

Attachment A

Policy to Avoid Disconnection Due to Non-Payment

Reduced or Deferred Payments: The District has partnered with United Way of the Desert to provide assistance to customers who need help paying their water bill. To apply; call United Way of the Desert at (760) 323-2731, ext. 23 to make an appointment. For general information on the program visit https://www.mswd.org/bill_assistance.aspx.

Alternative Payment Schedule: A customer who is in delinquency per Water Regulations and Service Ordinance and who meets the criteria in Section 12.07 of Ordinance 93-3, as amended, may request an Alternative Payment Schedule or request an extension of time to make payment to avoid termination of service for nonpayment. The District will consider all circumstances surrounding the request when approving or denying a request.

Approved amortization plans will be in writing and signed by Customers. Unpaid balances may be amortized over a period not to exceed 12 months from the original date of the bill. The amortized payments will be combined with, and subject to the due date of, the customer's regular bill. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. Failure to comply with the terms of an amortization plan will result in the issuance of a written discontinuation notice.

Disputed Bills: If the Customer appeals their bill and submits a request for account review, Domestic Water Service shall not be discontinued while the appeal is pending. The District will thereafter determine if Domestic Water Service shall be continued or terminated in accordance with applicable law.

Medical Provision: Service will not be terminated for nonpayment if the Customer enters into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment with respect to all delinquent charges and submits a certification from a primary care provider that the discontinuation of water service would be life threatening or pose a serious threat to the health and safety of a resident on the premises.

Service may be terminated regardless of an alternative payment schedule or amortization schedule if notice of disconnection is posted at the property at least five business days prior to the termination date and Customer fails to comply and is at least 60 days delinquent on the amortization agreement, alternative payment schedule or deferred or reduced payment plan.

Service may also be terminated if the Customer fails to pay current residential service charges for 60 days or more while participating in an amortization agreement, alternative payment schedule, or a deferral or a reduction in payment plan for delinquent charges.