

RESIDENTIAL WATER SERVICE NOTICE OF DELINQUENT PAYMENT AND DISCONTINUANCE OF WATER SERVICE

As of the date of this notice, the Rio Vista Water Department ("City") has not received payment due on the account listed above. A ten percent (10%) penalty on water and sewer charges has been charged to your account, and the amount shown above is now due.

In order to avoid the City shutting off water service to the above-listed service address, please remit payment or contact the City to request an amortization or reduction of your bill within sixty (60) days of the date of this notice. If no payment is received or no agreement for payment is made, the City will shut off the water service **at 10:00 a.m. on the sixty-first (61st) day from the date of this notice.**

After disconnection, in the event that you wish to reconnect your water service, the City will require full payment of the delinquent charges and an additional \$25.00 reconnection fee.

PAYMENT INFORMATION

- To pay in person – Visit 1 Main Street, Rio Vista, California 94571.
The City can ONLY accept cash, check, or money order in person.
For credit card payments, please pay by phone or online.
- To pay by phone – Call Toll Free to (844) 446-6486 and follow the voice prompts.
You will be required to provide your account number, listed above.
- To pay online – Visit <https://riovca.aquahawk.us/login> and pay through the payment portal.
If you have not used the portal previously, you will need to register your account via the portal.

REQUESTING A BILL REVIEW OR FILING AN APPEAL

It is the City's policy to provide an appeal process that allows customers to contest a residential water service bill. You may appeal this notice and the delinquent amount by following the appeal process provided in City of Rio Vista Municipal Code Section 13.20.150. To discuss the appeal procedure and options to avoid discontinuation of residential water service, contact the Public Works Director at 707-374-6451, ext. 1116.

REQUESTING AN AMORTIZATION OR REDUCTION OF YOUR BILL

You may be eligible for a deferred, reduced, or alternative payment schedule to avoid termination of your water services. To petition for such a reduction or amortization, contact the City in person at the address listed above or via phone to the City Finance Director at 707-374-6311 and be prepared to provide evidence that you meet the requisite criteria.

1. Deferred payment plan – Deferred payment plans are available if a customer commits to a payment plan designed to bring the account current in no fewer than two billing cycles. In no event will the deferred payment plan period exceed twelve (12) months.
2. Reduced payment plan – Reduced payment plans are available if a customer demonstrates financial inability to pay by showing any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Social Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level. In such case, the City will reduce the amount owed and waive the 10% interest charge, but not more than once every twelve (12) months.
3. Alternative payment schedule – The City may divide a customer's water service charges into equal monthly payments, or other alternate payments the City's Finance Director and/or designee considers necessary, to avoid undue hardship to the customer based on their individual circumstances.

TERMINATION OF SERVICES AFTER ENTERING INTO A PAYMENT PLAN

If you and the City agree to a deferred, reduced, or alternative payment schedule, your water services will continue as long as you comply with the agreement and continue to timely pay all subsequent water service charges.

If the you fail to comply with the agreement or fail to pay your regular water service charges for sixty (60) days or more, the City may discontinue your water service after giving at least five (5) business days' notice of delinquent payment and posting such notice in a prominent and conspicuous location at the service address listed above.

NOTICE TO TENANTS

Pursuant to State law, residential tenants have the right to become a direct customer of the City for water services and the person to whom such service will be billed, without being required to pay the delinquent amount listed above. In order to exercise this right, please contact the Rio Vista Water Department, 1 Main Street, Rio Vista, California, 94571, or the Public Works Director at 707-374-6451, ext. 1116.