



California SB-998

Discontinuation of Residential Water Service Urban and Community Water Systems

Presentation to Board of Supervisors
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County of Ventura Public Works Agency
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What is Senate Bill-998

- Mandate by the State of CA – Senate Bill pertaining to Water service
 - Applies to individual metered residential water service
 - Extension to pay water bill
 - Penalty fee waiver



What is SB-998

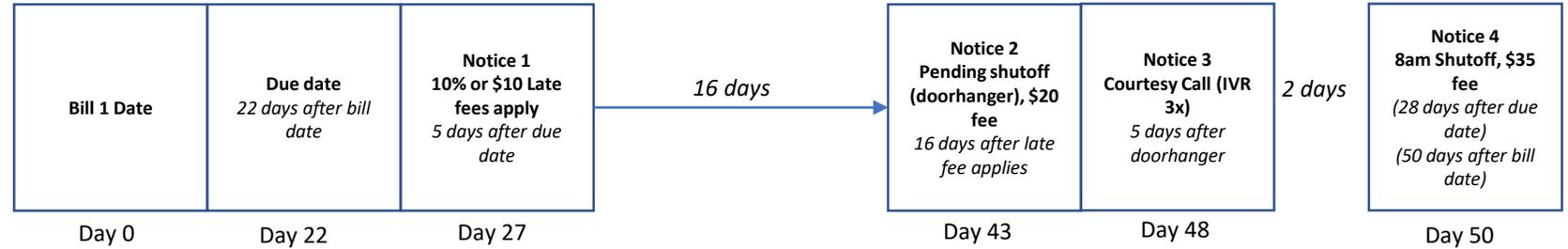
- 7 Days before shut-off
 - Call Customer
 - Written notice mailed to customer
 - Visit customer

- Disconnected customers
 - Provide written instructions for reconnecting service

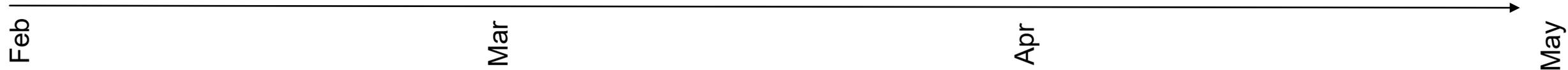
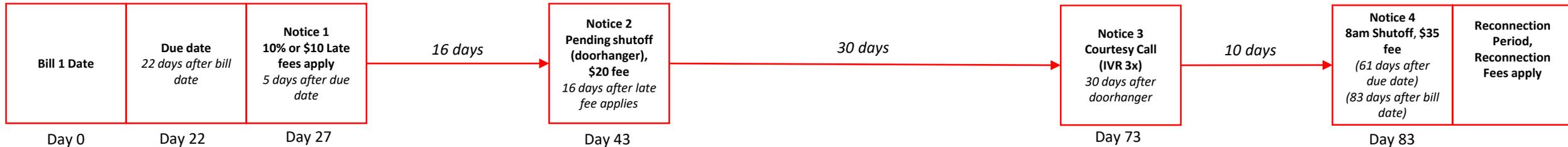
- Reconnect Fees
 - Business hours \$50
 - Non-business hours up to \$150
 - Interest waiver (once every 12 months)

Shutoff Implementation Timeline - February 1, 2020

Current State



Future State



Water may NOT be discontinued if ALL of the following conditions are met

- I. Customer/tenant of the customer submits certification from primary care provider that discontinuation of residential water service will be life threatening, or pose a serious threat to the health and safety of the resident(s)
- II. Customer demonstrates financial hardship and is unable to pay water bill within the normal billing cycle, if any member of the customer's household is a current recipient of:
 - CALWORKs
 - CalFresh
 - General assistance
 - Medi-Cal
 - Supplemental Security Income/State Supplementary Payment Program
 - California Supplemental Nutrition Program for Women, Infants, and Children, or
 - Customer declares their annual household income is less than 200% of the Federal Poverty Level (FPL)
- III. Customer is willing to enter into an amortization agreement, alternative payment plan, or plan for deferred or reduced payment within 12 months
 - Amortization of unpaid balance
 - Alternative payment schedule
 - Partial or full reduction of the unpaid balance financed without additional charges to other ratepayers



District Requirements

- Must have a written policy on discontinuation of residential water service for nonpayment

- Policy must:
 - offer an alternative payment plan
 - have a reporting requirement
 - be posted on website
 - be available to customer in writing upon request

- Reporting:
 - Annually report number of shut-offs for inability to pay

State Water Resources Control Board Enforcement

- IF the Districts do **NOT** develop a written policy, SWRCB has the authority to issue a citation or compliance order not to exceed \$1,000 per day
- At the request of the SWRCB, the Attorney General or his/her own motion, can bring an action in state court to restrain by temporary or permanent injunction if the Districts violate any provisions



Questions?