

13.12.025: ALTERNATIVE PAYMENT PLAN:

The city shall offer an alternative payment plan to a water service customer under certain circumstances and under terms and conditions set by resolution of the City Council. A customer shall be eligible for an alternative payment plan if all three of the following circumstances are satisfied:

The customer, or tenant of the customer, submits to the City the certification of a primary care provider, as that term is defined in section 14088(A)(1)(b) of the Welfare and Institutions Code, that discontinuation of residential water service will be life threatening to, or pose a serious threat to, the health and safety of a resident of the premises where residential water service is provided.

The customer demonstrates that he or she is financially unable to pay for residential water service within the city's normal billing cycle.

The customer is willing to enter into an alternative payment schedule with respect to all delinquent charges.

The customer must comply with the payment plan and remain current as charges accrue in each subsequent billing period. The customer may not request further payment plans for any subsequent unpaid charges while paying delinquent charges pursuant to a payment plan. Where the customer fails to comply with the terms of the payment plan for sixty (60) days or more, meaning that no payment is made toward the unpaid delinquent balance on his or her account, the city may discontinue water service per section 13.12.020 C, to the extent authorized by law.