



Policy Number:	7040
Policy Title:	Military Family Relief Program

1. GENERAL

- 1.1. The purpose of this policy is to implement the California Military Families Relief Act of 2005 by providing water utility service shutoff protection for a 180 day period to families of service members who are called to active duty.

2. DEFINITIONS

- 2.1. “Service Member” means both of the following:
 - 2.1.1. Members of the National or California Guard militia called or ordered into active state service by the Governor pursuant to Section 143 or 146 or into active Federal service by the President of the United States pursuant to Title 10 or 32 of the United States Code.
 - 2.1.2. Reservist of the United States Military Reserve who have been called to full-time active duty.
- 2.2. “Military Service” means full-time active State service or full-time active Federal service, as defined in paragraph 2.1.1 above, or full-time active duty of a reservist, as defined in paragraph 2.1.2 above, for a period of 30 consecutive days.
- 2.3. “Qualified Customer” means the customer of record of a qualified household.
- 2.4. “Qualified Household” is a residential household for which the income is reduced because the customer of record, the spouse of the customer of record, or the registered domestic partner of the customer or record, as defined by Section 297.5 of the Family Code, is a service member called to full-time active military service by the President of the United States or the Governor of this State during a time of declared National or State of emergency or war.

3. APPLICATION FOR PROTECTION

- 3.1. Application for shutoff protection shall be submitted in writing to the utility at its regular business office and accompanied by a copy of the activation or deployment order of a service member that specifies the duration of the active services. The application shall include: “I understand that the protection afforded by the Act only defers the time of payment of all water charges and does not waive or cancel them.”
- 3.2. A qualified customer receiving assistance under this rule shall notify FOWD if the active duty status of the service member is either shortened or extended. If the qualified customer moves

out of the residence that is receiving shutoff protections, he/she shall provide FOWD a written notice that includes the date of service termination and a valid forwarding address.

4. SHUTOFF PROTECTION

- 4.1. Shutoff protection provided by this rule is for a period of 180 days. FOWD may, but is not required, to grant extensions after the initial 180 day period.

5. PAYMENT FOR UTILITY SERVICES

- 5.1. The shutoff protection provided under this section shall not void or limit the obligation of the qualified customer to pay for utility services received during the time of assistance.
- 5.2. FOWD and its qualified customer shall establish a repayment plan requiring minimum monthly payments that allows the qualified customer to pay any past due amounts over a reasonable time period not to exceed one year after the service member's release from active military duty.
- 5.3. FOWD will not charge late payment fees or interest to the qualified customer during the period of military service or the repayment period.

6. GENERAL PROVISIONS APPLICABLE TO THIS POLICY

- 6.1. If the terms and conditions under this section are not followed by the qualified customer, FOWD may follow its procedures and rules on customer standards and billing practices for providing residential water services.

7. NOTIFICATION OF CUSTOMERS

- 7.1. FOWD will notify all customers of the availability of the program two times a year using an insert in the water bill.