



# **DISCONNECTION NOTICE**

Dear Resident,

This letter is to notify you that your City of Ripon account is **DELINQUENT**. Water services are scheduled to be shut off if a minimum payment of the past due amount is not made to City Hall **BEFORE** 8 a.m. on shut-off day. See enclosed bill for last day to pay. Your payment should be made sooner to ensure no further penalties.

There will be a **\$27.50** charge to your account if payment is not made **BEFORE** 8 a.m. on water shut-off day regardless of if your water has been turned off or not.

Payments can be made by cash, check, or credit/debit card at City Hall or online with credit/debit card at [cityofripon.org](http://cityofripon.org).

Please contact us at (209) 599-2108 if you have any questions regarding this notice or your balance due.



City of Ripon  
Utilities Department



## **ADDENDUM TO DISCONNECTION NOTICE**

### **Alternative Payment Arrangements:**

Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement, including but not limited to an amortization plan or deferred payments to avoid late fees or disruption of service. The customer must contact the City at least one week before services are scheduled to be disconnected. The City will consider all circumstances surrounding the request and approve or deny the request(s) at its discretion.

#### **A. Deferred Payments:**

Customers may contact the Finance Department to request an extension of time to pay. The City, at its discretion, will only allow customers a courtesy extension of time a maximum of two times within a calendar year. An extension of time will only be granted if the customer is currently not on an amortization plan of a previous balance. Extensions will continue to be at the discretion of the Finance Director or his/her designee and will not be longer than to the Thursday of the same week as shut-off day.

#### **B. Amortization Plan:**

Payment arrangements that allow payment of past due amounts over a period defined by the customer, not to exceed 12 months, are considered amortization plans for purposes of this policy. An amortization plan must be in writing and signed by the customer. The amortized payments will be combined with, and subject to the due date of, the customer's regular bill. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan.

#### **C. Failure to Comply With Alternative Payment Arrangements:**

Failure to comply with the terms of an alternative payment schedule will result in the issuance of a final notice of intent to disconnect service. The final notice of intent to disconnect service will be posted in a prominent and conspicuous location at the property no less than 5 business days in advance of discontinuance of service. In order for services to be reconnected, the customer will need to pay the entire past due balance of the alternative payment arrangement and the past due balance of their services.

### **Contest or Appeal a Bill:**

A customer can make a formal contest or request to appeal a utility bill to the Administrative Officer, or his or her designee. The contest or appeal must be made within 60 days of the billing date. Upon receipt, the Administrative Officer will review the request and respond to the customer within 10 business days. If a customer disputes the water bill and exercises their right to appeal to the Administrative Officer, or his or her designee, the City will not disconnect water service for non-payment while the appeal is pending.

### **Translations:**

\* Visite nuestra oficina o sitio web para obtener una traducción de este aviso.

\* 请访问我们的办公室或网站，以获取本通知的翻译。

\* Mangyaring bisitahin ang aming opisina o website para sa isang pagsasalin ng paunawa na ito.

\* Vui lòng truy cập văn phòng hoặc trang web của chúng tôi để dịch bản thông báo này.

\* 이 통보서를 번역 할 사무소 나 웹 사이트를 방문하십시오.