



City of Williams

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DISCONNECTION OF RESIDENTIAL WATER SERVICE FOR NON-PAYMENT POLICY

It is the policy per the City of Williams to collect all monies due to the City as prescribed in the Williams Municipal Code.

13.04.261- Discontinuance of residential water service for nonpayment of a delinquent account.

- A.** Any discontinuance of residential water service for nonpayment of a delinquent account shall comply with the requirements set forth in Public Utilities Code Section 10010 and 10010.1.
- B.** In addition to the requirements described above in subsection A of this section, the requirements set forth in Public Utilities Code Sections 10009 or 10009.1 shall apply to any discontinuance of master-metered or individually-metered residential water service to a multi-unit residential structure, mobile home park or permanent residential structures in a labor camp (as described in Health and Safety Code section 17008) for nonpayment of a delinquent account by the owner, manager or operator of the premises.

BACKGROUND:

When a water service account becomes delinquent for 60 days or more, due to non-payment, and the billing customer has received the notice of delinquent account impending discontinuance of water service (15 day notice), and the City does not receive payment, water services to the residential service address may be discontinued.

Customers may contact the City of Williams in person or by phone at (530) 473-2955 Ext. 111 before disconnection to discuss possible options to avoid disconnection.