

Regulation No. 6 Disconnection and Restoration of Service

Adopted: July 19, 2004

Amended: January 27, 2020, March 20, 2023; June 16, 2025

A. Disconnection by the District

The District reserves the right to disconnect any connection to the District Water System and to discontinue water service for any of the following reasons:

1. A Customer fails to comply with any of the District's regulations.
2. The District is furnishing service without a proper application on file.
3. There is evidence of unlawful tampering or interference with the District Water System.
4. The District or a state or county public health officer finds that there exists a condition hazardous to the health and safety of any Customer of the District.
5. A Customer fails, after notice from the District, to remove an obstruction that prevents reading of his/her Meter or observation or repair of any connection at the Point of Responsibility, per Regulation No. 2, Section D.
6. Failing to install, maintain, or upgrade an authorized Backflow Prevention Assembly per Regulation No. 14.
7. Committing unlawful acts as defined in Regulation No. 13.
8. For failure to conserve water as provided under Regulation No. 15.
9. Failure to provide access to property for operation and maintenance of District facilities upon request.
10. Failure to repair a leak on a Customer's System after being notified by the District.

B. Nonpayment of Bills

The requirements to terminate or restore water service for residential customers for nonpayment of bills are provided in the District's Disconnection of Residential Water Service Policy (PL – CS 001). The District reserves the right to terminate a Customer's water service for non-payment of any bill rendered by the District upon the following conditions:

1. A District bill for water service becomes delinquent because it is not paid in full by the time the District processes the next month's water bills, which in no case will be any earlier than nineteen (19) days after the bill was mailed or otherwise presented to the Customer, and the Customer is otherwise not excused from the delinquency as provided in Section K, Regulation No. 5 and this Section.
2. When an account is two billings delinquent, the District mails to the Customer at his or her last-known address a 15-day notice of impending service termination at least nineteen (19) days after the delinquent bill was mailed, and at least fifteen (15) days before water service is to be terminated. The 15-day notice will be included in the third bill statement.
3. The District gives final notice of a delinquent water bill and pending termination at least forty-eight (48) hours before water service is to be terminated. The 48-hour termination notice will be delivered to the Parcel where the service is provided and left at the front of or the principal entrance to any structure located thereon. At the District's discretion, this notice may be delivered by priority mail, certified mail/return receipt requested or overnight delivery service. By delivery in this manner the notice may be left where the Customer's typically receives mail delivery. The 48-hour period will commence upon delivery of the notice.
4. During the notice periods described above in subsections (2) and (3), the Customer fails to make full payment of the delinquent charges and any late fees, penalties or other charges accrued thereon, or to make satisfactory arrangements with the District for payment of those amounts.
5. Government Code section 60372 provides general procedures for terminating utility service by public agencies. Subdivision (b) states exceptions to the general rule provided in subdivision (a) that a public agency may terminate utility service for non-payment upon proper notice of the delinquency and impending termination. The exceptions in subdivision (b) are limited to: (1) the time during which a public agency is investigating a Customer dispute or complaint; (2) any extension period a public agency has given a Customer for paying a past due bill; or (3) a licensed doctor's certification that the Customer's life will be threatened if the utility service is terminated, and the Customer is unable to timely pay the bill and is willing to enter into an amortization agreement not exceeding 12 months to repay the delinquent balance.

C. Charge for Service Restoration After a Termination

The District will levy a termination charge in accordance with Regulation No. 3, Section B.2, which will be added to a bill for any service that has been terminated due to delinquency. The District will impose this charge in addition to the dispatch charge in accordance with Regulation No. 3, Section B.2 if the District must deliver a 48-hour delinquency notice. A Customer must pay current all charges and fees before water service will be restored, except as provided in subsection B.5 hereof.

Upon service termination, if the District has installed a locking device and such a device is damaged or stolen, then a charge sufficient to cover the District's cost for replacing said device will be added to the Customer's water bill and must be paid before service is restored in accordance with Regulation No. 3, Section Y.

D. Termination of Service by Customer

The District will terminate water service on any business day during regular business hours (not a Saturday, Sunday, or Holiday) requested by a Customer, provided that the request is received by the District at least two (2) business days prior to the requested date of termination. The Customer must advise the District if the Premises is occupied. If the Premises is occupied, a 10-day notice of termination will be delivered to the Premises and left at the front of or to the principal entrance or any structure located thereon. Prior to termination, a 48-hour notice to terminate will be delivered to the Premises and left at the front of or the principal entrance to the residence or other structure located on the Premises. If the Premises is unoccupied, a 48-hour notice to terminate will be delivered to the Premises and left at the front of or the principal entrance to any structure located thereon. After the 48-hour period water service will be terminated. The Customer will be responsible for all service furnished by the District prior to the termination of his, her or its service.

E. Billing on Disconnected Services

The District reserves the right to disconnect any connection to the District Water System for the reasons provided above. The District will continue to bill the water service base charge and any other miscellaneous fees or charges related to the account, excluding any volumetric charge, while the service is disconnected except for a disconnection related to Section A, item 4.

F. Collection of Delinquent Charges

The District may choose to collect any delinquent charges by any legally-permitted means within its authority. Refer to Regulation No. 5, Section L.

G. Restoration of Service

For service that the District has disconnected or terminated, a Customer desiring to restore such service shall pay current all delinquent rates, fees, and charges, and if the District so determines, pay a security deposit in accordance with section F of Regulation No. 3. In addition, as condition for restoring service, the District may require the Customer to upgrade the existing water service. The extent of upgrade shall be at the District's discretion, and shall conform to District Specifications and Standard Detail No. 14 for Single Family Residence and Nos. 15-20 for Metered Services. A Backflow Prevention Assembly will be required with each Meter that serves any non-residential use, including for irrigation. Installation of such devices shall comply with Sacramento County Standard Drawing #8-8A, Drawing #8-8B and Drawing #8-8C for Backflow installation only.