

SUBJECT: **DELINQUENT NOTICE**

Dear Customer:

This letter is to advise you that payment for water service provided to the above address is delinquent. As of the date of this notice, payment has not been received, a ten percent (10%) penalty has been charged to your account, and the amount shown above is owed.

The District will continue water service to the above address until **4:00 p.m. on {date}** to give you time to arrange for payment on this delinquent account. If you fail to pay by the above date and time, your water service will be **disconnected** on **{date}**. In the event water service is disconnected for nonpayment, the District will require payment (cash or certified funds only) of the delinquent charges, lock service charge, unlock service charge and a deposit. The District may also require written request to restore service from the owner of the property.

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

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

Sincerely,

Big Bear City Community Services District

Donna Horn
Administrative Department Manager

*Pay your bill online at www.bbccsd.org or toll free at (888) 990-4213.

ADDENDUM TO DELINQUENT NOTICE

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 by the Finance Officer 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 by the Finance Officer 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.

