

NORTH MARIN WATER DISTRICT

REGULATION 55

TERMINATION, DISCONNECTION AND RECONNECTION

a. Termination of Service on Request of Customer

Water service will be terminated by shut-off at the meter during regular working hours within a reasonable time after receipt of a request for termination from the customer. Shut-off will be made on the day requested by the customer if the request is made sufficiently in advance. A customer's request for termination shall be regarded as a notice of permanent discontinuance of service unless the District is otherwise specifically advised. The customer shall be responsible for payment of all service rendered prior to actual shut-off.

b. Disconnection of Service by the District

- (1) Except as otherwise expressly provided in this Regulation 55, the District may at any time disconnect a water service for failure to comply with any of the District's regulations.
- (2) The District may disconnect any water service of a customer at any time if the customer fails to pay any bill or charge of the District which the customer is responsible to pay or any indebtedness of the customer to the District pursuant to contract or final judgment. Normally the District will not disconnect a service if payment is made within thirty days. A notice of not less than ten days prior to termination will be mailed to the customer at the address used by the District for billing. Nothing herein shall preclude giving notice by a different method or for a different period of time when under the circumstances it is reasonable to do so.
- (3) Where disconnection for failure to pay a bill or charge involves multiple residential units served by a master meter, the District will notify the users occupying said multiple units that the account is in arrears and that service is to be terminated, together with the date of termination, normally ten days thereafter.

The notice will further inform the user that he has the right to become a District customer without being required to pay the delinquent balance on the account, provided each and every user of the service then residing on the premises agrees to all rules and regulations governing service in effect, provided, however, that one or more users may, if able, assume responsibility for the entire account to the District's satisfaction

c. Reconnection

- (1) The District may require, as a condition precedent to reconnection of a service, that it be satisfied that any previous breach of the District's regulations will not recur and that all bills, charges and debts payable by the customer to the District are paid in full.
- (2) A reconnection charge of \$12.00 shall be made for each reconnection following a second or subsequent disconnection requested by a customer within any thirty-day period.
- (3) Effective May 8, 2002 a charge shall be assessed based on the number of times customer has been scheduled for disconnection in the past year (whether or not actually disconnected) in accordance with the following schedule:

First time: \$ 6.00 Late Payment Charge

Second time: \$20.00 Late Payment Charge

Third time: \$25.00 Trip Charge

If Service is Disconnected:

\$35.00 Turn-On Charge will apply to requests received Monday - Friday,
8:00 a.m. - 5:00 p.m.

\$60.00 Turn-On Charge will apply to requests after 5:00 p.m. and on
weekends and holidays

- (4) Any approved grace period is limited to 48 hours for first or second time (in a twelve month period) delinquent accounts. No grace period is available to more frequently previously scheduled delinquent accounts except in cases of bona fide medical necessity supported by a doctor's certification.