

## Allegheny County Water District (ACWD) Policies & Procedures

### **Policy # 400 Customer Service:**

It is the policy of ACWD to treat all customers equally and to protect customer confidentiality.

### **Customer Service Procedures:**

**Procedure 400.1 Shut-off notices:** Per Ordinance #3 article 9 section 904 and as amended: On or near the 15<sup>th</sup> day of each month a 10-day notice shall be mailed to all accounts 30 days or more overdue. (attachment A) **Past due balances of \$10.00 or less shall be ignored for the purpose of shut-off notices. If the customer is a tenant, all shut-off notices must be mailed to both the owner of the property and the tenant.**

If payment for a 10-day notice is not received by the tenth day (excluding weekends and holidays) then a 48-hour shut-off notice shall be posted at the premises. (attachment B) Staff shall consider all circumstances before shutting off service and shall comply with Gov. code sections 60370 through 60374. State law provides that water shall not be shut-off if the responsible party is ill and is residing at the premises.

District staff shall utilize the attached check-off list for all water shut-offs and reconnections. (attachment C)

**Procedure 400.2 Payment Plans:** Any customer wishing to do so, may set up a payment plan in order to avoid a discontinuance of service. The customer shall contact the district bookkeeper or designee to set-up a payment plan. The general guidelines for payment plans are: The maximum number of monthly installments is six. The first payment will be due within 30 days of establishing the plan. A payment plan summary shall be mailed to the customer in order to avoid misunderstandings. All subsequent water bills must be kept current during the duration of the payment plan. If the current bill is not paid on-time a shut-off notice will be sent per procedure 4.1 and the payment plan shall be voided.

**Procedure 400.3 Bounced Checks:** In the event that a check used to pay a water bill is returned due to non-sufficient funds a \$25 fee shall be billed to the customer due upon receipt. The related water bill payment shall be voided and as applicable per Ordinance #33 late fees of 10% shall be added to all balances not paid on or before the first day of the month following the original due date.

**Procedure 400.4 Water Leak Adjustment:** Customers who experience a water leak may apply for a Water Leak Adjustment Credit by completing a Water Leak Adjustment Request Form (attachment D) Customers must provide an explanation of the leak and have the Water Treatment Operator or designee verify and sign-off that the leak has been repaired or mitigated by shutting off the water. Each water service shall be eligible for not more than one Water Leak Adjustment Credit in any twelve-month period. The completed Water Leak Adjustment Credit Form must be submitted to the district bookkeeper or designee. The Water Leak Adjustment Credit shall equal 50% of the overage charges for water during the month of the leak (flat rate is excluded). Any late fees or other charges shall not be included in the water-leak adjustment credit. The bookkeeper shall document any leak adjustment credits that are issued as a footnote on the monthly treasurer's report (without identifying the customer) and shall maintain a detailed master list of all leak adjustment credits.

**Procedure 400.5 Late Fees:** Water bills not paid on or before the first day of the calendar month after the due date, shall incur a penalty of ten percent (10%) on the current balance.

**This Policy overrides any ordinances or sections of ordinances in conflict with it.**

Policy 400 Attachment A

**ALLEGHANY COUNTY WATER DISTRICT  
PO BOX 860  
ALLEGHANY, CA 95910**

**(530) 287-3204  
alleghanywater@gmail.com**

## **10 DAY NOTICE**

DATE

Name:

Account #:

Your water service is scheduled for shut-off on **DATE at 5:00pm**. Please remit the past due amount of \$\_\_\_ to avoid disconnection. Payment must be received by **DATE at 3:00pm**.

Total Account Balance: \$\_\_\_\_\_

Amount Overdue: \$\_\_\_\_\_ (payment of only the past due amount is required to avoid shut-off)

Payment plans and leak adjustments may be available upon request. Contact the district at the phone number or email address above for more information.

If your water is disconnected, the reconnection charge shall be calculated as follows: \$50 for a period of 1 to 40 days and \$150 for a period of 41 to 180 days. For discontinuance exceeding 180 days the reconnect fee shall be \$300.

Our maintenance personnel are not able to accept payments from our customers.  
Payments must be sent to **PO Box 860, Alleghany, CA 95910.**

***If payment has already been made, please disregard this notice.  
To provide a payment status update please leave a message at  
530-287-3204.***

***Thank you!***

ALLEGHANY COUNTY WATER DISTRICT  
PO BOX 860 ALLEGHANY, CA 95910

(530) 287-3204  
alleghanywater@gmail.com

## **URGENT: 48-Hour Notice** (POST AT PREMISES)

Name:  
Account: #  
Street Address:

### **Your water service is scheduled for shut-off.**

Please remit the past due amount of \$ by  
**at 5:00pm** to avoid disconnection.

Payment must be received by \_\_\_\_ (date) **at 3:00pm.**

Total Account Balance: \$

Amount Overdue: \$ *(payment of only the past due amount is required to avoid shut-off)*

*If your water is disconnected, the reconnection charge shall be calculated as follows: \$50 for a period of 1 to 40 days and \$150 for a period of 41 to 180 days. For discontinuance exceeding 180 days the reconnect fee shall be \$300.*

Our maintenance personnel are not able to accept payments from our customers.  
Payments can be:

- **Mailed to PO Box 860, Alleghany, CA 95910, received by due date on this notice.**
- **Made in person most weekdays at the Sixteen to One Mine office with Edda Snyder ONLY.**
- **Dropped in the payment box at the firehouse before due date on this notice. *(Please leave a message at (530) 287-3204 and let us know if a payment was dropped in the box, including the date and time it was deposited.)***

**If payment has already been made, please disregard this notice.**  
**Thank You!**

Payment plans and leak adjustments may be available upon request.  
Contact the district at the phone number or email address above for more information.

# Alleghany County Water District

P.O. Box 860, Alleghany, CA 95910 ~ alleghanywater@gmail.com ~ Phone 530-287-3204

~ Established March 8, 1939 ~

## 48-HOUR NOTICE CERTIFICATE OF POSTING

I, \_\_\_\_\_ certify that the following document was posted on behalf of Alleghany County Water District (ACWD), Sierra County California:

48-Hour Notice Account # \_\_\_\_\_

Physical address of water service \_\_\_\_\_

At \_\_\_\_\_ (address) by placing said notice on the premises in the following manner: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

On \_\_\_\_\_ (Date)

A copy of which is attached hereto and by reference made a part hereof.

Signed under penalty of perjury: X \_\_\_\_\_

Name Printed \_\_\_\_\_

Title \_\_\_\_\_



**Water service shut-off checklist**

Bookkeeper fills out item # 1 and #2 and gives form to Water Operator. Water Operator completes item #3 and returns the form to the bookkeeper who finishes the remaining tasks.

1. Name \_\_\_\_\_ account # \_\_\_\_\_  
location \_\_\_\_\_

2. Reason for shut-off (mark one)

Voluntary \_\_\_\_\_ non-payment \_\_\_\_\_ leak \_\_\_\_\_

(voluntary shut-off requests must be in writing attach written request to this form)

Effective date: \_\_\_\_\_

3. Date of physical shut off: \_\_\_\_\_

Meter reading \_\_\_\_\_

Lock id # \_\_\_\_\_

Return form to bookkeeper.

4. In UBMAX make account inactive & enter final meter reading

5. Update meter reading book (change account status, write-in final reading).

6. Put a post-it-note to the meter reader in the meter book advising of change.

**Water service turn-on checklist**(Bookkeeper does # 1 thru # 4 and provides form to water operator)

1. Name \_\_\_\_\_ account # \_\_\_\_\_ location \_\_\_\_\_

2. If account had a balance due, date paid in-full + 10% \_\_\_\_\_

Note: account shall not be reinstated until any balance at the time of shut-off plus 10% is paid per Ordinance 33.

3. Date customer is requesting account be activated \_\_\_\_\_

4. Reconnect Fee: \$ \_\_\_\_\_ date paid \_\_\_\_\_

Fee calculated as follows: \$50 for a period of 1 to 40 days and \$150 for a period of 41 to 180 days. For discontinuance exceeding 180 days the reconnect fee shall be \$300. (per ordinance #33) To enter fee in UBMAX go to Financials, Misc. transactions, this must be done BEFORE the reconnect payment is posted, any interest due should be included.

Water Operator:

5. Date water turned back-on: \_\_\_\_\_

Meter reading \_\_\_\_\_

Return form to Bookkeeper who completes the remaining tasks.

6. Update UBMAX & meter book

7. Advise the meter reader of the change.

8. File completed form in Customer Service section of file cabinet.

**Note: This procedure does NOT apply to new services. This is for reconnection of an existing service only. Refer to ordinance #25 for new construction.**

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## Water Leak Adjustment Credit Form

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Water Service Address: \_\_\_\_\_ account # \_\_\_\_\_

**Please explain how the leak occurred, when you became aware of the leak and when and how you fixed the leak:**

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ACWD Staff verification that the leak has been fixed. X \_\_\_\_\_

Customer verification: I, \_\_\_\_\_ (print name)  
verify that the above is a true and correct statement and that I wish to receive  
a 50% reduction of my water usage overage for the bill dated \_\_\_\_\_ .

Signed X \_\_\_\_\_

ACWD authorization by: \_\_\_\_\_ (print name)

Date credit was issued: \_\_\_\_\_ Amount: \_\_\_\_\_

X \_\_\_\_\_ (sign)

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## PAYMENT PLAN FORM

Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Water Service Address: \_\_\_\_\_ account # \_\_\_\_\_

Total Account Balance: \$ \_\_\_\_\_ Amount in arrears: \$ \_\_\_\_\_

Arrears divided by six installments = amount to be added to current monthly bill for six months to bring account current \$ \_\_\_\_\_.

Installment # 1 \$ \_\_\_\_\_ Due by \_\_\_\_\_

Note: installment # 1 is higher because it includes a \$4 late fee for the previous month plus an adjustment of \$ \_\_\_\_\_ to compensate for rounding.

Installments #2 through #6 estimate assuming there is no usage overage \$ \_\_\_\_\_  
Due by the end of each month.

Customer verification: I, \_\_\_\_\_ (print name)  
verify that I have read and understand the above payment plan option. I understand that failure to pay by the end each month will void this payment plan and may result in a discontinuance of my water service.

Customer Signature X \_\_\_\_\_ date \_\_\_\_\_

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ACWD Staff: Date received: \_\_\_\_\_ by: \_\_\_\_\_

Notes:

## **Policy 400 Customer Service Adopted (as policy #4) June 14, 2016**

### **Revision History**

10/11/16 – changed 5-day notice to 10-day notice

7/10/18 added Procedure 4.5 to change interest rate from 10% to 1% on past due balances.

9/11/18 removed 1% on past due balances.

4/14/20 Added second paragraph to Procedure 400.1 re 48-hour notices and shut-offs. Clarified on Procedure 400.4 that Water Leak Adjustment Credits are not to be applied to the flat rate charge. Attachments added: 48-hour notice with certification and Check-list for Turn-ons and turn-offs