

TWAIN HARTE COMMUNITY SERVICES DISTRICT

Policy and Procedure Manual

POLICY TITLE: Alternative Customer Payment Arrangements

POLICY NUMBER: 3031

ADOPTED: January 9, 2007

AMENDED: January 13, 2021

3031.10 Purpose

This policy sets forth requirements for alternative payment arrangements to help customers avoid service disconnections or flow restrictions for non-payment of water/sewer services.

3031.20 Eligibility and Notification

Any customer who is unable to pay for water and/or sewer services by the regular service bill due date may request alternative payment arrangements to avoid disconnection or restriction of services. Customers with delinquent service accounts will be notified of the opportunity to request an alternative payment arrangement on their late bill and on any notices regarding potential service disconnections or restrictions.

3031.30 Payment Arrangement Requests

Customers who desire to enter into an alternative payment arrangement must contact the Customer Service Representative and make a request. The Customer Service Representative will evaluate all circumstances surrounding the request and make a determination as to whether the request is warranted. The following circumstances will result in immediate approval:

1. Primary Care Provider Certification: Any resident of the premises served by the District provides certification from a primary care provider (per WIC § 14088(b) (1) (A)) that the discontinuation or restriction of service(s) will be life-threatening or pose a serious threat to their health and safety.
2. Financial Inability to Pay: The customer or any resident of the premises served by the District demonstrates that he or she is financially unable to pay within the billing cycle. The customer will be deemed unable to pay if he or she is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Program for Women, Infants, and Children, or the customer declares that he households' annual income is less than 200 percent of the federal poverty level.

3031.40 Alternative Payment Plans

If the customer's request for an alternative payment arrangement is approved by the District, the customer may enter into an Alternative Payment Plan agreement. The following requirements will govern Alternative Payment Plans:

1. Type: All payment arrangements will be in the form of an amortization plan (Alternative Payment Plan), which amortizes the unpaid balance over a period of time agreed to by the District and the customer.
2. Agreement: Alternative Payment Plans must be in writing on a form provided by the District and signed by the customer.
3. Term: The term of Alternative Payment Plans shall not exceed six (6) months.
4. Payments: Payments will be combined with the customer's regular service bill and will be subject to the same due date. Customers may choose to pay the balance
5. No Additional Payment Plans: The customer may not request additional alternative payment arrangements until they have completed payments for any existing Alternative Payment Plans.
6. No Late Fees on Original Delinquent Balance: Customers who make payments in accordance with their Alternative Payment Plan will not be subject to late fees on the delinquent balance.
7. Full Payment upon Sale: If the customer's property is sold, the Alternative Payment Plan will not continue and payment of the full account balance will be due upon close of escrow.
8. Failure to Comply: Customers who become delinquent on their Alternative Payment Plan payments will be subject to service disconnection or flow restriction. Notice of such disconnection or flow restriction will be provided in advance in accordance with District policy or ordinance.

3031.50 Fee Waiver

Upon request by the customer, the District's Customer Service staff may waive late or shutoff notice fees as follows:

1. The account is in "good standing" – it does not have any other late fees within the past two (2) years. Accounts less than two years old will be considered in good standing if they have not incurred any other late fees.
2. No previous fees have been waived within the past three (3) years.

3031.60 Account Credits

Occasionally, customers accumulate a credit balance on their accounts. The District will not refund customer credit balances unless the property has sold and changed ownership. The credit balance will remain on the customer's account until such time as the monthly water and/or sewer charges have depleted the credit balance.