

If your account is not brought current by the due date, and an "Order to Discontinue Service" has been prepared, **regardless of whether or not service is disconnected**, you will be charged \$25. If your water service is disconnected, District policy requires that the delinquent charges, lock service charge, \$25 unlock service charge, and any deposit due to the District must be paid, **with cash or certified funds only**, prior to service being restored. The District may also require written request from the owner to restore service.

If you are not the current account holder for water service but are the tenant of this property, you individually or together with any other tenant of this property, have the right to become a customer. Actual users may become District customers if they are willing and able to assume responsibility for the entire account and subsequent charges.

The District will not disconnect your water service in certain situations which are described on the inside of this notice. If you believe any of these situations apply to you, you must promptly comply with the procedures stated on the inside of this notice to stop the District from discontinuing your service. **Please read your rights on the inside of this notice.**

In accordance with our previous notice, the period has expired for the payment of your bill in the amount of **\${past due balance}**.

If not paid by **4:00 pm {Date}** we shall be compelled to discontinue our service **{Date}**.



Bill pay options with electronic checks, credit card, and automatic payments are available online.

Visit our website at www.bbcsd.org for more details.

HOW TO REDUCE YOUR BILL

The District offers a Low Income Financial Assistance (LIFA) program to eligible customers for a reduction in bimonthly charges. Please visit our website or contact our office for program details and eligibility requirements.

REQUESTING A BILL REVIEW OR FILING A COMPLAINT

Any customer may initiate a complaint or request an investigation into the charges on their bill, any component of the bill or any service provided by the District within five (5) days of receipt of the disputed bill. The District will not disconnect water service during an investigation.

If the customer considers the results of the investigation to be unfavorable, they have the right to appeal the decision to the District's Board of Directors.

REQUESTING AN AMORTIZATION OF YOUR BILL

The District will consider requests to amortize a bill over a reasonable period of time, not to exceed twelve (12) months, under the following circumstances:

1. An excessive bill due to a water leak with proof of repair.
2. Special medical and financial circumstances if all of the following are met:
 - a. Certification from a primary care provider that discontinuation of residential service would be life threatening to, or provided a serious threat to the health and safety of, a resident of the property, AND
 - b. Proof that the customer's income is less than 200 percent of the federal poverty level as a current recipient of state or federal assistance programs.

You must request an amortization agreement prior to the disconnection date on the reverse side of this notice. Amortization agreements cannot be requested after discontinuation for nonpayment.

TERMINATION OF SERVICES AFTER ENTERING AMORTIZATION AGREEMENT

If you enter into an agreement with the District for an amortization of your past due charges, your service will continue as long as you comply with the amortization agreement and as long as you timely pay all subsequent bills.

If you fail to comply with the amortization agreement, the District will give you five (5) days notice prior to termination of your water service, and you will not be entitled to any further investigation by the District.

CONTACT INFORMATION

Please contact the Customer Service Department with questions about this notice or assistance options 139 E. Big Bear Blvd., or by phone at (909) 585-2565, during normal business hours, except on District holidays.

TRANSLATIONS

* Visite nuestra oficina o sitio web para obtener una traducción de este aviso.

*请访问我们的办公室或网站，以获取本通知的翻译。

* Mangyaring bisitahin ang aming opisina o website para sa isang pagsasalin ng paunawa na ito.

* Vui lòng truy cập văn phòng hoặc trang web của chúng tôi để dịch bản thông báo này.

*이 통보서를 번역 할 사무소 나 웹 사이트를 방문하십시오.