

IMPORTANT INFORMATION REGARDING YOUR WATER SERVICE

There will be new restrictions on residential water service discontinuation when customers are delinquent in paying their water bills under Senate Bill 998 (SB 998) which goes into effect February 1, 2020. The legislation will impact existing practices, policies and procedures relating to delinquent accounts and discontinuation of water service.

Effective February 1, 2020, City of La Verne will comply with the requirements of SB 998. To help water utility customers understand the pending changes, a summary of the current and proposed SB 998 water service discontinuation timeline is provided below.

Day	Current Process
1	Bill Mailed
30	Bill Due (5% late fee at 5pm)
34	Past Due Notice
44	Door Tag
49	Service Disconnected

Day	Proposed SB998 Process
1	Bill Mailed
30	Bill Due (5% late fee at 5pm)
77	Past Due Notice
92	Service Disconnected

Effective February 1, 2020:

- Delinquent accounts will not receive door tags – a final shut-off notice will be mailed to past due accounts 14 days prior to water disconnection.
- Late fees are assessed after 5pm on the due date.
- The \$15 delinquency processing fee (assessed prior to disconnection) will be replaced with a \$25 reconnection fee (assessed after service is restored) during regular business hours and \$50 during non-regular hours.

**For more information on SB 998 please visit www.cityoflaverne.org
or call customer service at (909) 596-8744.**