



Santa Nella County Water District

12931 State Highway 33 • Santa Nella, CA 95322
PH: (209) 826-0920 • FAX: (209) 826-8359

JULY 2021

LATE FEES AND WATER SHUT OFF REINSTATED EFFECTIVE OCTOBER 1, 2021

Dear Valued Customer,

On September 30, 2021, the Governor's executive orders that prevented the District from imposing late fees and terminating services for non-payment will expire. Beginning October 1, 2021, the District will reinstate the imposition of late fees for past due accounts and will also implement policies and procedures to terminate water service for those customers that have past due accounts and have not entered into a payment arrangement with the District.

The District has an updated Water Shut Off Policy that complies with Senate Bill 998, a newly enacted law that changed the way the District notices customers prior to water service termination. The new law went into effect in April 2020, but due to the Governor's executive orders, the new procedure was never implemented.

The Water Shut Off Procedure can be found on our website at sncwd.com. Search Documents>Water Shut Off Procedure. Documents are listed in alphabetical order, so the document can be found toward the bottom of the Documents page. A hard copy of the Water Shut Off Procedure is also available at the District Office.

The District has seen a 60% increase in past due bills. Customers with past due bills need to contact District staff prior to October 1, 2021 to set up payment arrangements as described in the Water Shut Off Policy. All effort will be made to ensure that each customer has time to bring their account current. Those customers that do not contact the District will receive notices and eventually unresponsive customers will have their water services terminated.

The District's goal is to ensure that each customer has safe, reliable, and wholesome drinking water and sewer services. When customers do not pay water bills, it impacts all customers. Please contact the District immediately so that we can assist you. We want to help so please reach out by contacting the District at 209-826-0920.

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