



**COACHELLA**  
**WATER AUTHORITY &  
SANITARY DISTRICT**  
*SERVICE. VALUE. QUALITY.*

# **CITY OF COACHELLA – COACHELLA WATER AUTHORITY**

## **DISCONTINUATION OF RESIDENTIAL WATER SERVICE UPDATE**

**JUNE 28, 2023**

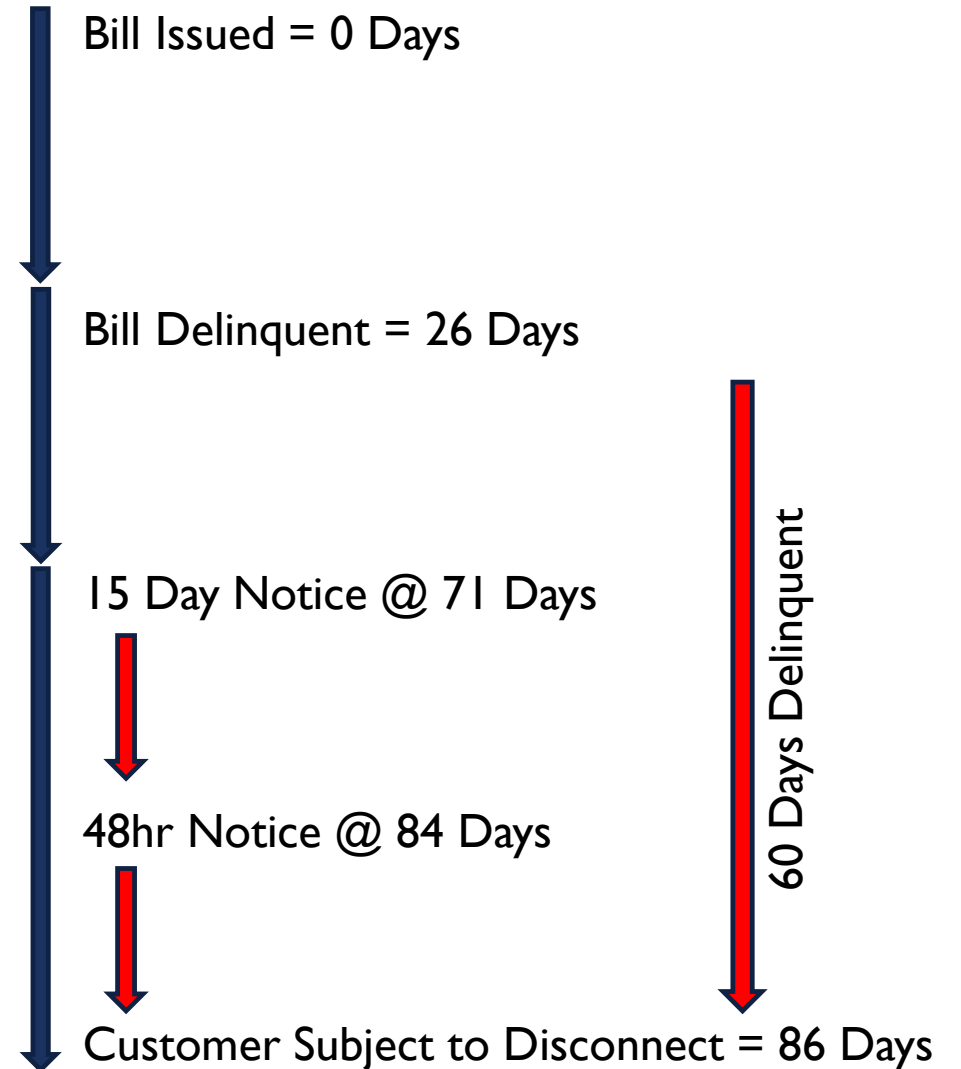
# Background

- Prior to 2020 per our policy if a water bill was not paid within the due date (25 days from the day the bill is produced) the account was deemed delinquent and eligible for disconnection.
- In the fall of 2018, the Legislature adopted Senate Bill 998, the Water Shutoff Protection Act, increasing protections for residents facing termination of water service due to non-payment.
- All Urban and Community Water Systems had to implement these protections by 2020 before terminating service.
- The City adopted its Policy on Discontinuation of Residential Water Service in 2020, however, Governor Newsom issued Executive Order N-42-20 on April 2, 2020 due to the COVID-19 emergency, which temporarily prohibited the discontinuation of residential service for non-payment of a water bill
- The COVID-19 emergency moratorium on residential water shutoffs expired in January 2022. The provisions of the Water Shutoff Protection Act remain in effect.



# Policy

- **Billing Procedures.** All bills for water service are due and payable (25) days after mailing by the City. Any bills not paid within such period are considered delinquent.
- **Discontinuation of Water Service for Nonpayment.** If a bill is delinquent for at least sixty (60) days, the City may discontinue water service to the service address.
- **Written Notice to Customer.** The City will provide a mailed notice to the customer of record at least fifteen (15) days before discontinuation of water service.
- **Posting of Notice at Service Address.** If the City is unable to make contact with the customer or an adult person living at the service address in person or by telephone, the City will make a good faith effort to leave a notice of imminent discontinuation of residential service and a copy of this Policy in a conspicuous place at the service address. The notice and copy of this Policy will be left at the residence at least forty-eight (48) hours before discontinuation of service.



# Proposed Next Steps

- Implement the Discontinuation of Water Service for Nonpayment on **July 17, 2023**.
  - *15 day notice is sent on June 29, 2023 (tomorrow)*
- On July 17, 2023 there will be approximately **570 accounts eligible for disconnection**. A total due balance of approximately \$194,389.00
- Utilities staff can only absorb approximately **150 accounts per week**
- Staff will focus on the 150 accounts with the highest balances for disconnection on July 17, 2023, these accounts represent approximately \$147,857.00 or **76%** of the total balance.
  - *48 hour notice is placed on doors July 14, 2023*
- Staff will repeat the process on July 24, 2023 and every week after that until we implement the policy on all eligible accounts. This may take approximately one month.