

COUNTY OF SAN JOAQUIN
DEPARTMENT OF PUBLIC WORKS
**APPLICATION FOR DOMESTIC WATER SERVICE
CUSTOMER RIGHTS AND RESPONSIBILITIES**

1. Applicant must notify the Department of Public Works when water service is no longer required to avoid continued charges.
2. Applicant must pay final closing bill within 30 days from the statement date when water service is terminated.

3. Effect of Failure to Pay a Bill:

The Department of Public Works may discontinue service for failure to pay a bill. Any service that is not fully paid within 30 calendar days from the date of billing is considered delinquent. A ten (10) percent late charge shall be added to delinquent billing amounts. Customers who are delinquent more than 90 calendar days are subject to discontinuance of service.

Customer service may also be discontinued for failure to comply with the provisions of a dispute review determination or an amortization payment agreement, if any. However, such discontinuance of service shall not be made in less than ten days after mailing of a written notice by registered mail to the customer.

If water service has been discontinued because of failure to pay a bill or other reasons caused by the customer, the service shall not be restored until the amount of all unpaid bills, including any late charges together with a restoration fee set in the current Public Works Fee Schedule is paid in full. <https://www.sjgov.org/departments/pwk/permits>
Restoration of service is by appointment only, subject to the conditions previously mentioned.

4. Dispute of a Bill:

A customer may dispute a bill up to 30 calendar days after the first billing date. A customer who disputes a bill may request an investigation for a review of the bill by the Department's designated review officer. The review shall include consideration of whether the customer is being overcharged or charged for services not rendered or whether the customer may be permitted to amortize the unpaid balance of his account over a reasonable period of time.

Any bill disputed must be submitted in writing to the Public Works Department and shall state the issue(s) in dispute and contain specific information to justify review of the issue(s) in dispute.

Public Works shall complete the dispute review within 25 days of receiving the dispute in writing. Public Works shall send its review determination by registered mail to the customer seeking bill review. Public Works' determination shall be final.

Public Works shall not send a 10-day Notice of Discontinuance of service during the Departmental review period, nor shall any discontinuance of service be made for any customer complying with an amortization payment agreement.

5. Meter Tests – Deposit:

If a customer desires to have a meter serving his (her) premises tested for accuracy, he (she) shall first deposit fifty dollars (\$50.00) with the Department. Should the meter be found to register more than two percent (2%) fast, the deposit will be refunded, but should the meter register less than two percent (2%) fast, the deposit will be retained by the Department.

Adjustments for Meter Errors – Fast Meters

If a meter, after testing by the Department, is found to be more than two percent (2%) fast, the excess charges for the time service was rendered the customer requesting the test, or for a period of six months, whichever is the lesser, shall be refunded to the customer.

Adjustments for Meter Errors – Slow Meters

If a meter, after testing by the Department, is found to be more than twenty five percent (25%) slow, the County may bill the customer for the amount of the undercharge based on the corrected meter readings for the period, not exceeding six months that the meter was in use.