



NORTH GUALALA WATER COMPANY

SHUT OFF POLICY FOR FINANCIAL HARDSHIPS

July 27, 2020

In accordance with the SB998 Water Shutoff Protection Act at Section 116906(a) the written policy on discontinuation of residential service for nonpayment for NGWC is as follows:

1. With regard to deferring payments to NGWC, we take each individual request into consideration based on the issues of a residential water customer's financial hardship. Please contact the office at (707) 884.3579 and speak with the Office Manager.
2. Alternative payment schedules may be established for customer with **proven** situations causing financial hardship. Please contact the office at (707) 884.3579 and speak with the Office Manager.
3. To contest or appeal a bill to explain the nature of the financial hardship:
Call: (707) 884.3579
email: office@ngwco.com
mail: NGWC
PO Box 1000, Gualala, CA 95445

If still unresolved, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-(800) 649-7570
(8:30AM to 4:30PM, Monday through Friday)

Mail: California Public Utilities Commission
Consumer Affairs Branch
505 Van Ness Avenue, 3rd Floor
San Francisco, CA 94102

4. To discuss options for averting a discontinuation of residential service for nonpayment, call (707) 884.3579