

[Water Shutoff Protection Act](#)

In September 2018 the Governor signed into law Senate Bill 998, known as the Water Shutoff Protection Act (Act). This law mandates that all large water purveyors in California update their policies regarding low-income customers or occupants who are delinquent on their water bills. The City of Fullerton Water Utility (Utility) adopted a policy on Discontinuation of Residential Water Service (Policy) in compliance with this Act. Residential customers will have more time between the billing date and shut-off date. Qualified residential customers may be able to temporarily avoid discontinuation of residential water service for nonpayment by signing up for a payment plan. The Policy became effective February 1, 2020. The following is a helpful FAQ sheet that describes the City of Fullerton's new Policy on the discontinuation of residential water services.

[Frequently Asked Questions \(FAQ\)](#)

Q: Who does the Policy affect?

A: The Policy only affects qualified residential water customers.

Q: How does it affect residential water customers?

A: The Policy allows customers more time to pay their bill prior to water service being discontinued. A customer's water service will not be discontinued unless they are delinquent for 60 days.

Residential customers that are having trouble paying their bill and meet certain requirements may request a payment arrangement plan by contacting the City's Utility Services Division at 714-738-6890 or via email at UtilityBilling@cityoffullerton.com or in person at the Utilities Services Division counter on the first floor of city hall.

For households demonstrating incomes below 200% of the Federal Poverty Line (in 2020 for a family of four it is \$52,400) there is a mandated fee limit on reconnection charges and an annual late charge waiver.

Q: How do I sign up for a payment arrangement plan?

A: A qualified customer who is financially unable to pay their bill within the normal payment period may request a payment arrangement plan to avoid having their water shut off. If you need more time to pay your bill, please contact the Utility Services Division to request a payment arrangement plan.

Q: How long before I know if I am approved for a payment arrangement plan?

A: The City Utility will review the documentation requested from the customer within seven (7) business days and notify the customer if they are approved, denied or if additional information is needed.

If approved, the City Utility will send a payment arrangement plan agreement for the customer to sign and return. The customer must remain current on future utility bills for subsequent billing periods. Concurrent payment arrangement plans are not allowed.

Q: What kind of alternative payment arrangements are available?

A: Upon review of the customer's information and approval, the City Utility shall offer the customer one or more of the following options:

- An extension of the current payment due date
- Amortization of the unpaid balance (i.e. payment arrangement plan with payments due weekly)

Q: Can the City shut off my water?

A: The City Utility will discontinue water services after sixty (60) calendar days if the customer fails to pay their delinquent bill.

If a customer is on an approved payment arrangement plan and fails to pay and/or fails to pay subsequent bill(s) not included in their payment arrangement, the City Utility may discontinue water service sixty (60) calendar days after a payment is missed.

Q: I live in an apartment or multi-unit complex, how does this affect me?

A: In the event a residential multi-family property account goes delinquent, there will be enhanced communication whereby the account holder and all associated units will receive a copy of the delinquency notice seven to ten (7-10) days before water service is shut off.

The notice will inform the tenant(s)/occupant(s) of the multi-family residential unit that they are able to take over a delinquent account prior to shut-off if certain conditions are met; and that they as a new account holder would not be responsible for the outstanding balance on the delinquent account. The conditions generally consist of providing proof of tenancy and making the required deposit to open an account.

Q: What if I still have questions about this Policy?

A: For more information or questions about this Policy, contact the City's Utility Services Division at 714-738-6890 or via email at UtilityBilling@cityoffullerton.com or in person at the Utilities Services Division counter on the first floor of city hall. Additional, information can also be found on the City's website at: cityoffullerton.com