



NOTES:

- 1) **Notice #1** – Mail letter to the service & billing addresses (if different, the Notice to the service address shall be labeled “Occupant”) with: i) amount of delinquency; ii) date payment due to avoid shutoff; iii) process to request extension, payment arrangement or appeal bill; and iv) link to the Past Due Water Bill Policy translated into 6 different languages. Per CA SB998, this Notice shall be translated into 6 languages (English, Spanish, Chinese, Tagalog, Vietnamese, and `Korean).
- 2) **Notice #2** – Deliver notice a minimum of 10 days prior to disconnect, always on a Thursday, to service address & all tenants with the Past Due Water Bill Policy, which has info on landlord-tenant relationships. To avoid disconnection, customers must establish payment arrangement or pay the outstanding balance by close of business the day prior to the disconnection date.
- 3) **Notice #3** – Shut Off – Minimum of 60 days after bill due date but always on a Tuesday. Minimum of 10 business days after Notice #2, this includes a \$53 reconnection fee to be applied to the next bill.