

Olivenhain Municipal Water District  
Discontinuation of Residential Service for Nonpayment Policy.

Payments are due on the 25<sup>th</sup> calendar day following the bill date each month. Customers may contact customer service at 760-753-6466 to apply for an extension of time to pay, to petition for bill review and appeal, or to request an amortization agreement. A delinquency penalty will be charged if payments are not received before the tenth business day following the payment due date. At least 15 days prior to discontinuance of service due to non-payment of water bills, OMWD will mail delinquent notices to customers with past due water bills. OMWD will mail delinquent notices to customers making payments under an amortization agreement but will not assess a delinquency penalty on any balance for which the amortization agreement was established. Service will not be discontinued for non-payment until any portion of a bill has been delinquent for at least 60 days and the customer has been contacted by telephone or written notice at least seven business days before discontinuation. At least 48 hours prior to discontinuance of service due to non-payment or as otherwise provided for by OMWD's Administrative and Ethics Code, OMWD will deliver to the property a shut-off notice. A final attempt to contact the customer by telephone will be made at least 24 hours prior to discontinuance of service. Customers will incur a Shut-Off Notice Fee whenever OMWD is required to deliver a shut-off notice to terminate water service due to non-payment of a water bill. Service will not be discontinued if all of the following conditions are met prior to disconnection: 1) Customer provides the certification of a licensed physician, including the physician's license number, that discontinuation of water service will be life-threatening to, or pose a serious threat to the health and safety of, a resident of the premises, 2) Customer demonstrates a financial inability to pay for service within the normal billing cycle, and 3) Customer is willing to enter into an amortization agreement if the customer is financially unable to pay for service within the normal payment period. If these requirements are met, water service shall not be discontinued so long as the customer remains current with the terms of the amortization agreement. In the event that the customer fails to comply with the terms of the amortization agreement or fails to keep the water service account current as charges accrue in each subsequent billing period, water service may be discontinued. If these conditions are met, OMWD will offer either, in its discretion, amortization of the unpaid balance or temporary deferral of payment. Should OMWD establish an amortization agreement with a customer, OMWD will not discontinue service to the customer making payments under an amortization agreement, if payments under the agreement and subsequent charges for water use are both kept current as charges accrue in each subsequent billing period. If a customer fails to comply with an amortization agreement or deferral for 60 days or more, or if a customer undertaking an amortization agreement or deferral does not pay current service charges for 60 days or more, OMWD will deliver to the property at least five business days prior to discontinuance of service a shut-off notice. If eligibility for exemption is determined subsequent to disconnection of water service, the portion of the customer's balance that is past due must be received in order to restore water service. Water service will be re-established only after outstanding water charges and penalties, and any and all applicable re-establishment of service charges and deposits are paid in full.