

MAMMOTH COMMUNITY WATER DISTRICT

**DISCONTINUATION OF RESIDENTIAL WATER SERVICE FOR
NON-PAYMENT POLICY**

Adopted: January 23, 2020

This policy applies to any customer of Mammoth Community Water District that has been delinquent in payment for at least 60 days.

1. Water Shutoff for Nonpayment

Water service may be discontinued for delinquency that exceeds 60 days in the payment of any monthly bill.

2. Request for Bill Review and Appeal

If a customer believes there is an error on the water/wastewater bill, an appeal shall be requested and evidence provided of the purported error within 5 days of the receipt of the bill. While the appeal is being reviewed, water service will not be discontinued.

3. Written Notice

The customer and the occupant shall be provided written notice no less than 10 days before discontinuation of water service for nonpayment.

4. Serious Threat to Health and Safety and Inability to Pay

If a customer demonstrates that discontinuation of water service will be a serious threat to health and safety and that they cannot afford to pay the monthly bill on the regular schedule, water service will not be discontinued if the customer requests deferred payments or an alternative payment schedule. A request must be supported by both:

- A letter of certification from a primary care provider that discontinuation of water service will pose a serious threat to health and safety.
- Evidence that the household's annual income is less than 200% of the federal poverty level or evidence of receipt of public assistance such as Medi-Cal or SNAP.

5. Tenant Occupants

If a landlord is the account holder, tenant occupants may open an account with MCWD and assume responsibility for future water/wastewater service charges without needing to pay the current delinquent amount due.

6. Contact Information

To discuss options for avoiding water service termination, contact MCWD during regular business hours at 760-934-2596.