



SB 998 CHANGES TO THE WATER RULE 7 AND ELECTRIC RULE 7

Riverside Public Utilities

City Council Meeting
August 3, 2021

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LEGISLATIVE HISTORY

1. Senate Bill (SB) 998 was adopted September 28, 2018 and prohibits residential water service from being disconnected under special circumstances;
 - a) Applies to residential water customers
 - b) 60-day period during delinquency
 - c) Qualify for amortized payment plans
 - d) Same day connection fee of \$50 for low-income customers



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BACKGROUND

Water and Electric Rule 7 – Discontinuance and Restoration of Water Service – provides rules for discontinuance and restoration of water and electric service:

- 1. At the customer's request
- 2. For unsafe equipment
- 3. Without the application of service
- 4. For nonpayment of bills
- 5. Dangerous to the health of the customer
- 6. Inability to pay utility bill
- 7. Due to fraud
- 8. Landlord-tenant relationship
- 9. Master metered



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PROPOSED CHANGES

- 1. Apply the 60-day period during delinquency prior to disconnection for residential water and electric customers
 - a. Previous change to Water Rule 7 applied 60-day period to low-income residential water customers
 - b. The 60-day period during delinquency prior to disconnection will be applied to all water and electric customers
- 2. Rules for residential customers entering into amortized payment arrangements
 - a. Customer delinquent under the terms of the amortization agreement are subject to disconnection 5 working days after receiving notification.



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PROPOSED CHANGES (CONT.)

3. Time periods for notification of disconnection of service
 - a. First discontinuance of service notification at least 15 working days prior to disconnection
 - b. Second discontinuance of service notification no less than 7 working days prior to disconnection



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RECOMMENDATION

That the City Council adopt a resolution approving the changes to Water Rule 7 and Electric Rule 7 that include the discontinuance and restoration process for customers pursuant to SB 998 Water Shut-Off Protection Act.



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