



***** 10 DAY WATER SERVICE SHUTOFF NOTICE *****

Date

Customer Name
Mailing Address
CSZ

Account Number: ###
Service Address: Address
Amount Due: \$xxx
Due Date: Date
Shutoff Date: Date

Dear Customer,

Your utility bill is delinquent in the Amount Due above. This Amount Due must be paid on or before the above Shutoff Date, or your water service may be shutoff. Payments can be made at:

Fowler City Hall
128 South 5th Street
Fowler CA 93625

If payment has been made, you may disregard this notice.

Occupants have the right to become account holders without being required to pay the amount due. Requirements apply. Contact us if you are an occupant and do not currently have the account under your responsibility.

If water shutoff occurs, the full balance must be paid, along with a \$56.00 reconnection fee, to restore water service. Requests for reconnection of water service must be made between the hours 8:00 a.m. and 4:00 p.m., Monday through Friday. The office is closed for lunch between 12:00 p.m. and 1:00 p.m.

Residential water service is not reconnected after hours, on weekends, or City Holidays.

Account holders with a delinquent balance of \$100.00 or more may be eligible for a Payment Plan or Temporary Deferral. Requests must be made in writing and submitted to the water department at City Hall. Requirements apply. Monthly Water Bill payment must be made in addition to Payment Plan or Temporary Deferral amount. Late fees will not be incurred. Failure to comply with the Payment Plan or pay the Monthly Water Bill for a period of sixty (60) days will result in the automatic discontinuation of Payment Plan or Temporary Deferral, the account will be subject to immediate shutoff, and late fees will resume.

Appeals of a Monthly Water Bill or a Shutoff Notice must be in writing to:

City Clerk
128 South 5th Street
Fowler, CA 93625

Appeals must be received no later than five (5) days prior to the water shutoff date and will be reviewed by the Finance Director.

Pursuant to California Health & Safety Code section 116908, subdivision (b), if an adult at the residence appeals the water bill, the City will not discontinue residential service while the appeal is pending. However, adjustments to the billing can either decrease or increase the amount, and all amounts due from the billing cycle will be due immediately upon the completion of the appeal process, or subject to such terms of a payment plan should the parties agree as such.

City Council Resolution No. 2621 Adopting a Residential Water Shutoff Policy is available online at www.fowlerciv.org. Click on "City Departments," then "Public Works," and then "Water." You may also contact Fowler City Hall for a copy of the Resolution.

For questions about this notice, please contact us at (559) 834-3113, extension 100.