



# NORTH GUALALA WATER COMPANY

## UNDERSTANDING OUR BILLING AND PAYMENT SCHEDULES

North Gualala Water Company strives to keep our rate payers informed and aware of all changes to their water accounts. These include billing procedures and penalties. To comply with SB 998, NGWC filed AL#122 to update Rules No. 1,5,8,10 & 11 with the CPUC which makes several changes to our billing process. These changes are effective the next billing period in February of 2020. Below are some information we have summarized for your reference (including current and updated Rules) :

- **Meter Read Schedule**

- Each billing period contains no less than 27 days or more than 33 days. Schedule for meter reading may not be the same schedule each month due to weekends, holidays and at some cases, weather conditions.
- Bills are sent out at least 2 days after the meters are read.

- **Bill Due Date**

- Bill is due 19 days from "MAIL DATE" which is indicated on your bill. "MAIL DATE" is the actual date the bills are taken to the US Post Office for mailing. The due date varies each month and is never a constant day or date.

- **Late Billing and Late Penalty**

- Late Billing is processed, at the very least, 20 days from "MAIL DATE", if the day doesn't fall on a weekend, including Fridays (when the office is closed).
- Late Penalty of \$5.00 is applied to all unpaid bills, including those on payment plans.
- Late Reminder Notices are sent out to all customers with unpaid bills. A Disconnect Schedule is included on this reminder.

- **Disconnect Schedule**

- In accordance to the new SB 998, the schedule for discontinuance of service or "Disconnect" for non-payment of bill should be at least **79 days** from "MAIL DATE" (depending on the day it falls). No disconnect will be scheduled to take place on weekends, holidays, or at any time during which the business office is not open to the public to make payments. There will not be a disconnect scheduled on Fridays or any day prior to a holiday.

- **Disconnect Notices**

- At least 10 days prior to Disconnect, Disconnect Notices are sent out to customers with unpaid bills with "MAIL DATE" of 79 days or over, "DELINQUENT ACCOUNTS".
- An automated call is activated concurrent to mailing the Disconnect Notices.
- 48-hr or 24-hr prior to Disconnect, an automated call is again activated

- **Discontinuance and Restoration of Service**

- "Delinquent Accounts" will be disconnected unless prior payment arrangement is made and approved by NGWC Office Manager.
- RECONNECT FEE of \$50.00 for reconnection of service during regular working hours or \$150.00 for non-regular working hours. Reconnect Fee applies to:
  - ALL Delinquent Accounts (regardless of any payment arrangements agreed upon)
  - ALL Delinquent Accounts who attempt to pay the overdue bill on the date the disconnection is to be performed, in order to avoid the reconnection fee, even if the service has not yet been physically disconnected.
  - ALL Delinquent Accounts who attempt to avoid disconnection by requesting for an extension to pay as long as NGWC approved it.
- Delinquent Accounts with existing deposits on their accounts will have their deposits applied to their overdue bills, including the Reconnect Fee. The service to such accounts will not be discontinued if the customer deposit is sufficient to cover the delinquent bill and Reconnect Fee. The deposit is billed back to customer accounts on the following billing cycle to get their deposits in good standing again.

- **Disputed Bills**

- Any customer can file their appeals to CPUC (complete contact information at the back of every bills and notices) if the customer and NGWC fail to agree on a bill for service and customer refuse to pay the bill. IN ORDER TO AVOID DISCONTINUANCE OF SERVICE, in lieu of paying the disputed bill, the customer may deposit with CPUC the amount that is due. Customer must inform NGWC and provide proof of payment to CPUC prior to Disconnect date to avoid service Disconnect and paying Reconnect fee.

**PLEASE CALL OUR OFFICE FOR MORE INFORMATION**