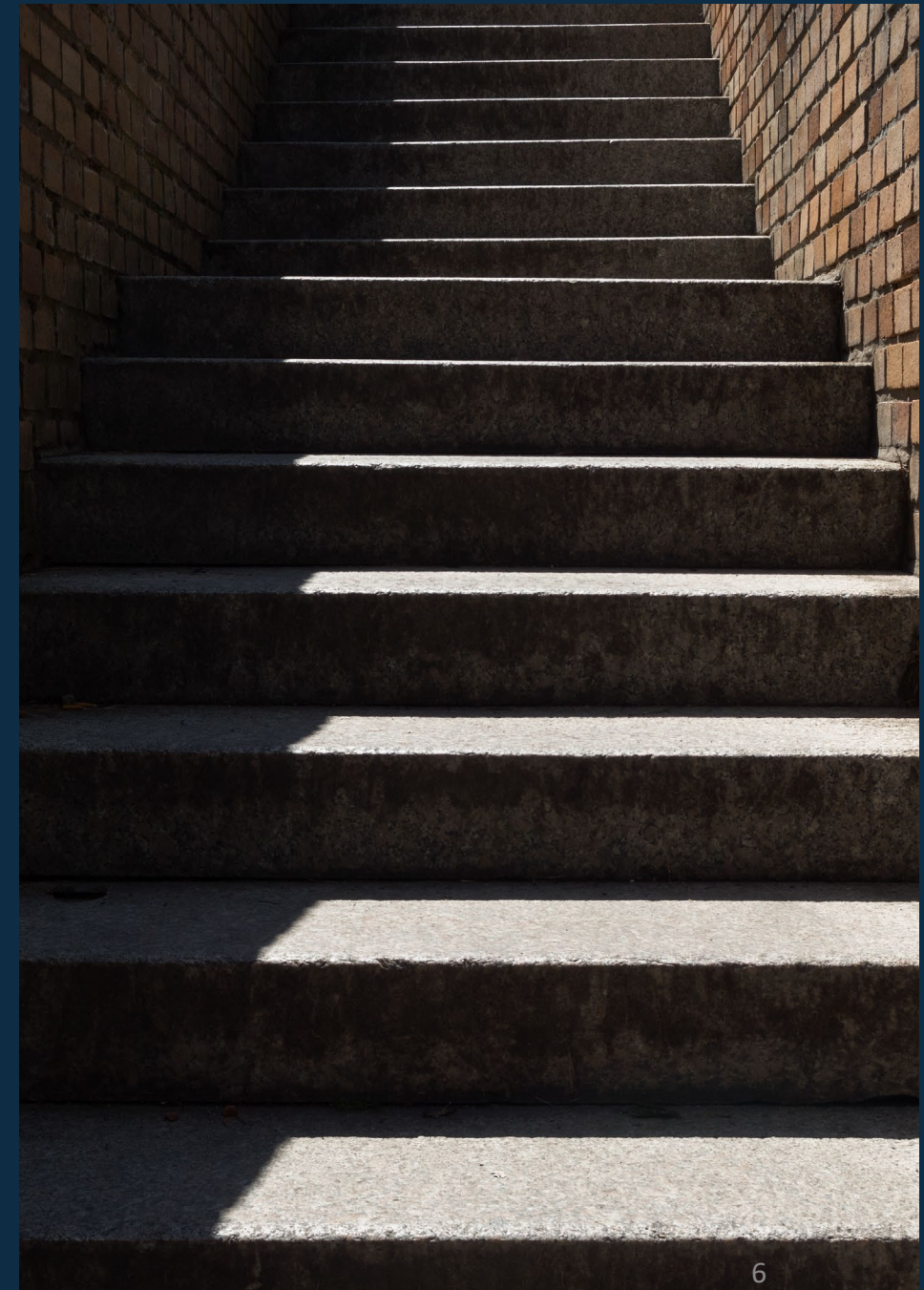
Extensions for Special Financial Circumstances

- Extension must be granted if the account holder is willing to enter into a payment arrangement and meets both of the following criteria:
 - Submits certification from primary care provider that discontinuation of water is life threatening
 - Provides proof of enrollment in certain low-income programs, or demonstrates income is less than 200% of the federal poverty limit



Next Steps

- Revise CMC 13.14.100 (to be effective February 1, 2020)
- Create a policy regarding discontinuation of residential water service for non-payment.
- Translate the policy to the required languages and post the policy and translation on the City's website
- Finalize and translate Final Notice
- Annually report the number of discontinuation of service on the on the City's website



QUESTIONS?



(951) 279-3601



Katie.Hockett@CoronaCA.gov



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