

City of Whittier
Water Service Discontinuation Policy
In compliance with Water Shutoff Protection Act (SB 998 Dodd)

Policy applies to:

- Detached single-family dwellings
- Multi-unit residential structures
- Mobile home parks
- Where property owner or manager is the customer of record

Policy does **not** apply to:

- Commercial accounts
- Industrial accounts
- Landscape accounts
- Fire Service accounts

Billing Process

- Water bills are mailed every other month to cover the previous two-month service period.
- Bills are mailed with a due date of 15 days from bill date.
- A Reminder Notice is mailed after 30 days from due date if no payment has been received
- A Final “Pink” Notice is mailed 50 days from due date if no payment has been received. The Final “Pink” Notice will include a copy of the Water Service Discontinuation Policy.
- If the Final “Pink” Notice is returned by the post office as undeliverable, a visit will be made to the service address to place a door hanger notifying the customer of the impending shutoff date and a copy of the Water Service Discontinuation Policy.
- Service is discontinued no earlier than 60 days after due date if no payment has been received unless a written appeal has been filed or a payment arrangement has been agreed to.

Approximately 55 days after 1st bill is mailed, the Final “Pink” notice is mailed which informs customer of the final day the bill must be paid to avoid water shutoff. The final day is at least 60 days after the original due date.

Where the customer is the landlord and not the actual occupant of the residence, the occupants will be notified at least 10 days in advance, by door hangers, that the water account is in arrears and the service will be terminated.

Appeal Process

Should the amount of any bill for service be questioned, the customer should promptly request an explanation from Customer Service at (562) 567-9530. If the explanation is not satisfactory or is not understood, the customer may dispute the bill in writing to the Public Works Director at Whittier City Hall, 13230 Penn Street, Whittier, CA 90602. Appeals must state the reasons why the charges are believed to be incorrect. The Public Works Director will analyze the facts of the case and is authorized to make such adjustments in the charges as may be necessary to effect an equitable settlement. Water service will not be shutoff while appeal is pending. Failure of a customer to pay any delinquent bill amount within 5 business days after a final decision to the appeal has been given to the customer by the Public Works Director will warrant discontinuance of service without further notice.

Payment Arrangement Process

Customers will be granted a payment arrangement if **all** of the following conditions are met:

1. Customer requests payment arrangement before the account is 60 days delinquent.

2. Customer submits certification from primary care health providers that discontinuation of water is life threatening or a serious threat.
3. Customer provides proof that they are financially unable to pay with the normal billing cycle. Proof includes participation in CalWorks, CalFresh, General Assistance, Medi-Cal, SSI or CARE (200% of poverty level).

The payment arrangement schedule will be put in writing. The customer will be asked to sign and will be provided a copy. Payment arrangements will require full and on time payment of future bills while the delinquent amount can be amortized over several billing cycles.

If Customer fails to comply with the agreed upon payment arrangement for 60 days or more or does not pay current charges for 60 days or more, water service will be discontinued after 5 business days notice.

Call customer service at (562) 567-9530 to request a payment arrangement.

Restoration of Service

The delinquent balance and turn-on fee of \$30 must be paid in full to restore service during regular business hours.

This information can also be found on the City Website:

<https://www.cityofwhittier.org/government/public-works/water>