



Policy:	Policy To Avoid Discontinuation of Domestic Service for Nonpayment	
Approval Date: August 13, 2019	Revision Date: N/A	Approved by: Board of Directors

PROCEDURE

Purpose:

The purpose of this policy is to inform the public of Coachella Valley Water District’s (“CVWD”) programs and policies available to bring a delinquent account current and avoid discontinuation of service for nonpayment. **Customers may contact Customer Service at (760) 391-9600 to discuss this policy and options for averting discontinuation of residential service for nonpayment.**

Additional Authority:

Health & Safety Code § 116900, *et seq.*

Scope:

Customers facing termination of service for non-payment

Responsible Party:

Director of Service, Department of Service

POLICY

I. Programs and Policies to Avoid Disconnection Due to Non-Payment

1. 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 www.cvwd.org/H2OHelp.
2. Alternative Payment Schedule (Amortization Agreement): A customer who is in delinquency per Domestic Rules & Regulations 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.

3. 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.
4. 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.
 - a) Service may be terminated regardless of a medical provision exception 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.
 - b) 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.