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| Ordinance Type | District Operations | Date Adopted | June 28, 2006 |
| Ordinance Number & Title | 15000 - Customer Deposits for New or Delinquent Accounts | Date Amended | February 1, 2020 |

15000.01 Deposit Upon Application for New Service

When an Applicant makes a request for a new water service, the District may require that the Applicant make a cash deposit to assure payment of the account as a condition of providing the requested new service. The Deposit shall equal the amount specified in the District's current schedule of Rates, Fees, Charges, and Deposits. A deposit may be waived when the owner of the property or his or her authorized agent guarantees payment for service when the property is leased by signing a District provided tenant/landlord agreement.

15000.02 Deposit for Non-Payment of Service Charges or Other Fees and Charges

Whenever a Customer's payment history with the District becomes unacceptable due to delinquency of the billed water charges or other fees and charges due to the District, the District may require the Customer to make a cash deposit as specified in the District's current Schedule of Rates, Fees, Charges, and Deposits. A Customer's failure to pay the required deposit to the District is grounds for termination of service in accordance with Section 18000.03.5 of this Code. In cases where a Customer has an existing deposit on file, and service has been disconnected due to non-payment, a portion of or all of the deposit shall be used to offset the delinquent water bill. Water service shall not be reinstated until the full amount of the deposit is restored with the District.

15000.03 Deposit Duration

The District normally returns customer deposits after two years of service and a payment history indicating no delinquent or dishonored payments. However, any customer who makes a delinquent or dishonored payment during the initial 24-months of service shall not have their deposit returned until their service is terminated or they no longer pose a substantial credit risk for a consecutive 24-month period.

Upon voluntary termination of service, the deposit may be applied against any unpaid balance. Any remaining balance will be returned to the Customer.

All deposits will be returned to the Customer without interest. Deposits, that remain unclaimed after the expiration of three years from the date the deposit became refundable, will become property of the District in accordance with Government Code Section 50050.

Revision History:

| Revision Date | Description of Changes | Requested By |
|---------------|--|--------------------------------------|
| 6/25/08 | Ord. 08-001 repealed all prior ordinances | |
| 12/11/19 | Ord. 19-01 revisions to comply with SB 998 | Lisa Brown, Customer Service Manager |