# 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.