



## **SANTA NELLA COUNTY WATER DISTRICT**

### **LATE FEES AND WATER SHUT OFF REINSTATEMENT: EFFECTIVE JULY 1, 2022**

Dear Valued Customer,

The Governor's Executive Orders that prevented the District from imposing late fees and terminating services for non-payment has expired. Beginning July 1, 2022, the District will reinstate the imposition of late fees for past due accounts and will also implement procedures to terminate water service for those customers with past due balances. 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 COVID-19, the new procedure was never implemented. The Water Shut Off Policy can be found on our website at [www.sncwd.com](http://www.sncwd.com). Search for the tab titled *Payment Arrangement Programs*. A hard copy is also available at the District Office. Customers with past due accounts need to contact District staff prior to July 1, 2022 to discuss options to bring past due accounts current and to avoid shut off of water services. 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 safe sewer services. Please contact the District at (209) 826-0920 for questions.