

## **Water Shutoff Policy**

As required by the state of California, the Palomar Mountain Mutual Water Co., Inc water shutoff policy is as follows:

1. To avoid the issuance of a disconnection notice, shareholders may request a payment plan for their bill under the following terms:
  - a. The bill shall be split into 6 equal payments with the first payment due on the date listed on the invoice and every 1<sup>st</sup> of the month for each subsequent installment
  - b. A 5% service fee for the total due will be charged to set up the installment plan and included in the 6 equal payments
  - c. If a shareholder is unable to pay an installment plan by the 1<sup>st</sup> of the month a 10% late fee will be added to that installment
  - d. Failure to pay 2 consecutive installments will result in the issuance of a disconnection notice
  - e. To avoid disconnection if the shareholder cannot complete the installment agreement as outlined above, the shareholder must call the Palomar Mountain Mutual Water Company (PMMWC) office at (760) 742-3516
  - f. Any changes to an individual payment plan as outlined above are at the discretion of the Board of Directors and requires their approval prior to a modification being implemented
2. Shareholders issued a disconnection notice must contact the PMMWC office prior to the date listed on the notice to set up:
  - a. A payment arrangement of the unpaid balance paid over up to 12 equal installments
  - b. A temporary deferral of payment up to 90 days
  - c. Or notify PMMWC of financial hardship that may make them eligible for additional alternative payment options
3. Any petition for a bill review and appeal to prevent water shut off is required to go before the Board of Directors at the monthly Board meeting the second Saturday of the month at 9 AM at the PMMWC office located at 22212 Crestline Rd. Please send an email to [GM@palomarmountainwater.com](mailto:GM@palomarmountainwater.com) with your request to appear before the Board of Directors to review and appeal your bill by the Tuesday before the Board meeting so it may be added to the meeting agenda.
  - a. Your water will not be shut off while your review and appeal to the Board is pending

- b. After appearing before the Board, you will receive a letter in the mail within 30 days notifying you of the Board's decision for any changes to your bill and/or payment options available to you
- c. Failure to respond, provide additional information, and/or initiate a modified payment plan outlined by the Board by the indicated date in the letter will result in the issuance of a water shutoff notice as outlined under section 2 if the bill is 60 days past due from the due date on the original invoice
  - i. You will be responsible for any additional fees added to your invoice as a result of the water shutoff notice