

66249 Ave Barona Timeline.

April 2020 – COVID and shutoff moratorium

March 2021 – \$535.03 late fees removed

March 2021 – \$542.00 last payment made on the account

March 2021 – payment plan created for the account \$590.00

December 31 2021 – shut off moratorium ends

January – April customer outreach to setup payment plan before being shut off

January 2022 – \$723.11 Arrearage funds paid by the State

January 2022 – Tenant reached out asking about the charges and think there is something wrong with the meter, was informed of continuous flow and possible leak.

April 5, 2022 – Tenant reached out to the District to setup payment plan

April 5, 2022 – Tenant made first payment of \$100 towards account balance

April 25, 2022 – United Way made second payment of \$100 towards account

June 2, 2022 – Owner reaches out to inquire on the account because he had began eviction process

June 2, 2022 - \$200 payment was made on the account

June 2, 2022 – Late fees removed \$2,340.98

June 2, 2022 – Tenant was informed about LIHEAP to help with account balance, never received application.

SB998 requires that we provide customers 60 days before we shut water off after nonpayment, that would be 8/11 bill, left door hanger and on 9/7 water was shut off.

9/13/22 – new tenant came in to apply for water service.

September 19, 2022 – owner reached out about canceling the balance on the account and was told we could only remove the final late fees on the account of \$217.02.

We removed \$3,093.03 in late fees since the moratorium began, we also included the account with the request for arrearage funding we received from the State and applied \$723.11 in State payments.

Finally, we reached out 8/26/20 and 3/23/21 to inform them that there was continuous water flowing through the meter and potential for a leak.

Contacted new tenant on 3/27/23, 3/29/23 and 3/30/23 about continuous water flow through meter.