



## EMWD's Delinquency Policy

Per EMWD's Administrative Code, Article 7, Section 5.702: TERMINATION OF SERVICE, part (b):

- (b) Residential service may be terminated for nonpayment of a delinquent account only if notice of the delinquency and the impending termination is mailed to the Customer at least 26 days after the initial bill is rendered. Customers who fail to pay their bill on time will be assessed a late fee, which shall be set by the Board of Directors and incorporated in the Consolidated Schedule of Rates, Fees and Charges, as updated from time to time. If the customer fails to pay that bill, a Notice of Intent to Disconnect Service shall be mailed and the Customer shall be notified to pay their bill within ten days to avoid shutoff of their service. The termination notice shall also be sent at least 10 days prior to the termination date to the actual users when service is to a multi-unit residential structure or mobile home park and the owner or manager is the Customer of record.
- (c) Residential service shall not be terminated for nonpayment:
  - (1) Until a payment by a Customer has been delinquent for at least 60 days.
  - (2) During the pendency of an investigation by the General Manager of a customer dispute or complaint.
  - (3) When the Customer has been granted an extension.
  - (4) If all the following conditions are met:
    - 1. The Customer or tenant of the Customer submits the certification of a primary care provider that discontinuation of residential service will be life threatening or pose a serious threat to the health and safety of a resident of the premises where residential service is provided; and
    - 2. The Customer demonstrates that they are financially unable to pay for residential service, demonstrated by:
      - 1. Any member of the household being a current recipient of CalWORKS, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, or Children; or
      - 2. The Customer declares that the household's annual income is less than 200 percent of the federal poverty level; and
      - 3. The Customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, with respect to all delinquent charges over a period not to exceed 12 months.

## Additional Payment Assistance Options

- Level Pay Plan – Pay your bill in equal monthly payments.
  - EMWD’s Level Payment Program (LPP) provides customers the peace of mind of fixed monthly payments.
  - EMWD uses the total of the customer’s anticipated bills for the next year and apportions payments equally over eleven (11) monthly payments, providing one set amount to be paid each month; regardless of the actual charges incurred during that month.
  - The twelfth month of the LPP cycle is a settlement month. No LPP payment is due during the twelfth month. At that time, the difference between the LPP amounts paid and the actual bill amounts is resolved by applying a credit to the customer’s account or billing the customer the amount of the difference for the year. The LPP cycle then starts again in the following month.
  - To qualify for the LPP, customer must meet the following criteria.
    - Customer is billed for water and/or sewer service(s) directly by EMWD.
    - Customer does not have an outstanding balance due on his/her account when the first bill is issued.
    - Customer has a record of at least six (6) months of water usage within the past year.
  - Enroll in the Level Payment Program by contacting EMWD’s Customer Service department at 1-800-426-3693.  
Note: You will need your most recent water bill or account number to enroll.
- Payment Extensions – Need more time to pay?
  - Find out how you can extend your payment due date to avoid having your water shut off.
  - If you need more time to pay your water bill, don’t wait to let EMWD know. Failure to pay your water bill on time can result in your water being shut off, which can lead to reconnection fees and deposits.
  - Schedule a payment arrangement using EMWD’s online account management system at [www.emwd.org/MyAccount](http://www.emwd.org/MyAccount). Log in or register, then go to View and Pay My Bill and choose Payment Extension.  
Note: You will need your most recent water bill to register. Only accounts in good standing will be provided the option to request a payment extension.

## How to Appeal a Bill

Should a customer question their bill, they must:

1. Request an explanation and/or re-reading of their meter by calling 800-426-3693 WITHIN 10 DAYS OF THE BILLING DATE; or
2. Complete EMWD’s online appeal form at [www.emwd.org/webform/appeal-your-bill](http://www.emwd.org/webform/appeal-your-bill)

## EMWD's Delinquency Timeline

### Delinquency Process

The process described below outlines how EMWD handles delinquent accounts.

- Day 1** Monthly bill mailed
- Day 21** Bill due
- Day 26** First Past Due Notice mailed; \$25 late fee assessed
- Day 30 Next monthly billing statement mailed
- Day 35** Second Past Due Notice mailed
- Day 45** First Automated Call – Payment Overdue Reminder
- Day 55** Third Past Due Notice mailed
- Day 60 Next monthly billing statement mailed  
Lien may be placed against owner property for outstanding balance
- Day 65** Second Automated Call – Payment Overdue Reminder
- Day 65 FOR MULTI-FAMILY TENANTS ONLY: Final Past Due Notice mailed
- Day 72** Final Past Due Notice mailed
- Day 77** Door hanger notice left at property
- Day 83** Water service is shut off due to non-payment
- Day 88** Account closed for non-payment; deposit applied to balance (if applicable); outstanding balance reported to collections