



CITY OF HAYWARD

Hayward City Hall
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Cover Memo

File #: CONS 19-792, **Version:** 1

DATE: December 17, 2019

TO: Mayor and City Council

FROM: Director of Finance
Director of Public Works

SUBJECT

Adopt a Resolution Approving Policy on Discontinuation of Residential Water Service for Nonpayment

RECOMMENDATION

That Council adopts a resolution (Attachment II) adopting Policies and Guidelines on Discontinuation of Residential Water Service for Nonpayment.

SUMMARY

In September 2018, Governor Brown signed Senate Bill 998, the Water Shutoff Protection Act, into law to provide additional protections for residential water customers before the discontinuation of water service due to nonpayment of water bills. The new law requires all public water systems (with more than 200 connections) to have a written policy on discontinuation of residential water service, which includes adequate noticing and repayment options for low-income customers before shutting off water service. The written policy must be posted in multiple languages on the water purveyor's website. This report describes staff's efforts to update the City's existing policies and procedures related to delinquent accounts and discontinuation of water service to comply with SB 998 requirements by February 1, 2020.

On October 30, 2019, the Council Sustainability Committee recommended that Council consider adoption of the Policies and Guidelines on Discontinuation of Residential Water Service for Nonpayment. No public comments were made during the meeting.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	Resolution
Attachment III	Policies and Guidelines for Discontinuation of Residential Water Service for Nonpayment