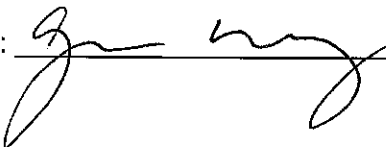


## POLICY ON DISCONTINUATION OF RESIDENTIAL WATER SERVICE

1. **Application of Policy.** This Policy on Discontinuation of Residential Water Service ("Policy") applies to discontinuation of residential water service pursuant to Health & Safety Code Sections 116900 through 116922 ("SB 998").
2. **Contact Information.** For questions or assistance regarding your water bill, the City's Customer Service staff can be reached at 949-644-3141, or [revenuehelp@newportbeachca.gov](mailto:revenuehelp@newportbeachca.gov). Customers may also visit the City's Customer Service desk in person Monday through Thursday, from 7:30 a.m. to 5:30 p.m., Fridays from 7:30 a.m. to 4:30 p.m., except on City holidays.
3. **Discontinuation of Water Service for Nonpayment.** If a bill is delinquent for at least sixty (60) calendar days, the City may discontinue water service to the service address. The City will not discontinue water service due to nonpayment on a Saturday, Sunday, legal holiday, or at any time during which the City's office is not open to the public.
4. **Procedures to Contest or Appeal a Bill.**
  - 4.1 Time to Initiate Complaint or Request an Investigation. A customer may initiate a complaint or request an investigation regarding the amount of a bill up to the calendar day prior to the scheduled date of service discontinuation, as stated in the delinquent notice, by contacting the City's Revenue Division at 949-644-3141, during regular working hours. The City may, in its discretion, review untimely complaints or requests for investigation; however, such complaints or requests are not subject to appeal.
  - 4.2 Appeal to Finance Director. Any customer whose timely complaint or request for an investigation pursuant to this Section 4 has resulted in an adverse determination may appeal the determination to the Finance Director, or his or her designee by submitting a Water Service Bill Appeal form to the Revenue Division, within seven (7) calendar days of the Revenue Division's decision regarding the complaint or request for an investigation. The Water Service Bill Appeal form shall be available on the City's website and at the Revenue Division during regular working hours.
5. **Alternative Payment Arrangements.**
  - 5.1 Time to Request an Extension or Other Alternative Payment Arrangement. If a customer is unable to pay a bill during the normal payment period and qualifies for an alternative payment arrangement pursuant to NBMC Sections 14.12.090(C)(3) or 14.12.090(C)(4), the customer may request an extension or other alternative payment arrangement described in this Section 5. If the customer desires to petition for bill review and appeal, customer shall follow the procedures found in Section 4 of this Policy.
  - 5.2 Review by City. The City shall review customer's request. Such review shall include consideration of whether the customer shall be permitted to:
    - (a) Defer payment on the bill for thirty (30) days; or
    - (b) Participate in an alternative payment schedule where the unpaid balance of the delinquent account is paid back monthly, over a period not to exceed twelve (12) months.

Approved by the City Manager:  Date: 1/29/2020