

# SB 998

## Water Shutoff Protection Act

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*Water, wastewater, recycled water*

# What is SB 998?



## The Water Shutoff Protection Act



Codified as California Health and Safety Code Division 104,  
Part 12, Chapter 6



**Purpose:** Provide significant protections for residential water customers with delinquent bills before disconnection of water service due to non-payment of charges



### Requirements:

1. Adoption and posting of policy
2. New or expanded directives
3. Must be implemented immediately

# Approval, Adoption and Posting of Written District Policy

	Current DSRSD Procedure	SB 998 Requirements
District Policy	Internal Only	Publish on District website
	English	Multiple languages, including all languages spoken by 10% or more of our service area
	Procedures include: <ul style="list-style-type: none"> <li>- Plan for deferred or reduced payments</li> <li>- Alternative payment schedules/payment arrangements</li> <li>- Formal and known mechanism for customer appeal or contest of a billing statement</li> </ul>	Policy must include: <ul style="list-style-type: none"> <li>- Plan for deferred or reduced payments</li> <li>- Alternative payment schedules/payment arrangements</li> <li>- Formal and known mechanism for customer appeal or contest of a billing statement</li> </ul>

# Current vs. New Procedural Directive

	Current DSRSD Procedure	SB 998 Requirements
Discontinuation of Utility Service	After 47 days past due	After 60 days past due
Late Payment Notice	Sent via third-party mailer to customer mailing address on file	Sent via third-party mailer to customer mailing address on file
	Provides customers 17 days to pay before discontinuation of utility service	Provides customers 30 days to pay before discontinuation of utility service

## Current vs. New Procedural Directive, continued

	<b>Current DSRSD Procedure</b>	<b>SB 998 Requirements</b>
<b>Final Shut Off Notice</b>	<b>Includes:</b> <ul style="list-style-type: none"><li>- Customer's name</li><li>- Amount of delinquency</li><li>- Payment due date</li><li>- Payment options</li></ul>	<b>Includes:</b> <ul style="list-style-type: none"><li>- Customer's name</li><li>- Amount of delinquency</li><li>- Payment due date</li><li>- Payment options</li></ul>
	Hang tag at service address with requirement that payment be made within 7 days of the notice date	Hang tag at service address with requirement that payment be made within 7 days of the notice date

# Special Financial or Medical Circumstances

	<b>Current DSRSD Procedure</b>	<b>SB 998 Requirements</b>
Payment Arrangements	Payment extension to next billing cycle only	Payment extension to next billing cycle and beyond

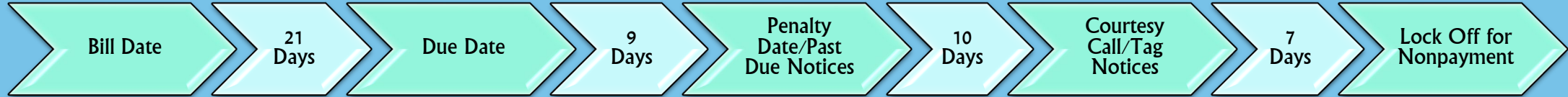
## SB 998 Requirements

Utility Service cannot be discontinued at 60 days of delinquency when customers meet specific medical and low-income requirements.

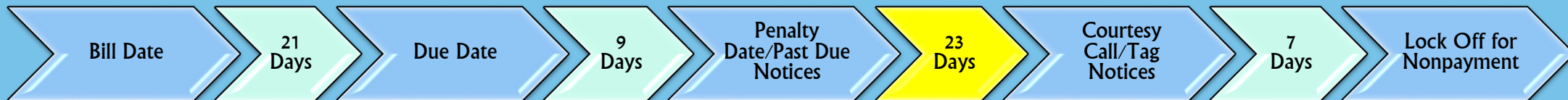
## Other Provisions

	<b>Current DSRSD Procedure</b>	<b>SB 998 Requirements</b>
Appeal of Utility Bills	<ul style="list-style-type: none"> <li>- To UB/CS Supervisor</li> <li>- Offer payment arrangements</li> </ul>	<ul style="list-style-type: none"> <li>- To UB/CS Supervisor</li> <li>- Offer extended payment arrangements</li> </ul>
Interest Charge on Accounts	None	None
Service Reconnection Charges	<ul style="list-style-type: none"> <li>- \$122 Standard Fee (during business hours)</li> <li>- \$383 After-hours Fee</li> </ul>	Capped at: <ul style="list-style-type: none"> <li>- \$50 Standard Fee</li> <li>- \$150 After-hours Fee</li> </ul>
Reporting Requirements	None	Report the number of service discontinuations due to nonpayment annually to the State Water Resources Control Board, DSRSD Board of Directors, and on DSRSD's website

## Current DSRSD Delinquency Timeline of Events



## Proposed DSRSD Delinquency Timeline of Events





# Timeline of Adoption



September 7, 2021 - First Reading



September 21, 2021 - Second Reading and  
Adoption of Ordinance & Policy



September 30, 2021 – Post Policy on Website &  
Projected Lift Date of Statewide Water  
Disconnection Moratorium

# Questions & Discussion

