



SATIVA WATER SYSTEM

2015 E. Hatchway Street • Compton, California 90222-3519
 Office Tel. (310) 631-8176 • Fax (310) 632-5492 • www.sativawd.com
 Office Hours: 8:00 a.m. to 5:00 p.m. Monday thru Thursday • 9:00 a.m. to 2:00 p.m. Friday
 After Hours Water Emergencies Only: (800) 675-HELP (4357)
 Pay Your Water Bill: (888) 645-2744 or www.SativaWD.com

Notice of Billing Rates and Policies

Billing Rates and Deposit Amounts

| # Dwelling Units | Monthly Rate | Account Deposit | Monthly Rate (Properties w/ Compton Utility Tax) | Account Deposit (Properties w/ Compton Utility Tax) |
|------------------|--------------|-----------------|--|---|
| 1 Unit | \$67.84 | \$135.68 | \$74.62 | \$149.25 |
| 1 ½ Units | \$101.76 | \$203.52 | \$111.94 | \$223.88 |
| 2 Units | \$135.68 | \$271.36 | \$149.25 | \$298.50 |
| 2 ½ Units | \$169.60 | \$339.20 | \$186.56 | \$373.12 |
| 3 Units | \$203.52 | \$407.04 | \$223.87 | \$447.74 |
| 3 ½ Units | \$237.44 | \$474.88 | \$261.18 | \$522.36 |
| 4 Units | \$271.36 | \$542.72 | \$298.50 | \$597.00 |

Fee Types and Amounts

| Fee Type | Amount |
|------------------------------------|---|
| Late Fee | \$18.00 |
| Shutoff / Reconnection Fee | \$75.00 |
| Returned Check #1 Fee | \$40.00 |
| Returned Check #2 Fee | \$65.00 |
| Returned Check #3 Fee | \$90.00 |
| Meter Tampering Fee | \$315.00 |
| Water Lock Removal Fee | \$300.00 |
| Fire Flow Test Fee | \$550.00 |
| New Water Service Installation Fee | \$3,000.00 if New Fire Hydrant <u>Not</u> Required \$6,000.00 if New Fire Hydrant <u>Is</u> Required |
| Water Wasting Fine | \$50 - \$500 |



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Policy for Discontinuation of Residential Service for Non-Payment

All water bills for the preceding month are payable upon presentation and become delinquent on the twenty-first (21) days after the bill date. A late fee is applied to all accounts not paid in full by the PAYMENT DUE date. Customers may contest or appeal a bill by contacting Customer Service at (310) 631-8176 or submitting a Water Bill Appeal form to our office located at 2015 E. Hatchway Street, Compton, CA 90222-3519. Customers may request additional time or alternate payment schedules on a water bill by contacting Sativa Customer Service for eligibility. If water service is not currently in the resident's name, they may be eligible to establish service in their name. If any water bill should be allowed to become delinquent, a "Final Notice" will be issued. The "Final Notice" will include the deadline date by which payment must be made to avoid discontinuation of service. If a bill remains delinquent beyond the deadline date and no appeal or alternative payment schedule has been requested, the water service may be discontinued. Should service be discontinued for non-payment, Sativa Water will not reinstate water service until the delinquent amount has been paid, including the applicable Shutoff/Reconnection Fee. To schedule reconnection, the customer must take the following steps:

- Pay the delinquent amount, including applicable Shutoff/Reconnection Fee through the website or in person during office hours.
- If payment is made by Website, please provide proof of the payment to Customer Service by visiting our office or by calling (310) 631-8176.

Billing and Fee Policies

BILLING DATE - Water bills for the preceding month are mailed the first week of each month.

PAYMENT DUE DATE - Payment of your bill is due on the 21st of every month. Bills may be paid on or before the PAYMENT DUE date.

LATE FEE An \$18 late fee is applied to accounts that have not paid their full account balance by 11:59pm (one minute before midnight) on the PAYMENT DUE date. On dates where the PAYMENT DUE date falls on a weekend or a holiday, the LATE FEE will be imposed at 12:00am (midnight of the morning) of the first business day following the weekend or holiday. See the schedule below for exact dates.

SHUTOFF DATE - Customers that have not paid their full account balance, including LATE FEES, by the SHUTOFF DATE will have their water service shut off. See the schedule below for exact dates.



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SHUTOFF / RECONNECTION FEE - A \$75 SHUTOFF / RECONNECTION FEE is applied to accounts that have not paid their full account balance, including LATE FEES, by the SHUTOFF DATE. The SHUTOFF / RECONNECTION FEE will be applied at 12:00am (midnight of the morning) of the SHUTOFF DATE. Sativa Water System staff will physically shut off water service beginning at 7:00am on the SHUTOFF DATE. The SHUTOFF / RECONNECTION FEE will be applied regardless of whether payment of the full account balance, including LATE FEES, is made before staff arrives and physically shuts off the water service.

INCOME QUALIFIED CUSTOMERS – The District will waive one late fee every 12 months and set the SHUTOFF / RECONNECTION FEE at \$50.

To be eligible for an annual late fee waiver and/or a reduced SHUTOFF / RECONNECTION FEE rate, the household must meet one of the following:

1. A member of the household is a current recipient of any of the following:

| | | |
|-----------------------------------|-----------------------------------|---|
| <input type="checkbox"/> CalWORKs | <input type="checkbox"/> CalFresh | <input type="checkbox"/> General Assistance |
| <input type="checkbox"/> Medi-Cal | <input type="checkbox"/> SSI/SSPP | <input type="checkbox"/> WIC |
| Or | | |

2. The household annual income is less than 200% of the federal poverty level.
(see link below for the Federal poverty levels applicable in the State of California:
<https://www.healthforcalifornia.com/covered-california/income-limits>)

A Completed Declaration of Household Income form must be submitted and accepted by Sativa and must be submitted annually to maintain eligibility. Forms available in the office.

Notices of Non-Payment

It is the customer's responsibility to ensure their account is paid in full each month. If you have questions about your account balance, whether a payment was received, or whether your water service will be shut off, please call Sativa Water System staff at (310) 631-8176.

FINAL NOTICE – 2 WEEKS BEFORE THE SHUTOFF DATE, staff will mail a FINAL NOTICE to customers that have not paid their full account balance, including LATE FEES, for the past due months.

MEDICAL AND LOW-INCOME QUALIFIED CUSTOMERS – Alternative Payment Schedule might be available, please call for details. To qualify, a certification letter of a primary care provider and a completed Declaration of Household Income form must be submitted, accepted by Sativa Water System and the customer must enter into agreement consistent with the Sativa Water System's policies.

DOOR HANGERS - Approximately 3 days before the SHUTOFF DATE, staff will attempt to place a DOORHANGER on the gate or the front door of customers that have not paid their full account balance, including LATE FEES, for the month. This DOOR HANGER is a courtesy – customers that do not receive a DOOR HANGER may still have an account balance and be subject to water service shutoff.



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2022 Billing Schedule

January 2022

January 21st – PAYMENT DUE
January 24th, 12:00am – LATE FEE
April 19th, 12:00am – SHUTOFF/ RECONNECTION FEE
April 19th – WATER SERVICE SHUTOFF

February 2022

February 21st – PAYMENT DUE
February 22nd, 12:00am – LATE FEE
May 18th, 12:00am – SHUTOFF/ RECONNECTION FEE
May 18th – WATER SERVICE SHUTOFF

March 2022

March 21st – PAYMENT DUE
March 22nd, 12:00am – LATE FEE
June 15th, 12:00am – SHUTOFF/ RECONNECTION FEE
June 15th – WATER SERVICE SHUTOFF

April 2022

April 21st – PAYMENT DUE
April 22nd, 12:00am – LATE FEE
July 19th, 12:00am – SHUTOFF/ RECONNECTION FEE
July 19th – WATER SERVICE SHUTOFF

May 2022

May 21st – PAYMENT DUE
May 23rd, 12:00am – LATE FEE
August 16th, 12:00am – SHUTOFF/
RECONNECTION FEE
August 16th – WATER SERVICE SHUTOFF

June 2022

June 21st – PAYMENT DUE
June 22nd, 12:00am – LATE FEE
September 15th, 12:00am – SHUTOFF/
RECONNECTION FEE
September 15th – WATER SERVICE SHUTOFF

July 2022

July 21st – PAYMENT DUE
July 22nd, 12:00am – LATE FEE
October 18th, 12:00am – SHUTOFF/
RECONNECTION FEE
October 18th – WATER SERVICE SHUTOFF

August 2022

August 21st – PAYMENT DUE
August 22nd, 12:00am – LATE FEE
November 15th, 12:00am – SHUTOFF/
RECONNECTION FEE
November 15th – WATER SERVICE SHUTOFF

September 2022

September 21st – PAYMENT DUE
September 22nd, 12:00am – LATE FEE
December 20th, 12:00am – SHUTOFF/
RECONNECTION FEE
December 20th – WATER SERVICE SHUTOFF

October 2022

October 21st – PAYMENT DUE
October 24th, 12:00am – LATE FEE
January 17th, 12:00am – SHUTOFF/
RECONNECTION FEE
January 17th – WATER SERVICE SHUTOFF

November 2022

November 21st – PAYMENT DUE
November 22nd, 12:00am – LATE FEE
February 15th, 12:00am – SHUTOFF/
RECONNECTION FEE
February 15th – WATER SERVICE SHUTOFF

December 2022

December 21st – PAYMENT DUE
December 22nd, 12:00am – LATE FEE
March 21st, 12:00am – SHUTOFF/ RECONNECTION FEE
March 21st – WATER SERVICE SHUTOFF

** Effective October 1, 2022, Sativa Water System will resume assessment of late fees, and accounts will once again be subject to non-payment disconnections. **