



Santa Fe Irrigation District

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BILLING AND COLLECTION PROCEDURES

Effective October 10, 2018

BILLS AND PAYMENTS

Meters will be read by the District bi-monthly. This will be done approximately the same day each month. Bills are due and payable when mailed and are delinquent if not paid within 20 days from the date of the mailing.

Bills can be paid in person at the District office or by mail. District field or service personnel are not authorized to receive payments for unpaid water bills.

A \$29.00 service charge shall be imposed and added to the amount due the District for any check or ACH that is not honored for any reason by the customer's bank.

Any customer desiring to initiate a complaint or request an investigation concerning services or charges shown on the bill must do so within 5 days of receipt of the bill. Any such complaint or request must be in writing and filed with the Administrative Services Manager. If the customer is dissatisfied with the decision of the Administrative Services Manager, customer shall have the right to appeal the decision to the District's Board of Directors by filing a written appeal within 7 days of the decision of the Administrative Services Manager.

Information on procedures to obtain financial assistance or to make arrangements for installment payments may be obtained by telephone at the District office, (858) 756-2424. Office hours are Monday-Thursday 7:30 a.m. to 5:00 p.m. Friday office hours are 7:30 a.m. to 4:00 p.m. and we are closed every other Friday.

RESPONSIBILITY OF PROPERTY OWNER

The owner of the property is ultimately responsible for water service bills to the property. If a tenant fails to pay all charges for water service, the District shall notify the owner of the unpaid charges. If the charges are not paid by the owner, the charges will be added to the tax assessment roll and be collected with the property taxes. (Water Code Sec. 25806).

ESTIMATED BILLINGS

The District will make all attempts to obtain an actual read for all customers. However, should any meter in service fail to register, or should the District be unable to read the meter for reasons beyond the control of the District, the District shall estimate the amount of water used by comparing it to the same billing period in previous years.

BILLING ADJUSTMENTS

The District reserves the right to adjust a bill to correct any error that may be found. If the error is in favor of the customer, a refund or credit shall be given to the customer. If the error is in favor of the District, the customer shall be billed for the deficiency. No adjustment shall be made for an error that occurred for more than 18 months before the adjustment unless expressly approved by the Board of Directors.

COLLECTION PROCEDURES

SINGLE FAMILY RESIDENCE/NO CHANGE OF TENANT OR OWNERSHIP

Bills for water service are delinquent if not paid within 20 days from the date of mailing. At the end of 20 days the District shall send a customer a notice by first-class mail that water service shall be discontinued unless the bill is paid in full within 15 days from the date of mailing. If it remains unpaid at the end of 15 days, a penalty equivalent to 10% of the original bill will be assessed. At least 2 working days prior to termination of service, the District shall make a reasonable, good faith effort to contact an adult person residing at the property by telephone or in person. A discontinuance notice will also be placed on the property 48 hours prior to the termination of service, which includes a fee of \$43.00. After the expiration of 48 hours from this discontinuation notice, an additional \$48.00 shut-off charge for non-payment and a 10% penalty will be added whether or not service is discontinued. If the total bill is \$25.00 or less than there will be no steps taken for collection at this time.

MULTI UNIT SERVICES

Bills for water service are delinquent if not paid within 20 days from the date of mailing. At the end of 20 days, the District will send a reminder to the person(s) of record responsible for the payment of the account. At the same time, a **Notice of Intent to Disconnect Water Service** will be placed on the bulletin board areas where most residents would see it, i.e., recreation rooms, mail rooms, in apartment buildings or mobile home parks. In the case of duplexes serviced by one meter, both sides will receive a notice.

The following conditions apply to the preceding Single Family Residence and Multi Unit Services. Service that has been terminated for non-payment will be reinstated upon the payment of all sums owed the district. When one parcel or contiguous parcels are served by more than one meter which are billed to the same customer, and both are delinquent at the same time, only one \$48.00 shut-off charge will be assessed if full payments of all charges are made at one time. If the charges are not paid for all meters at one time, a \$48.00 charge will be made for each.

Water service will be turned on only between the hours of 7:30 a.m. and 5:00 p.m. on business days of the District. Service may be turned on after hours if the customer agrees to pay all charges by noon of the next working day and if during the preceding 12-month period the customer has not been notified of the intention of the District to terminate service. There is an additional \$99.00 charge to turn service back on outside of normal business hours.

If a customer breaks or damages any locking devices or equipment to turn on water service after it has been turned off for non-payment, the District will remove the water meter. The meter will not be replaced until all water charges, penalties, fees and cost of damage to the equipment are paid plus \$50.00 to cover the expense of removing the meter to terminate service.

FINAL BILL - CHANGE OF TENANT/NOT CHANGE OF OWNERSHIP

A final bill will be sent to the tenant. At that time a copy of the final bill will be sent to the legal owner with a letter notifying the owner of the bill. Final bills are due 14 days from mailing date and if unpaid, the owner will then be notified that payment is past due. If unpaid 40 days after mailing to the owner, a 10% penalty will be added. The bill, plus a \$25.00 processing fee, will be added to the next tax assessment roll and shall become a lien on the property of the owner.

FINAL BILL - CHANGE OF OWNERSHIP

The final bill will be sent to the former owner. The final bill is due and payable 14 days from the date of mailing. If unpaid 14 days after mailing, a 10% penalty will be added. This bill shall become a lien on other property within San Diego County owned by the former owner.