



Town of Windsor
 Administrative Services Department
 9291 Old Redwood Highway
 P.O. Box 100
 Windsor, CA 95492-0100
 Phone: (707) 838-1004
 Email: ub@townofwindsor.com

Final Disconnect Notice

Notice Information

To make payment arrangements, please contact our office during normal business hours from 7:00 AM to 6:00 PM, Monday through Thursday at (707) 838-1004; or contact us via email at ub@townofwindsor.com. Arrangements must be made prior to disconnect date. Please read your rights on the reverse side of this notice.

Notice Date:

Due Date:

Disconnection Date:

Billing Details

Account #
Service Location
Service Period

Account Information

Customer Number:

Last Payment Date:

Previous Balance:	\$	000.00
Payments:	\$	0.00
Current Charges:	\$	00.00
Credits Applied:	\$	0.00
Account Balance:	\$	000.00

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. MAKE CHECK PAYABLE TO: **TOWN OF WINDSOR**

PLEASE CHECK BOX FOR CHANGES IN ADDRESS OR TELEPHONE

Customer Number:

Service Location:

AMOUNT DUE **\$000.00**

Amount due by

AMOUNT ENCLOSED

\$ _____



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DISCONNECTION OF SERVICE

On the date of the scheduled disconnection a \$50.00 administrative fee will be assessed to the account. Payment in full must be made before service will be restored. To avoid an additional \$150.00 after-hours fee, payments must be received prior to 5:00 p.m. Monday – Thursday for reconnection of service on the same day.

If you are not the current account holder for water service but are the tenant of the property, you individually or together with any other tenant of this property, have the right to become a customer. Water users may become Town customers if they are willing and able to assume responsibility for the entire account and subsequent charges.

The Town will not disconnect your water service in certain circumstances which are described below. If you believe any of these circumstances apply to you, you must promptly comply with the procedures stated below to stop the Town from discontinuing your water service.

REQUESTING A BILL REVIEW OR FILING A COMPLAINT

Any customer may initiate a complaint or request an investigation into the charges on their bill, any component of the bill or any service provided by the Town within five (5) days of receipt of the disputed bill. The Town will not disconnect water service during an investigation. If the customer considers the results of the investigation to be unfavorable, they have the right to appeal the decision to the Town Manager or his/her designee.

REQUESTING AN AMORIZATION OF YOUR BILL

The Town will consider requests to amortize a bill over a reasonable period not to exceed twelve (12) months under a special medical and/or financial circumstance, if all of the following are met.

- Certification from a primary care provider that discontinuation of residential water service would be life threatening to, or provided a serious threat to the health and safety of, a resident of the property; and
- Proof that the customer's income is less than 200 percent of the federal poverty level as a current recipient of state or federal assistance programs; and
- Amortization agreement must be requested prior to the disconnection date and cannot be requested after discontinuation for nonpayment.

TERMINATION OF SERVICES AFTER ENTERING AMORTIZATION AGREEMENT

An amortization agreement for past due charges will eliminate discontinuation of water service as long as the agreement is current and in good standing, and all subsequent bills are paid on time. If the agreement is in default, the Town will provide a seven (7) day notice prior to discontinuation of water service.

CONTACT INFORMATION

Please contact Administrative Services Department with questions about this notice or assistance options. Contact (707) 838-1004 during normal business hours or by email at ub@townofwindsor.com.

TRANSLATIONS

Please visit our office or website for a translation of this Policy.

Visite nuestra oficina o sitio web para obtener una traducción de este política.

请访问我们的办公室或网站 · 了解本政策的翻译

Mangyaring bisitahin ang aming opisina o website para sa isang pagsasalin ng patakarang ito.

Vui lòng truy cập văn phòng hoặc trang web của chúng tôi để dịch bản chính sách này.

이 정책에 대한 번역은 저희 사무실이나 웹 사이트를 방문하십시오