

GREAT OAKS WATER COMPANY

POLICIES FOR DISCONTINUANCE OF RESIDENTIAL WATER SERVICE FOR NONPAYMENT DURING COVID-19 EMERGENCY

1. Payment of your water bill from Great Oaks Water Company (“GOWC”) is due upon receipt. Your bill will be past due if not paid within 19 days of the date the bill is mailed to you by GOWC.
2. GOWC will discontinue (shut off) your residential water service if you do not pay your water bill within 60 days after it is past due (79 total days from the date GOWC mails your bill).
3. GOWC will make a good faith effort to contact the named customer on the account (the “customer”) by telephone or by written notice at least 7 days before discontinuing your residential water service. When contact is made with the customer, GOWC will offer the customer this written Policy.
4. If you have not paid your water bill within 19 days of mailing by GOWC, GOWC offers to discuss with you various options to avoid discontinuance of service for nonpayment, including: (a) alternative payment schedules; (b) deferred payments (payments made at a later time); (c) minimum payments (payments of less than the full amount spread out over a period of time no longer than 12 months); (d) procedures for requesting a payment schedule over time; and (e) procedures for requesting a bill review and how to appeal your bill. You must contact GOWC to discuss your options.
5. Your service will not be discontinued for nonpayment until any deposit you made to establish credit for water service has been fully absorbed. Should that occur, GOWC may request a new deposit to establish credit.
6. When GOWC contacts a customer in writing, GOWC will mail the notice, addressed to the customer at the address provided to GOWC when establishing the customer account. If that address is not the service address, GOWC will also mail the written notice “OCCUPANT” at the service address. The written notice from GOWC will provide the following:
 - a. The customer’s name and address.
 - b. The past due charges (amount of the delinquency).
 - c. The date by which payment or arrangements for payment must be made to avoid discontinuance (shut off) of residential water service;
 - d. Information about how the customer may request an extension of time to pay the past due charges.
 - e. Information about how the customer may request a bill review and appeal.
 - f. Information about how the customer may request a deferred, reduced, or alternative payment schedule of the past due charges, consistent with GOWC’s policies.
 - g. Information about how the customer may obtain financial assistance to continue water service or making arrangements for payment.
7. Where water service is provided to residential occupants in a detached single-family dwelling, multi-unit residential structure, mobilehome park, or permanent residential structures in a labor or farmworker camp, where the owner, manager, or operator is listed as the customer of record but is not the occupant, the notice of discontinuance of service shall include:
 - a. The date on which service will be discontinued.
 - b. What the occupants are required to do in order to prevent the discontinuance of service or to reestablish service.
 - c. The estimated monthly cost of service (where service is master-metered).
 - d. If occupants of a master-metered residential facility desire legal assistance, please contact the Santa Clara County Bar Association Lawyer Referral Service at (408) 971-6822.

OPTIONS TO AVOID DISCONTINUANCE OF SERVICE FOR NONPAYMENT

To request an extension of time to pay past due charges or to make other payment arrangements of past due amounts to avoid discontinuance (shut off) of service for nonpayment, please contact GOWC Customer Service at (408) 227-9540. You may also come to the GOWC Office located at 20 Great Oaks Boulevard, Suite 120, San Jose, CA 95119 to speak with a Customer Service representative about your past due bill and options to avoid discontinuance of service for nonpayment. The options are those listed in above (see number 4).

If you wish for GOWC to review your bill, you may initiate a billing complaint or request an investigation within 5 days of receiving the bill you wish to dispute. To do so, please contact GOWC Customer Service by telephone or in person.

If you and GOWC agree to an installment payment plan for a past due amount, you must pay later bills on time. If you fail to make an installment payment, GOWC will provide a notice of discontinuance of service (shut off) no less than 5 days before discontinuing your service.

You may appeal decisions made by GOWC concerning past due amounts to the California Public Utilities Commission (CPUC) Consumer Affairs Branch in writing or by telephone. See the back of your bill for information on contacting the CPUC Consumer Affairs Branch.

Residential Health and Safety Exception – Water service to a residential customer will not be discontinued for nonpayment if the customer provides: (a) a primary care provider certifies that discontinuance of service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided; (b) the residential customer demonstrates a financial inability to pay for water service within the normal billing cycle; and (c) the residential customer is willing to enter into one of the optional agreements listed in number 4, above. For more information about the Residential Safety and Health Exception, please contact GOWC Customer Service.