

New State Requirements on Water Service Disconnections

September 9, 2019

Item (d) 2.

CA Senate Bill 998

Modified requirements related to disconnection of water service

- Written and posted disconnect policy
- Policy translated into multiple languages
- Exemption process for low-income households
- Annual reporting of number of disconnections made

Overall Objective of SB998:

Increase transparency, foster awareness, and improve customer support services

Next Steps to Comply with SB 998

- Modify Municipal Water System Rules and Regulations
- Amend Chapter 15.08, Part 2.5, of the Municipal Code
- Create a single, cohesive Administrative Policy on water service disconnections
- Update to customer information and billing system
- Refer to City Council for consideration on October 8, 2019