



PUBLIC HEARING - PROPOSED CHANGES TO WATER RULE 7: DISCONTINUANCE AND RESTORATION OF WATER SERVICE AND APPENDIX A: WATER FEES AND CHARGES SCHEDULE

Riverside Public Utilities

Board of Public Utilities
January 13, 2020

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ISSUE

Conduct a public hearing to consider changes to Water Rule 7: Discontinuance and Restoration of Water Services and Appendix A: Water Fees and Charges Schedule that include the delinquency and restoration process for low-income residential customers under Senate Bill 998 Water Shut-Off Protection Act.

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LEGISLATIVE HISTORY

Senate Bill (SB) 998 was adopted September 28, 2018. The bill prohibits residential water service from being disconnected under special circumstances.

1. Applies to low income residential water customers
2. 60 day period during delinquency
3. Qualify for amortized payment plans
4. Same day connection fee of \$50

BACKGROUND

1. Water Rule 7: Discontinuance and Restoration of Water Service

A. Provides rules for discontinuance of water service

- i. At the customers request
- ii. For unsafe equipment
- iii. Without the application of service
- iv. Dangerous to the health of the customer
- v. Inability to pay utility bill
- vi. Due to fraud
- vii. Landlord-tenant relationship
- viii. Master metered

2. Appendix A: Water Fees and Charges Schedule

A. Lists all fees and charges associated with Water Rules

DISCUSSION

1. Proposed Changes to Water Rule 7

- a. As part of the Water Shut-off Protection Act, RPU is required to have a separate discontinuance and restoration of water service for low-income customers
- b. Documentation requirements for any residential customer who demonstrates a household income below 200% of the Federal poverty level. The requirement is aligned with Riverside Public Utilities' SHARE utility assistance program
- c. Rules for an amortized payment arrangement

2. Proposed Changes to Appendix A

- a. \$50 Same day service reconnection charge for low-income customers



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RECOMMENDATIONS

That the Board of Public Utilities:

1. Conduct a public hearing to receive public input and consider changes to Water Rule 7: Discontinuance and Restoration of Water Service and Appendix A: Water Fees and Charges Schedule that include the delinquency and restoration process for low-income residential customers pursuant to Senate Bill 998 Water Shut-Off Protection Act;
2. Adopt a resolution establishing the changes to Water Rule 7: Discontinuance and Restoration of Water Service and Appendix A: Water Fees and Charges Schedule as described herein; and
3. Recommend that the City Council adopt a resolution establishing the changes to Water Rule 7: Discontinuance and Restoration of Water Service and Appendix A: Water Fees and Charges Schedule as described herein.



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