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8(C) Affordability

C1. Shut-offs

Senate Bill 3 (2023) extended Senate Bill 998 requirements to all community water systems.

Community water systems shall report the number of annual discontinuations of residential service for inability to pay to the board and on the water system's internet website (if a website exists).

A community water system that serves 200 or more service connections shall have a written policy on discontinuation of residential service for nonpayment available in English, Spanish, Chinese, Tagalog, Vietnamese, Korean, and any other language spoken by at least 10 percent of the people residing in its service area.

A community water system that serves fewer than 200 service connections shall have a written policy on disconnection of residential service for nonpayment available in English, any language spoken by at least 10 percent of the people residing in its service area, and, upon request of a customer, in Spanish, Chinese, Tagalog, Vietnamese, and Korean.

"Residential service" means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

"Urban and community water system" means a public water system that supplies water to more than 200 service connections.

C1.1 How many accounts for Single-Family and Multi-Family service connections had their water shut-off once during the year due to failure to pay?

	Occupied Accounts	Unoccupied Accounts	Unknown Accounts	Total*
C1.1a Residential Accounts	3	1	0	4
C1.1b Single-Family Accounts	3	1	0	4
C1.1c Multi-family Accounts	0	0	0	0

C1.7 Do you offer an extended repayment or other customer payment assistance plan? ? Yes ▼

C1.7.1.How many occupied Single-Family and Multi-Family customer accounts participated in your extended payment of other customer payment assistance plan? ?

C1.7.1b. Single-Family Accounts	9
C1.7.1c. Multi-family Accounts	0
C1.7.1d Total:	9

☐ Data not collected. System will begin collecting. Grace period 2023 and 2024 eAR.

C1.8. What is the number of residential accounts (single-family, multi-family, and mixed use that include residential) that were missing one or more required water bill payments at the end of your year? ? 54

C1.8.1. What is the sum of outstanding uncollected residential (single-family, multi-family, and mixed use that include residential) bills at the end of your most recent year? ? 2023430 ☐ Not determined

C1.9. Comments on Shut-offs (publicly available): ?

C1.10 Does your water system transfer customer arrearages (unpaid water bill debt) to a third-party after a certain period of delinquency?\*