



Policy Number:	6210
Policy Title:	Rendering and Payment of Bills

1. Rendering of Bills

1.1. Bill Presentation

1.1.1. Bills for water service will show at a minimum the account number, statement number, service address, bill date, charge period, charge amount, total amount due, due date, payment options, and contact information for assistance.

1.1.1.1. Bills for metered water service will include the reading of the meter, the date the meter was read, the meter constant, and the number and kind of units.

1.2. Billing frequency

1.2.1.1. Under normal operations bills for water service will be rendered to each customer on a bi-monthly basis.

1.2.1.1.1. Fixed charges (e.g. service charge) will be made payable in advance of the service period.

1.2.1.1.2. Commodity charges will be made payable at the end of the meter read period.

1.2.1.1.3. The number of days in a normal bi-monthly billing period is 60 days.

1.2.1.1.3.1. This number is used when calculating prorated charges.

1.2.1.2. Billing zones will be established at the discretion of the District. The billing zones will be used to divide the District into manageable and efficient billing groups. The District will implement staggered billing for these zones so that the billing and corresponding work load is spread evenly over a two month period. The District will not consider customer requests to change billing zones.

1.3. Billing Information

1.3.1. Water service billing will be in the name of the property owner, as recorded at Sacramento County, and the property owner will be responsible for the cost of delivery of all water to the property.

1.3.1.1. The property owner will have sole authority to make decision regarding billing and/or water service to the property. (The District may require proof of identity).

- 1.3.1.2. The property owner is required to notify the District of the address to which bills are to be mailed.
- 1.3.1.3. Non-receipt of a bill will not release a property owner of any payment obligation to the District.
- 1.3.1.4. The property owner may complete an Owner/Tenant Billing Agreement form (supplied by the District) to have the billing for water service mailed in care of a 3rd party (e.g. property manager, tenant).
 - 1.3.1.4.1. A deposit is required on the account as a prerequisite to establishing this type of agreement (refer to policy 6230 Deposits).
 - 1.3.1.4.2. The property owner is responsible for payment to the District for all unpaid water service rates, fees and charges incurred by a tenant.
- 1.3.1.5. A real estate agent may be placed in billing and establish water service by completing a Real Estate Owned (REO) / Lender Billing Agreement form (supplied by the District) to have billing for water service mailed in care of the real estate representative.
 - 1.3.1.5.1. A deposit is required on the account as a prerequisite to establishing this type of agreement (refer to policy 6230 Deposits).
 - 1.3.1.5.2. The property must be a Real Estate Owned (REO) property.
 - 1.3.1.5.3. Sacramento County records must list ‘foreclosure activity found’ for the property prior to establishing this type of agreement.
 - 1.3.1.5.4. Agent is required to pay past due water charges owing on the account prior to establishing water service.
 - 1.3.1.5.5. Agent assumes full responsibility for restoration of water service.
- 1.3.1.6. An occupant may be placed in billing and establish water service by completing a Real Estate Owned (REO) / Occupant Billing Agreement form (supplied by the District) to have billing for water service mailed in care of the occupant.
 - 1.3.1.6.1. A deposit is required on the account as a prerequisite to establishing this type of agreement (refer to policy 6230 Deposits).
 - 1.3.1.6.2. The property must be a Real Estate Owned (REO) property.
 - 1.3.1.6.3. Sacramento County records must list ‘foreclosure activity found’ for the property prior to establishing this type of agreement.
 - 1.3.1.6.4. Occupant is required to pay past due water charges owing on the account prior to establishing water service.
 - 1.3.1.6.5. Occupant assumes full responsibility for restoration of water service.

1.3.2. Ownership Change

- 1.3.2.1. Charges and penalties for water and other services remain attached to the real property.
 - 1.3.2.1.1. The District will provide a demand for payment amount to the buyer (or Title Company) upon request.
 - 1.3.2.1.1.1. The demand will include the total account balance and water service dates.
 - 1.3.2.1.2. The District will transfer billing when the Sacramento County records indicate ownership change has been recorded.
- 1.3.2.2. Where charges and penalties for water and other services remain unpaid, the amount of the unpaid charges and penalties will transfer to the new account established for the property as a result of ownership change.
- 1.3.2.3. Where water service has been discontinued, it is the responsibility of the new property owner to correct the cause for discontinuance of water service.
 - 1.3.2.3.1. Water service will be restored to the property when all policies of the District have been complied with.

1.4. Proration of Bills

- 1.4.1. Under normal operations bills for water service are rendered in advance and are not prorated.
- 1.4.2. The charges applicable to opening bills, closing bills and bills with abnormal billing periods will be computed as follows:
 - 1.4.2.1. Metered water service
 - 1.4.2.1.1. Fixed charges (e.g. service charge) will be prorated on the basis of the ratio of the number of days in the period to the number of days in a normal bi-monthly billing period.
 - 1.4.2.1.1.1. The measured quantity of usage will be applied to such prorated amounts and quantities.
 - 1.4.2.2. Flat rate water service
 - 1.4.2.2.1. Fixed charges will be prorated on the basis of the ratio of the number of days in the period to the number of days in a normal bi-monthly billing period.

2. Payment of Bills

- 2.1. Bills for water service are payable upon presentation.
 - 2.1.1. Payments must be received at the District administration office located at 10326 Fair Oaks Boulevard, Fair Oaks, California, 95628.
 - 2.1.1.1. The District office is open to the public from 8:00 am to 4:30 pm on normal business days.

- 2.1.1.2. Payments will be accepted in the payment drop box located at the District administration office.
 - 2.1.1.2.1. The payment drop box should not be used to avoid late fees or disconnection of water service.
 - 2.1.1.2.2. Payments left in the drop box are not processed until the end of the next business day.
 - 2.1.1.3. Payments sent by mail are not considered received until delivered to the District office.
 - 2.1.1.3.1. Post mark is not considered when determining receipt date of payment.
 - 2.1.1.4. Payment must be received at the District office on or before the due date to avoid penalties.
 - 2.1.2. Payments will be applied to the account designated by the customer.
 - 2.1.2.1. Payment will be applied first towards late fees and associated charges prior to applying payment to charges for actual water service.
 - 2.1.2.2. Payment will be applied to actual water service charges in accordance with the age of the open items. Payment will be applied to the oldest open item first.
- 2.2. Payment Arrangements
- 2.2.1. A customer may request a payment arrangement for payment of water charges.
 - 2.2.1.1. A customer may not use a payment arrangement to avoid the late penalty fee.
 - 2.2.1.2. Request for payment arrangement will not be allowed if water service has been disconnected for nonpayment of water charges.
 - 2.2.1.3. Payment arrangements will not extend beyond the next scheduled billing for water service.