



POLICY TITLE: Customer Water Service Disconnection for Failure to Comply with District Rules and Regulations

POLICY NUMBER: 3038

3038.1 All water service disconnections will meet the standards set by California Water Code 35400, et. seq., and California Health and Safety Code Section 6975, et. seq.

3038.1.1 Customers are required to comply with all District policies, resolutions, ordinances, and orders. The failure to comply with such rules and regulations may be subject to disconnection of water service, and not reconnected until compliance is achieved. Examples include, but are not limited to, failure to submit documentation of septic inspections by a qualified inspector indicating that the system is in good working condition and verifying that solids have been pumped as necessary, failure to install required devices to prevent backflow into the public water supply, or tampering with District property such as valves, meters or their connections. If the property owner cannot comply with the rules or regulation within the timeframe established by the District, the owner may request an extension to complete corrective action.

3038.1.2 Each customer will be contacted at the phone number or email address of record and issued notice by mail no less than 60 days prior to the shutoff. If the address of record is not the service address, the District shall post an additional notice addressed to "Occupant," at the property where service is received.

3038.1.2.1 The disconnection notice will include the following. A sample notice included in Attachment B:

1. The customer's name and address.
2. Citation of the rule or regulation that has been violated and the corrective action required.
3. The date and time by which corrective action must be completed to avoid disconnection of water service.
4. A description of the process to apply for an extension of time to complete required corrective actions.
5. A description of the procedure by which the customer may initiate a complaint to appeal the required corrective action.
6. The District's telephone number and business address.

3038.1.3 Customers may appeal the disconnection by submitting a customer complaint and appealing to the General Manager, or designee, per District Policy 1030.

3038.1.4 If the customer fails to contact the District by the thirty-first (31st) day after the date of the first service disconnection notice, the District will issue a final service disconnection notice via certified mail. If the customer fails to contact the District by the thirty-first (31st) day after the date of the final service disconnection notice, water service will be disconnected.

3038.2 To restore water service, property owners must submit documentation establishing completion of required corrective action. A reconnection fee will be charged to return water service to the customer's location.

3038.2.1 Reconnection fees may be dismissed for those customers who demonstrate a household annual income that is 200% below the federal poverty level or a resident receives assistance from any of the following; CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children.



Irish Beach Water District
Policy Handbook

May 2025

Attachment A– Sample Water Service Disconnection Notice

_____ (Insert Customer Name) Insert Date
_____ (Insert Address of Record)
Manchester, CA 95459

Water Service Disconnection Notice

The Irish Beach Water District provides water service to parcels of real property located within its jurisdictional boundaries, including the real property owned by _____ (insert property owner name) located at _____ (insert property address), Manchester, CA 95459, represented as Irish Beach Water District Account Number _____ (insert account number).

The District's Ordinances, Resolutions, and Policies provide for _____ (insert a brief description of the required action e.g., inspection of septic system, installation of backflow prevention device, etc.) within the timeframes established by the District and further state that if corrective action is not completed, water service will be disconnected. Once service is disconnected, property owners must submit documentation establishing completion of required corrective action, and payment in full of all past due charges before service is resumed.

Account number _____ (insert account number) is in not compliant with Irish Beach Water District _____ (insert policy, resolution, or ordinance number. The District attempted to contact you at _____ (insert phone number or email address) and issued notices requesting corrective action on _____ (insert date of first and final notices). As of the date of this notice, the District has not received documentation indicating that the required corrective action has been completed. **If the _____ (insert a brief description of the required action) is not received by _____ (insert date 30 days from notice date), water service will be disconnected.**

You may request an extension for completion of the required corrective action, or appeal the disconnection by submitting a customer complaint and appealing to the General Manager, or designee, per District Policy 1030 by contacting the District at (707) 882-2892 before _____ (insert date 30 days from notice date) to avoid disconnection of service.

I urge you to contact the District at (707) 882-2892 as soon as possible.

XXXXXX XXXXXXXXXXXX
General Manager / Designee
Irish Beach Water District