



PLACER COUNTY WATER AGENCY
SINCE 1957
BUSINESS CENTER
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Auburn, CA 95604
PHONE
530.823.4850
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WWW.PCWA.NET

Water Shutoff Protection Act

Pursuant to Section 116900 of the Health and Safety Code, Placer County Water Agency (PCWA) will not terminate residential service for nonpayment when specific conditions are met. The written policy is available on the back of this form, on our website at pcwa.net, or by calling the Customer Services department at (530) 823-4850.

Name:	Account Number:	
Owner <input type="checkbox"/> Tenant <input type="checkbox"/>	Service Address:	
Email Address:	Mailing Address:	
Phone:	City:	Zip:

All three requirements must be met to avoid disruption of water service:

**Check all
that apply**

1. I can submit certification of a primary care provider, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of a resident of the premises where service is provided. ☐
2. I can demonstrate or declare that I am financially unable to pay for service within the normal billing cycle. I or a member of my household am a current recipient of (a) CalWORKs, (b) CalFresh, (c) general assistance, (d) Medi-Cal, (e) Supplemental Security Income/State Supplementary Payment Program, or (f) California Special Supplemental Nutrition Program for Women, Infants, and Children or the customer declares that the household's income is less than 200 percent of the Federal Poverty level. ☐
3. I am willing to enter into a payment arrangement. ☐

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- As a condition and requirement for receiving a reduced reconnection fee from PCWA, I hereby declare that my household income is below 200 percent of the federal poverty line. ☐

Completion of this form does not guarantee a payment arrangement. I understand by meeting the above conditions, my service may still be terminated if I fail to comply with a payment arrangement. Documentation may need to be provided upon request by PCWA. This form is valid for 12 months from date of signature. I understand that by signing this form I agree that the information listed is true and correct. I declare that I meet the above requirements of the Water Shutoff Protection Act.

Signature: _____

Date: _____

Policy on Discontinuation of Residential Water Service for Nonpayment **(Water Shutoff Protection Act)**

California law provides options for customers to avoid discontinuation of residential water service for nonpayment of their water bill. Those options include deferred payments or alternative payment schedules, and appealing a water bill.

How Can I Appeal My Water Bill?

Customers may dispute bills, or request an adjustment of bills, within 60 days of the bill date. No penalties or charges accrue on a disputed bill until 10 working days after a response from the Agency.

To have your bill reviewed by customer service staff, please contact our Customer Services department at (530) 823-4850.

If there is no satisfactory resolution by customer service staff, a customer can then have their bill reviewed by a supervisor or manager. If a customer is still dissatisfied with the outcome, the customer may request a review by the General Manager. The General Manager can correct any billing errors made by the Agency. If a resolution is not reached by the General Manager, a final review and decision will be made by the Agency Board of Directors.

How Can I Get A Deferred or Alternate Payment Schedule?

A customer who is unable to pay for water service within the normal payment period may request an alternative payment plan to avoid disruption of service. PCWA will consider all circumstances surrounding the request and make a determination as to whether the deferred or alternate payment arrangement is warranted. The payment plan can either defer the amount due to a later date or provide for a payment schedule for the outstanding balance. A plan will require the account to be brought up to date in 60 days, but may not exceed 12 months from the original due date. To inquire about an alternate payment schedule, please call Customer Services at (530) 823-4850.