

CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT
300 North "D" Street
San Bernardino, CA 92418

RULE AND REGULATIONS NO. 6
PAYMENT OF BILLS

Bills are due and payable at the office of the City of San Bernardino Water Department on the date they are mailed their property owners, tenants, or designated agents. If payment is not received within nineteen (19) days after mailing, the bill will be considered delinquent and a two dollar (\$2.00) delinquency notification fee will be applied to the customers account upon generation of the "Reminder" notice. If payment is not received 34 days after the original mailing, a two dollar (\$2.00) delinquency notification fee will be applied to the customers account upon generation of the "Shut Off" notice. Water service may be discontinued if payment is still not received 41 days after the original mailing, without any additional notice.

If an account is eligible for delinquency-shut off and the work order is sent to the field a service charge in the amount of forty-five dollars will be applied to the customers account. Service will not be reinstated until all past due charges have been paid, including the service charge plus a deposit as required in Rule & Regulation No. 8. Payment after shut off may only be made in cash or by credit card. No check will be accepted.

Failure to receive a bill does not relieve a consumer of liability for payment. Unpaid bills shall be considered a debt to the City. Any person, firm or corporation failing or refusing to pay said indebtedness shall be liable to an action on the part of the City, for the collection of all unpaid charges.

A consumer's water service may be discontinued with proper notification for nonpayment of a bill for service rendered at a previous location served by the Department, provided said bill is not paid within nineteen (19) days after presentation at a new service location within the City. If a consumer is receiving service at more than one location, service at any or all locations may be discontinued if bills for service at any one or more locations are not paid within the specified nineteen (19) day period.

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Checks issued as payment of bills will be subject to a twenty-six dollar (\$26.00) redemption charge if returned to the Department. The most common reasons of returned checks are insufficient funds, stopped payments, closed accounts and unable to locate account.

Approved by BOWC: July 11, 2006
Effective: August 1, 2006
Supersedes: October 18, 1994