

## RESOLUTION 2019-09

### **RESOLUTION OF THE BOARD OF DIRECTORS OF THE LAKE ARROWHEAD COMMUNITY SERVICES DISTRICT, COUNTY OF SAN BERNARDINO, STATE OF CALIFORNIA, ADOPTING THE DISTRICT'S POLICY RELATED TO THE DISCONTINUATION OF RESIDENTIAL WATER SERVICE FOR NONPAYMENT**

**WHEREAS**, the Lake Arrowhead Community Services District ("District") is organized and operates pursuant to California Government Code section 61000 et seq.; and

**WHEREAS**, On September 28, 2018 Governor Brown signed into law Senate Bill No. 998 (SB 998), Water Shutoff Protection Act, which changes the requirements and procedures relative to the discontinuation of residential water service for non-payment beginning February 1, 2020; and

**WHEREAS**, SB 998 requires every urban and community water system with more than 200 water service connections to have a written policy on the discontinuation of residential water service for nonpayment. That policy must be available on the water supplier's website. The policy must be in five languages, in addition to English, listed in Civil Code Section 1632 (Spanish, Chinese, Korean, Vietnamese and Tagalog) and in any other language spoken by at least 10% of the people residing the system's service area; and

**WHEREAS**, SB 998 sets forth the specific provisions and requirements for water service discontinuation, which includes a 60-day waiting period before service can be discontinued. The water supplier will also be required to contact, by telephone or in writing, the customer named on the account at least seven (7) business days before discontinuing service. If notice is given by telephone, the system must: (a) offer to provide the customer the system's written policy on discontinuation of water service; and (b) offer to discuss options to avoid discontinuing water service, including alternative payment schedules, deferred payments, minimum payments, amortization and bill review and appeal. The new law also includes required processes if the water supplier is unable to contact the customer as well as a specific mandate for a customer appeals process; and

**WHEREAS**, SB 998 offers opportunities for payment arrangements, provisions for low-income customers and very specified conditions and/or circumstances which a water supplier will be prohibited from discontinuing water service for non-payment; and

**WHEREAS**, SB 998 also mandates that water suppliers must report annually on its website and to the State Water Resources Control Board the number of service discontinuations for inability to pay. The State Water Resources Control Board (State Board) must post that information on its website. Community water systems subject to all of the requirements set forth above who fail to comply with the requirements of this new

law will be subject to enforcement by the State Board and the California Attorney General; and

**WHEREAS**, the Board of Directors of the Lake Arrowhead Community Services District desires to adopt a policy related to the discontinuation of residential water service for nonpayment; and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Lake Arrowhead Community Services District as follows:

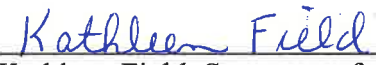
1. The Board adopts the District's Discontinuation of Residential Water Service for Nonpayment Policy pursuant to SB 998.

**PASSED AND ADOPTED** at a regular meeting of the Governing Board of the District held on the 10th of December 2019 by the following votes:

**AYES: Boydston, Gross, Keefe, Morris, and Wurm**  
**NOES: None**  
**ABSTAIN: None**  
**ABSENT: None**

  
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President of the Board of Directors of  
the Lake Arrowhead Community  
Services District

ATTEST:

  
\_\_\_\_\_  
Kathleen Field, Secretary of the  
Lake Arrowhead Community Services District  
and to the Board of Directors

**CERTIFICATION**

I, Kathleen Field, Secretary to the Lake Arrowhead Community Services District and to the Board of Directors, hereby certify that the foregoing is a full, true and correct copy of **Resolution No. 2019-09** adopted by the Board of Directors of said Agency at the regular meeting of said Board held on the **10th day of December 2019**, by the following vote:

**AYES: Boydston, Gross, Keefe, Morris, and Wurm**  
**NOES: None**  
**ABSTAIN: None**  
**ABSENT: None**

Kathleen Field  
Kathleen Field, Secretary to the Lake  
Arrowhead Community Services  
District and to the Board of Directors