

Union Public Utility District

NOTICES OF DISCONNECTION OF WATER SERVICE FOR NON-PAYMENT

Notices Included:

- 15-DAY NOTICE OF PAYMENT DELINQUENCY AND IMPENDING DISCONNECTION OF WATER SERVICE
 - This notice should be provided at least 15 calendar days prior to disconnection of residential service for nonpayment. For service to a tenant when the landlord is the customer, this notice must be provided at least 15 business days in advance.
 - One notice must always be mailed to the customer address. Where the customer address differs from the address of the impending service termination, UPUD will deliver a second notice to the address of impending service termination, addressed to “occupant.”
- 48-HOUR POSTED NOTICE OF DISCONNECTION
 - Required under existing law, this notice should be delivered to or posted in a conspicuous location at the property in the event UPUD following a reasonable, good faith effort, is unable to contact an adult person residing at the premises by telephone or in person at least 48 hours prior to disconnection of residential service for nonpayment.
- FINAL NOTICE OF ALTERNATIVE PAYMENT ARRANGEMENT DEFAULT AND IMPENDING DISCONNECTION OF WATER SERVICE
 - This notice should be provided at least five business days prior to disconnection of residential service for nonpayment after a customer has failed to comply with an alternative payment arrangement.
 - This notice must be posted in a prominent and conspicuous location at the property.

Notes:

- Notices must be provided in English, the languages listed in Section 1632 of the Civil Code (which currently are Spanish, Chinese, Tagalog, Vietnamese, and Korean), and any other language spoken by at least 10 percent of the people residing in the system’s service area.
- If UPUD mailed notice is returned through the mail as undeliverable, UPUD shall make a good faith effort to visit the residence and place or post a copy of the mailed notice and a copy of the UPUD Policy on Disconnection of Residential Water Service for Non-Payment in a conspicuous location at the residence where water service is to be discontinued.



**NOTICE OF PAYMENT DELINQUENCY, IMPENDING
DISCONNECTION OF WATER SERVICE AND FILING OF LIENS
15-Day Notification**

Date of Notice: _____

Customer Name: _____

Date of Impending Disconnection: _____

Customer Address
(if different than Service Address):

Service Address to be Disconnected:

Amount of Delinquency: _____

Interest Rate to be Applied: _____

Late Charge: _____

Total Outstanding Balance: _____

Lien Fee if Applicable: _____

TO _____:

Water service to _____ is scheduled to be disconnected on _____ for non-payment. To avoid the loss of water service, you must do one of the following before _____:

- (a) pay the delinquent amount _____ in full by 8:00 a.m. on the date of disconnection stated above; or
- (b) make an alternative payment arrangement as described below.

To avoid disconnection and a lien being filed, payments can be made by telephone, online at upudwater.org, by mail, or in person. UPUD accepts checks, cash, VISA, Mastercard and Discover. Payment for delinquent service bills will not be accepted by field personnel at the time of disconnection.

If UPUD staff is dispatched to disconnect service for non-payment, a \$100 fee will be added to the balance owed. If you are a tenant who is not responsible for paying water bills and your landlord has failed to pay a bill, you can avoid a service termination by following the steps described below.

Requesting Extension or Alternative Payment Arrangement:

If you are responsible for the water service bill, you have the right to request alternative payment arrangements regarding the current account balance, which may be granted at UPUD discretion. Payment arrangements must be made with UPUD by 5:00 p.m. the day before the schedule disconnection date.

In certain circumstances involving an adverse health condition and financial inability, the customer may be entitled to an alternative payment arrangement if the customer is able to provide proof of meeting **all three** of the following requirements prior to _____:



- (1) **Health Conditions** – you must provide certification from a primary care provider that discontinuation of water service would be life-threatening to, or would pose a serious threat to the health and safety of, any person who lives at the property receiving service;
- (2) **Financial Inability** – you must demonstrate you are financially unable to pay by:
 - (a) presenting a document that shows that 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 be willing to enter into an amortization agreement, alternative payment schedule or a plan for deferred or reduced payment to repay all delinquent charges, at UPUD’s option.

Documentation must be submitted to the UPUD office. To allow sufficient time for processing your request for an alternative payment arrangement, you should return all required documentation within 5 business days. Upon timely receipt of proof of qualification and after confirming that information, UPUD 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, to be selected by UPUD at its discretion, include: (1) amortization of the unpaid balance; or (2) temporary deferral of payment.

Bill Review and Appeal Process:

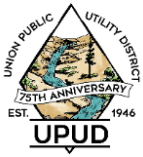
If no prior appeal or request for review of a bill has been made, you may request an appeal or review of the bill to which this notice relates if you allege the bill to be in error. Appeals and requests for review must be in writing and must include documentation supporting the appeal or reason for review. All appeals or requests for review must be delivered to the UPUD office within five days of the customer’s receipt of this notice.

Upon receipt of an appeal or request for review, the UPUD General Manager or his or her designee will review the appeal and render a decision. You may appeal the decision of the General Manager or his or her designee to the Board of Directors, in writing, within three business days of receipt the General Manager’s decision. The decision of the Board of Directors is final and binding.

In some circumstances, financial assistance may be available from federal, state, local, or private sources. You may wish to contact these agencies to determine whether financial assistance is available:

- Calaveras County Health & Human Services at (209)754-6448.
- Amador-Tuolumne Community Action Agency (ATCAA) Phone: (209) 223-1485 (Amador Residents - option x259, Calaveras Residents - option x221). For more information visit <https://www.atcaa.org/utility-bill-assistance>.

A hard copy of UPUD’s Policy on Disconnection of Residential Water Service for Nonpayment (which includes the appeal procedures) is available upon request. It is also available electronically at UPUD’s website, upudwater.org. If you would like to make a payment, make payment arrangements, or obtain more information about any of the other matters in this notice, please call UPUD at (209) 728-3651 or come to the UPUD office at 339 Main St. in Murphys to speak to a customer service representative. UPUD’s business hours are Monday to Friday, 8:30 a.m. to 5:00 p.m. (Closed for lunch from 12:00-1:00p.m.)



NOTICE OF DISCONNECTION

48-Hour Notification

Date of Notice: _____

Customer Name: _____

Date of Impending Disconnection: _____

Customer Address _____

Service Address to be Disconnected: _____

(if different than Service Address): _____

Amount of Delinquency: _____

Interest Rate to be Applied: _____

Late Charge: _____

Total Outstanding Balance: _____

Lien Fee if Applicable: _____

TO _____:

PLEASE TAKE NOTICE THAT water service to _____ is scheduled to be disconnected on _____ for non-payment. To avoid the loss of water service, you must pay the delinquent amount _____ in full by 8:00 a.m. on __.

To avoid disconnection & lien, payments can be made by telephone (209) 728-3651, online at www.upudwater.org, by mail, or in person. UPUD accepts checks, cash, VISA, Mastercard and Discover. Payment for delinquent service bills will not be accepted by field personnel at the time of disconnection.

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If you would like to make a payment or obtain more information about any of the other matters in this notice, please call UPUD at (209)728-3651 or come to the UPUD office at 339 Main St. in Murphys to speak to a customer service representative. UPUD's business hours are Monday to Friday, 8:30 a.m. to 5:00 p.m. (Closed for lunch from 12:00-1:00 p.m.)

******* NOTE: YOUR WATER SERVICE WILL BE TERMINATED UNLESS PAYMENT IN FULL OF ALL CHARGES IS RECEIVED BY UPUD WITHIN 48 HOURS. *******



NOTICE OF PAYMENT DELINQUENCY, IMPENDING DISCONNECTION OF WATER SERVICE AND FILING OF LIENS

5-Day Notification

Date of Notice: _____

Customer Name: _____

Date of Impending Disconnection: _____

Customer Address _____

Service Address to be Disconnected: _____

(if different than Service Address): _____

Amount of Delinquency: _____

Interest Rate to be Applied: _____

Late Charge: _____

Total Outstanding Balance: _____

Lien Fee if Applicable: _____

TO _____:

Water service to _____ is scheduled to be disconnected on _____ for non-payment. To avoid the loss of water service, you must do one of the following before _____:

- (c) pay the delinquent amount _____ in full by 8:00 a.m. on the date of disconnection stated above; or
- (d) make an alternative payment arrangement as described below.

To avoid disconnection and a lien being filed, payments can be made by telephone, online at upudwater.org, by mail, or in person. UPUD accepts checks, cash, VISA, Mastercard and Discover. Payment for delinquent service bills will not be accepted by field personnel at the time of disconnection.

If UPUD staff is dispatched to disconnect service for non-payment, a \$100 fee will be added to the balance owed. If you are a tenant who is not responsible for paying water bills and your landlord has failed to pay a bill, you can avoid a service termination by following the steps described below.

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In certain circumstances involving an adverse health condition and financial inability, the customer may be entitled to an alternative payment arrangement if the customer is able to provide proof of meeting **all three** of the following requirements prior to _____: