



## SATIVA WATER SYSTEM

2015 E. Hatchway Street • Compton, California 90222-3519  
 Office Tel. (310) 631-8176 • Fax (310) 632-5492 • [www.sativawd.com](http://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](http://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 21<sup>st</sup> 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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## 2020 Billing Schedule

### **January 2020**

January 21<sup>st</sup> – PAYMENT DUE  
January 22<sup>nd</sup>, 12:00am – LATE FEE  
January 29<sup>th</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
January 29<sup>th</sup> – WATER SERVICE SHUTOFF

### **February 2020**

February 21<sup>st</sup> – PAYMENT DUE  
February 24<sup>th</sup>, 12:00am – LATE FEE  
April 23<sup>rd</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
April 23<sup>rd</sup> – WATER SERVICE SHUTOFF

### **March 2020**

March 21<sup>st</sup> – PAYMENT DUE  
March 23<sup>rd</sup>, 12:00am – LATE FEE  
May 26<sup>th</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
May 26<sup>th</sup> – WATER SERVICE SHUTOFF

### **April 2020**

April 21<sup>st</sup> – PAYMENT DUE  
April 22<sup>nd</sup>, 12:00am – LATE FEE  
June 23<sup>rd</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
June 23<sup>rd</sup> – WATER SERVICE SHUTOFF

### **May 2020**

May 21<sup>st</sup> – PAYMENT DUE  
May 22<sup>nd</sup>, 12:00am – LATE FEE  
July 22<sup>nd</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
July 22<sup>nd</sup> – WATER SERVICE SHUTOFF

### **June 2020**

June 21<sup>st</sup> – PAYMENT DUE  
June 22<sup>nd</sup>, 12:00am – LATE FEE  
August 25<sup>th</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
August 25<sup>th</sup> – WATER SERVICE SHUTOFF

### **July 2020**

July 21<sup>st</sup> – PAYMENT DUE  
July 22<sup>nd</sup>, 12:00am – LATE FEE  
September 22<sup>nd</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
September 22<sup>nd</sup> – WATER SERVICE SHUTOFF

### **August 2019**

August 21<sup>st</sup> – PAYMENT DUE  
August 24<sup>nd</sup>, 12:00am – LATE FEE  
October 22<sup>nd</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
October 22<sup>nd</sup> – WATER SERVICE SHUTOFF

### **September 2020**

September 21<sup>st</sup> – PAYMENT DUE  
September 22<sup>nd</sup>, 12:00am – LATE FEE  
December 1<sup>st</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
December 1<sup>st</sup> – WATER SERVICE SHUTOFF

### **October 2020**

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

### **November 2020**

November 21<sup>st</sup> – PAYMENT DUE  
November 23<sup>rd</sup>, 12:00am – LATE FEE  
January 26<sup>th</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
January 26<sup>th</sup> – WATER SERVICE SHUTOFF

### **December 2020**

December 21<sup>st</sup> – PAYMENT DUE  
December 22<sup>nd</sup>, 12:00am – LATE FEE  
February 23<sup>rd</sup>, 12:00am – SHUTOFF /  
RECONNECTION FEE  
February 23<sup>rd</sup> – WATER SERVICE SHUTOFF