Automatic Payment Plan Implementation and SB 998 Water Shut Off Administration

August/ September 2022

Payment arrangements assigned to all customers with 90-day or greater past due.
A notice letter will go out to each customer.

September 2022

Door hanger
with notice of
payment
arrangements
on bill will be
delivered to the
customers
service address.

November 2022

Veolia reports to RWS/Water Subcommittee on payment plan adoption. Provide a List of non-payment customers.

January/ February 2023

Notice of disconnection for non-payment customers will be issued in accordance with SB998 requirements.