



## CITY OF STOCKTON

### **DISCONNECTION OF RESIDENTIAL WATER SERVICE FOR NON-PAYMENT POLICY**

For the purposes of this policy, the following definitions apply:

- City: City of Stockton
- Business Hours: Monday – Thursday and every other Friday, 9:00 am – 5:00 pm, 2<sup>nd</sup> Open Friday, 9:00 am – 12 Noon
- Contact #: (209) 937-8295
- Website: [www.stocktonca.gov/LateUtilityBill](http://www.stocktonca.gov/LateUtilityBill)
- Delinquent: Failure by customer to pay payment for a valid bill or charge by the due date.
- Disconnection: A deliberate interruption or limitation of a customer's water service by the City.
- Notice: A written notification mailed or delivered to any customer with a delinquent balance.

It is the policy of the City of Stockton to collect all monies due to the City as prescribed in the Stockton Municipal Code.

#### **13.04.050 Disconnection.**

When accounts are delinquent, the City may disconnect service until such time as all charges and penalties, including the cost of disconnection and reconnection, have been paid. No service address shall receive water service until such time as all delinquent charges have been paid. (Prior code § 9-702)

It is also the policy of the City, to offer assistance to its water service customers in order to avoid interrupted service, penalty fees, and collection charges.

#### **BACKGROUND:**

When a water service account becomes delinquent for 60 days or more, due to non-payment, and the billing customer has been contacted by telephone and/or written notice; water services to the residential service address may be disconnected (shut off).

Customers may contact a City of Stockton Utility Customer Service Representative either by phone at 209-937-8295, or in person at the Utility Billing office **before** the disconnection, and request information on how to appeal a water service bill.

Possible options to avoid disconnection include:

- paying a minimum amount,
- an extension of time to pay minimum or full balance, or
- entering into a long-term payment agreement.

**OPTIONS:**

**Paying only a minimum amount:**

When an account is 60 days delinquent, the balance includes a minimum of two months of service. Customers can avoid disconnection by paying the oldest charges on the account or equivalent to one month of service.

**Extension of time to pay minimum or full balance:**

Water service customers qualify for a “one day” hold to pay the minimum or full balance, once every 3 months.

**Entering into a payment agreement:**

Customers can qualify for a payment agreement by paying a percentage down and agreeing to pay a fixed monthly amount, in addition to the current bill, based on the balance owed at the time of the request. The length of a long-term payment plan can vary from 6 to 18 months. The long-term payment agreement is designed to help the customer pay off the delinquent balance while remaining current by the end of the payment agreement term.

**Appealing a bill:**

A customer can contest the accuracy of their water bill if the policies, procedures, or rules and regulations of the City of Stockton have not been followed correctly and can submit an appeal in writing to the Utility Billing office.

**Per the billing notice:**

A disputed bill must be reported to the City of Stockton Utility Billing Office within five (5) days of receiving the bill. When contacting the Utility Billing Office, please be prepared to provide your name, address, phone number, account number and a brief explanation of your dispute. All undisputed charges will need to continue to be paid while the dispute is being processed. If the dispute is denied, all unpaid charges are due immediately.

This policy will be available in Spanish, Tagalog, Chinese, Vietnamese and Korean on the City of Stockton’s website: [www.stocktonca.gov/LateUtilityBill](http://www.stocktonca.gov/LateUtilityBill).

