



Policy Number:	6220
Policy Title:	Discontinuance and Restoration of Service

1. Owner’s Request for Discontinuance of Service
 - 1.1. An owner may have service discontinued by giving not less than two days advance notice to the District. Charges for water service will be required to be paid through the date of discontinuance.
 - 1.1.1. An owner may not discontinue service to an occupied dwelling if water charges are paid current and all policies of the District have been complied with.
 - 1.2. When such notice is not given, the owner will be required to pay for service until the District has knowledge that the owner/customer has vacated the premises or otherwise has discontinued water service.
2. Discontinuance of Service by District
 - 2.1. For nonpayment of bills
 - 2.1.1. Upon the rendering of a bill by the District, the account will be considered past due if not paid within 19 days from the date of mailing. The District will allow every customer at least 19 days from the date of mailing its bill for services, to make payment of the bill.
 - 2.1.2. The District will not discontinue service for nonpayment of a delinquent account unless the District first gives notice of the delinquency and impending discontinuance. This notice will be sent by mail to the customer to whom service is provided at least 10 days prior to the proposed discontinuance of service; but not earlier than 19 days from the date of mailing of the original District bill for service. The 10 day discontinuance of service notice will not commence until five days after the mailing of the notice.
 - 2.1.3. When a bill for water service has become past due and a discontinuance of service notice for nonpayment has been issued, service will be discontinued if the bill is not paid within the time required by such notice.
 - 2.1.4. The District will make a reasonable attempt to personally contact the customer to whom the service is provided either by telephone or in person, at least 48 hours prior to discontinuance.
 - 2.1.4.1. Where water service is provided to residential users in a multi-unit residential structure or mobile home park, where the owner or manager is listed by the District as the customer in billing, the District will make a good faith effort to

inform the users, when the account is in the arrears, that service will be discontinued.

2.1.4.1.1. A written notice will be posted on the door of each residential unit.

2.1.4.1.2. If it is not reasonable or practical to post the notice on the door of each residential unit, the District will post two copies of the notice in each accessible common area.

2.1.5. If upon receipt of a discontinuance notice, a customer is unable to pay, the customer must contact the District and make payment arrangements to avoid discontinuance of service. This action must be taken within the time required by such notice.

2.1.6. Service will not be discontinued by reason of delinquency in payment for service at any time during which the business offices of the District are not open to the public

2.2. For noncompliance of payment agreement

2.2.1. The District will not discontinue service for noncompliance of a payment agreement unless the District first makes a reasonable attempt to personally contact the customer to whom the service is provided either by telephone or in person, at least 48 hours prior to discontinuance.

2.3. For returned check

2.3.1. The District will not discontinue service for a returned check unless the District first makes a reasonable attempt to personally contact the customer to whom the service is provided either by telephone or in person, at least 48 hours prior to discontinuance.

2.4. For water waste

2.4.1. Where negligent or wasteful use of water exists on a customer's premise, the District may discontinue service if such practices are not remedied per Fair Oaks Water District Water Conservation Policy Number 6060.

2.5. For unsafe or hazardous condition

2.5.1. If an unsafe or hazardous condition is found to exist on the customer's premise, or if the use of water is found to be detrimental or damaging to the District or its customers, the service may be discontinued without notice.

2.5.2. The District will notify the customer immediately of the reasons for discontinuance and the corrective action to be taken by the customer before service can be restored.

2.6. For fraudulent use of service

2.6.1. When the District has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice.

- 2.6.2. When the District has discovered that a customer has tampered with the District meter, the service to that customer may be discontinued without notice.
 - 2.6.3. When the District has discovered that a customer has tampered with any property owned by or used by the District, or has denied access to District facilities, the service to that customer may be discontinued without notice.
 - 2.7. Where water service is provided for dedicated fire service (policy 6130), the District will notify the local fire suppression agency upon discontinuance of service.
3. Restoration of Service
 - 3.1. Reconnection
 - 3.1.1. Where the District has discontinued service for nonpayment of bills or noncompliance of a payment agreement, the District will not restore service until all delinquent rates, fees and charges are paid current.
 - 3.1.1.1. A deposit is required on the account before the service is restored (policy 6230).
 - 3.1.2. Where the District has discontinued service for fraudulent use of service, the District will not restore service until the customer has complied with all of the requirements of the District and the District has been reimbursed for the full amount of the service rendered and the actual cost to the District incurred by reason of the fraudulent use.
 - 3.1.3. In all cases of discontinuance of service, if the cause for discontinuance has been corrected, and all policies of the District have been complied with, the District will, without unreasonable delay, restore service to the customer.
 - 3.1.4. The District will endeavor to restore service during regular working hours on the day of the request, if conditions permit, otherwise service restoration will be made on the next regular working day. If conditions require notification for underground excavation, the District will begin the notification process on the next regular working day and service will be restored after the notification requirements have been fulfilled.
 - 3.2. Wrongful discontinuance
 - 3.2.1. A service that has been disconnected by the District in error will be reconnected without charge to the customer within 24 hours.