

## Temporary suspension of rules and procedures on utility billing, payment and collections, effective October 11, 2022

Under the [directive](#) of the SPU General Manager/CEO, the following amendments to director’s rules and procedures are in effect. Amendments are subject to change; other sections may be added as needed.

<b><u>CS-310.1: Customer Billing, Payments, Collections</u></b>	
Section 2 Definitions	<u>Payment arrangement. An agreement between SPU and the property owner, his or her agent, or designated account holder, used to pay higher than normal bills or for circumstances as determined by the General Manager/Chief Executive Officer. A down payment is not required and payment may extend up to three (3) years. See Procedure <a href="#">CS-360: Pay Plans and Payment Arrangements for Retail Customers</a>.</u>
Section 3. C. (2) Urgent Notice	<u>Once an Urgent Notice is generated, customers can <del>((either))</del> (1) pay their past due balance in full or <del>((pay a minimum of 50 percent of their past due balance in certified funds and))</del> (2) establish a pay plan with a 25 percent down payment to pay the remaining past due balance within 60 calendar days from the date the <del>((50))</del> 25 percent down payment is made or (3) establish a payment arrangement to pay the past due balance within three years with no required down payment.</u>
Section 3. C. (3) Final Shutoff Notice	<u>Once a Shutoff Notice is generated, customers can <del>((either))</del> (1) pay their past due balance in full or <del>((pay a minimum of 50 percent of their past due balance in certified funds, and))</del> (2) establish a pay plan with a 25 percent down payment to pay the remaining past due balance within 60 calendar days from the date the <del>((50))</del> 25 percent down payment is made, or (3) establish a payment arrangement to pay the past due balance within three years with no required down payment.</u>
Section 3. D. Water Shutoff (Severance)	<p><del>((If water services have been shut off for nonpayment, Pay Plans are no longer allowed.))</del> <u>To restore water services if water services have been shut off for nonpayment, the property owner, his or her agent, or designated account holder must pay <del>((100 percent of the Past Due Balance))</del> the minimum reconnection payment amount outlined below in certified funds and is strongly encouraged to establish a pay plan or payment arrangement to pay the remaining balance.</u></p> <ul style="list-style-type: none"> <li>• <u>A customer who receives all three SPU services (water, wastewater, and solid waste) must pay a minimum reconnection payment of 25 percent of their past due balance up to a maximum of \$520 for residential customers and a maximum of \$1,880 for commercial customers. (cont.)</u></li> </ul>

<b><u>CS-310.1: Customer Billing, Payments, Collections</u></b>	
	<ul style="list-style-type: none"> <li>• <u>A customer who receives only one or two SPU services (water only, water and wastewater, or water and solid waste) must pay a minimum reconnection payment of \$180 for residential customers and \$260 for commercial customers.</u></li> </ul> <p><u>Minimum reconnection payments are applied to a customer's past due balance.</u></p>
Section 3. E (1) Pay Plans	((If an Urgent Notice or Shut-off Notice has not been generated, a)) A pay plan can be granted if the customer pays a down payment of 25 percent of their account balance in certified funds. The remaining balance must be paid in installments or in full within 60 calendar days from the date the down payment is made
Section 3. E. (2) Pay Plans	((If an Urgent Notice has been generated, a pay plan can be granted if the customer pays a down payment of 50 percent of their past due balance in certified funds. The remaining balance must be paid in installments or in full within 60 calendar days from the date the down payment is made.))
Section 3. E. (3) Pay Plans	((If a Shutoff Notice has been generated, a pay plan can be granted if the customer pays a down payment of 50 percent of their past due balance in certified funds. The remaining balance must be paid in installments or in full within 60 calendar days from the date the down payment is made.))

<b><u>CS-360: Pay Plans and Payment Arrangements for Retail Customers</u></b>	
Section 4: Payment Arrangements	<ul style="list-style-type: none"> <li>• Must be agreed upon between SPU and the property owner, his or her agent, or authorized designee.</li> <li>• May extend up to three (3) years. Extension may be granted based on circumstances as approved by Utility Account Services (UAS) management.</li> <li>• Customers are eligible to enter a payment arrangement in the following circumstances: <ul style="list-style-type: none"> <li>○ Receipt of an unexpected, higher than normal bill (e.g., back billing)</li> <li>○ Exceptional circumstances as approved by the GM/CEO or authorized designee</li> <li>○ <u>Customer has a delinquent account balance.</u></li> </ul> </li> </ul>

<b><u>FIN-160 Customer Account and Billing Management</u></b>	
Section 4. D.	((Late fees and interest will be assessed as a flat fee or percentage to a customer's account when the amount of the account becomes delinquent.)) [Note: Late fees and interest are being waived through June 30, 2023 per Ordinance 126583.]

(cont.)

<b>FIN-220.1: Customer Charges</b>	
Section 3. B. (1)	Property visit..... ( <del>(\$30)</del> ) <u>no charge</u>
Section 3. B. (2)	Meter shutoff for nonpayment of utility bill ..... ( <del>(\$60)</del> ) <u>no charge</u>
Section 3. B. (3)	Meter turn-on once debt owed to utility is satisfied <ul style="list-style-type: none"> <li>• During normal business hours (8 am – 3:30 pm, Monday-Friday, excluding City holidays) ..... no charge</li> <li>• After hours (other than normal hours) ..... (<del>(\$80)</del>) <u>no charge</u></li> </ul>