



Senate Bill 998, which went into effect this year, mandates certain changes to our water bills and process for residential customers. These changes are designed to make the process more accessible to everyone in the community by increasing transparency about the Discontinuation for Non-Payment process as well as our appeals and payment arrangement processes while providing opportunities for non-English speaking families to receive these policies in their primary language.

Most of the changes directly affect the Shut-Off notices, which are sent to customers who have not paid their bill approximately 45 days after it has been issued, but there will be some language changes to the Regular Water Bill and \$5 Notice as well.

Over the past years, we have worked to increase access to our bills by adding email billing, online payments, a 24/7 automated phone payment system, an online portal to view your bills, and email and text notification.

If you have any questions about the changes listed below or any of the programs we mention, please contact Utility Billing at 415-508-2154.

### Summary of Changes

#### **Regular Bill – Language Change Only**

We have always indicated that our bills are “Due Upon Receipt” and late fees are charged if payment is received after the Due Date, which is the 5<sup>th</sup> of the even month following the billing period.

We changed the language on the bill from **Due Date** to **Pay By Date** and added wording to clarify that we will assess fees and send notices if a payment in full is not received by the **Pay By Date**, which is still the 5<sup>th</sup> of the even month following the billing period.

#### **\$5 Notices:**

If we receive payment after the **Pay By** date on the original bill, we will mail a notice to the account holder and charge a \$5.00 late fee per our usual process. Payment of the balance to avoid further late fees and possible disconnection of water for non-payment must be received in office by the **Pay By** date on the \$5.00 Notice.

There will be additional language on this bill regarding payment arrangement and bill review requests and an insert notifying customers that they can request a copy of our Policy on Discontinuation of Residential Water Service for Non-Payment in English, Spanish, Tagalog, Korean, Vietnamese and Chinese.

### **10-Day Disconnection Notice for Non-Payment**

These notices have changed from a 72 Hour Notice to a 10-Day Notice. Per our normal process, we will send a copy in the mail and also hand-deliver to the residence in a conspicuous location.

There will be additional language included on this bill regarding payment arrangement and bill review requests. We will also enclose an English copy of our written Policy on Discontinuation of Residential Water Service for Non-Payment. There will be inserts notifying customers in all languages that they can request a copy of the Notice and/or Policy on Discontinuation in Spanish, Tagalog, Korean, Vietnamese and Chinese.