

1 (d) Payment. Bills are due and payable on the Billing Date. Payment shall be made with
2 good funds at the City Administrative Offices of the City of Suisun City, or at a place
3 designated by the City Manager. SSWA accepts no responsibility for non-receipt of
bills, except in circumstances that are not under its direct control. Payment is considered
remitted only when actually received by the water system.

4 (e) Delinquent Accounts. All bills become delinquent thirty (30) days after the Billing Date
5 printed on the bill. If delinquent charges and any applicable late charges are not paid
6 within 60 (sixty) days after the account becomes delinquent, SSWA may assess an
7 additional collection fee for handling and processing. SSWA may also waive charges
8 on delinquent bills once every 12 (twelve) months for customers who
demonstrate a household income level below 200% (two hundred percent) of
the federal poverty line.

9 (f) Late Charge. As provided in Section 2(e), all bills become delinquent thirty (30) days
10 after the Billing Date printed on the bill. All bills becoming delinquent will be assessed
11 a 10% (ten percent) late charge. SSWA may also waive charges on delinquent bills
once every 12 (twelve) months for customers who demonstrate a household
income level below 200% (two hundred percent) of the federal poverty line.

12 (g) Waiver of Delinquent Notices and Charges to the State of California. The State of
13 California, because of a sound financial base and variations in budget approval and
14 warrant payment procedures, will not be sent delinquent notices or assessed a late charge
for delinquent payment of existing accounts.

15 (h) Deferred Plan Arrangements. Any customer who is unable to pay for water service
16 within the normal payment period may request a deferred payment plan designed to
bring the account current in no fewer than two billing cycles. In no event shall the
amortization period exceed twelve (12) months.

17 To qualify for an alternative payment schedule, the customer must do one of the
18 following:

- 19 1. The customer must submit a primary care provider certification, as defined in
20 Welfare and Institutions Code section 14088(A) (1)(b), such as that discontinuation
of service would be life threatening to, or pose a serious threat to the health and
21 safety of, a resident of the premises where the service is provided.
- 22 2. The customer must demonstrate financial inability to pay by showing the customer
23 has a household income below two hundred percent (200%) of the federal poverty
24 line. A customer may demonstrate he or she is below the two hundred percent
25 (200%) of the federal poverty line if any member of the household is a current
26 recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental
Social Security Income/State Supplementary Payment Program, or California
Special Supplemental Nutrition Program for Women, Infants, and Children, or the
customer declares that the household's annual income is less than two hundred
percent (200%) of the federal poverty level.

27 Payment schedules that extend into the next billing period are considered a deferred
28 plan, which must be in writing and signed by the customer. A deferred plan will
amortize the unpaid balance over a period defined by the customer, not to exceed 12
months from the original date of the bill. The amortized payment will be combined with,
and subject to the due date of, the customer's regular bill. The customer must comply

1 with the terms of the amortization plan and remain current as charges accrue in each
2 subsequent billing period. The customer may not request further amortization of any
3 subsequent unpaid charges while paying delinquent charges pursuant to an amortization
4 plan. Failure to comply with the terms of an amortization plan will result in the issuance
5 of a written disconnection notice. The disconnection notice will be in the form of door
6 hanger delivered to the premises no less than 5 business days in advance of
7 discontinuance of service.

- 8 (i) Collection Procedures – Delinquent Accounts. A delinquent notice shall be sent by first
9 class mail within 30 (thirty) days after the account becomes delinquent. The delinquent
10 notice shall state the final date and time that full delinquent payment will be accepted
11 prior to assessment of collection fees and termination of water service. At least 15
12 (fifteen) days prior to the final date, a shut-off notice shall be sent by first class mail,
13 restating the final date and time.
- 14 (j) Disconnection of Water Service for Non-Payment. All bills become delinquent 30
15 (thirty) days after the Billing Date. Water service is subject to discontinuance after 60
16 (sixty) days that the account is deemed delinquent. SSWA may disconnect water
17 service by turning off, and in some cases locking off, the meter. The customer
18 will be charged a fee in the billing system regardless of whether the meter has
19 been physically turned off.
- 20 (k) Demand for Charges. If this required payment is not received by the date and time as
21 provided in Section 2(e) or Section 2(i), as applicable, SSWA may demand all charges
22 including a disconnection fee of twenty one dollars and thirty cents (\$21.30), same day
23 reconnection fee of thirty five dollars (\$35), and an additional deposit of thirty dollars
24 (\$30) for every shut-off up to a maximum of one hundred and eighty dollars (\$180).
25 The fees are subject to an annual increase. SSWA may also shut-off water service to
26 enforce payment as provided in Section 2(e) or Section 2(i), as applicable. SSWA will
27 also consider the hardship exception provided in Section 2(h).
- 28 (l) Shut-off Procedures. On the shut-off date, a representative of SSWA shall turn off the
meter, seal the meter and hang a notice on the door. The notice will inform the consumer
that water service is discontinued and what is required to have water service restored.
- (m) Dishonored Payments. Negotiable instruments received but subsequently dishonored
are not considered payment with good funds. Such payments will result in SSWA
demanding full payment of all charges plus a \$29 (twenty nine dollar) redemption fee
for bad checks and \$35 (thirty five dollars) for online payment fees, subject to an annual
increase. SSWA shall inform the customer by either a notice hung on the door at the
service location or sent by first class mail. The notice will inform the customer what is
required and by what date payment is to be made to avoid the assessment of additional
collection charges in termination of water service. Water service will be disconnected
if the amount of the returned check and the returned check charge are not paid on or
before the date specified in the notice of termination. All amounts paid to redeem a
returned check and to pay the returned check charge must be in cash, credit card or
certified funds.
- (n) Delinquent One Service Location. If a customer receives service at more than one
service location and the bill for any one of the customer's accounts becomes delinquent,
service at all other locations shall be subject to the provisions under Section 2(e).

- 1 (o) Water Turn Ons. In the case of water turn ons, all requests must be appropriately filed
 2 with the City of Suisun City Finance Department by 2:00 p.m. on a business day
 3 (excluding holidays and weekends) to obtain a turn on that same day. If it is essential
 4 that turn on be made that day, but the 2:00 p.m. deadline was not met, the customer can
 5 request a call out to accomplish the turn on. The charge for disconnection and
 6 reconnection of water services will be calculated based on Solano Irrigation District
 7 staff's time to reconnect divided by their hourly cost. The charge to be in addition to all
 8 other charges and deposits. Customers who demonstrate a household income below
 9 200% (two hundred percent) of the federal poverty line may be subject to a maximum
 10 reconnection during normal operation hours of \$50 (fifty dollars), a maximum after-
 11 hours reconnection of \$150 (one hundred fifty dollars), or the actual cost of reconnection
 12 if less. Reconnection fees will be subject to an annual adjustment for changes in the
 13 Consumer Price Index beginning on January 1, 2021. SSWA may also waive charges
 14 on delinquent bills once every 12 (twelve) months for customers who demonstrate a
 15 household income level below 200% (two hundred percent) of the federal poverty line.
- 16 (p) Unauthorized "Turn On." If service is discontinued for non-compliance of any Section
 17 of this Resolution and service is resumed without authorization, the meter shall be sealed
 18 by means determined by the water superintendent. A \$35 (thirty five dollars) charge will
 19 be assessed for restoring service. This charge to be in addition to all other charges and
 20 deposits.
- 21 (q) Damage Equipment. If water distribution equipment is found to have been damaged
 22 during unauthorized resumption of service, the water superintendent shall assess a
 23 charge for damage. This charge shall be no less than \$35 (thirty five dollars). This
 24 charge is to be in addition to all other charges and deposits and will include the cost of
 25 replacing any damaged equipment.

17 SECTION 3. NEW METERS

18 Charges for meters are to be added to the charges for service installation and are held as a
 19 separate charge for the convenience of subdividers and contractors where all pipe is installed
 20 by the owner. The water system shall collect the following charges for installation of a water
 21 meter and could be subject to annual increases:

21	<u>Meter Size</u>	<u>Charge</u>
22	3/4"	\$ 368.00
23	1"	\$ 407.00
24	1 1/2"	\$ 896.00
25	2"	\$1080.00

26 Larger sizes will be charged on a cost-plus basis. If a customer requests the water system to
 27 furnish meter boxes, they shall be charged on a cost-plus basis.

28 SECTION 4. MISCELLANEOUS AND INCIDENTAL SERVICE RATES

When water is required for temporary and incidental purposes, the following will apply:

- (1) Single-family residential construction, prior to a meter being set, \$15.00 (one-time charge). Fee is subject to Master Fee Schedule adopted by City Council.

- 1 (2) Multiple-family residential, prior to a meter being set, \$15.00 for the first unit plus
2 \$7.50 for each additional unit (one-time charge). Fee is subject to Master Fee
3 Schedule adopted by City Council.
4 (3) All other construction, prior to a meter being set, \$15.00 with any additional charge
5 negotiable between the water systems and the contractor). Fee is subject to Master
6 Fee Schedule adopted by City Council.
7 (4) When large quantities of water are required from a fire hydrant, a deposit of \$750.00
8 will be charged for a hydrant meter. Water usage will be billed based on current
9 rates. When the hydrant meter is returned in the same condition that it was delivered,
10 and all charges have been paid, the deposit for the hydrant meter will be returned.
11 (5) Truck water from fire hydrants; will be billed based on current rates. If a City
12 employee or City equipment is required to aid in the hook-up, an additional charge
13 will be made for time and/or materials plus 10% overhead.

14 **SECTION 5. APPEALS**

15 Water customers who feel they have been unfairly treated by administrative application of these
16 regulations may file successive appeals until the matter is resolved as follows:

- 17 1. City of Suisun City Finance Director/Administrative Services Director
- 18 2. City Manager for the City of Suisun City
- 19 3. Two-member committee composed of City Council members of the City of Suisun
20 City, whose decision shall be appealable only to the City Council.

21 **SECTION 6. ORIGINAL RESOLUTION IN FORCE AND EFFECT**

22 This resolution supplements and amends the original Resolution No. 87-2 only to the extent
23 necessary to bring the resolution into compliance with the provisions of Senate Bill 998, the
24 California Water Shutoff Protection Act, and except to the extent specifically amended by this
25 resolution or other resolutions, the original Resolution No. 87-2 shall remain in full force and
26 effect.

27 **SECTION 7. EFFECTIVE IMMEDIATELY**

28 This resolution shall become effective immediately upon its passage and adoption.

SECTION 8. SEVERABILITY AND VALIDITY

If any section, subsection, paragraph or sentence of this Resolution, or any party thereof, is for
any reason found to be unconstitutional, invalid or beyond the authority of the SSWA by a
court of competent jurisdiction, such decision shall not affect the validity or effectiveness of
the remaining portions of this Resolution.

1 PASSED AND ADOPTED THIS 10th DAY OF FEBRUARY, 2020, AT SUISUN CITY,
2 CALIFORNIA, THE FOLLOWING DIRECTORS VOTING THEREON:

3 AYES: Adams, Barrett, Day, Lum, Porter, Williams, Kluge, Wilson

4 NOES: Segala

5 ABSTAIN: None

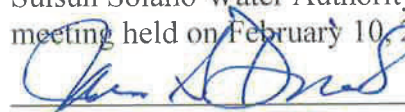
6 ABSENT: None

7
8
9 

10 Lori Wilson, President of the Board of Directors
11 of the Suisun Solano Water Authority

12
13 **ATTEST:**

14 I hereby certify that the foregoing
15 Resolution was duly made, seconded and
16 adopted by the Board of Directors of the
17 Suisun Solano Water Authority at their
18 meeting held on February 10, 2020

19 

20 James S. Daniels, Secretary to the Board of
21 Directors of the Suisun Solano Water Authority