



## Harbor View Mutual Water Company Discontinuation of Water Service Policy

Harbor View Mutual Water Company may discontinue water service for non-payment of water bills, assessments, or other charges in accordance with California law and Harbor View Mutual Water Company policies.

Prior to discontinuation of service for non-payment, the Company will provide written notice, an opportunity to request an alternate payment arrangement under the Alternate Payment and Payment Plan Policy, and an opportunity to dispute or appeal a bill.

Water service discontinuation procedures are intended to provide fair notice while ensuring the financial stability of the water system.

<b>Days</b>	<b>Action</b>
Bill issued	
30 days	Reminder notice + late fee
60 days	Demand for Payment + Notice of Discontinuation
70 days	Red Shutoff Notice posted
77 days	Service discontinued
Reconnect fee \$200	

Harbor View Mutual Water Company (HVMWC) issues water service invoices bimonthly during the first week of January, March, May, July, September, and November.

Payment is due upon receipt. If payment has not been received within 30 days, a reminder notice will be sent. A late fee of \$20 per month is assessed after 30 days. Online bill payment is available at harborviewmutual.epayub.com.

When a payment has not been received for 60 days from the invoice date, HVMWC will issue a Demand for Payment and Notice of Discontinuation of Service letter to the customer. This letter will include the amount of the delinquency and the date by which payment or arrangement for payment is required in order to avoid discontinuation of service. The customer must contact HVMWC by calling the office at

707-279-8544

or by email to harborviewwater@gmail.com

During this time, a customer can request a plan for deferred or reduced payments under our Alternative Payment Schedule Policy or contest or appeal a bill.

If the account balance is not paid in full within 70 days from the invoice date or if a customer has not contacted HVMWC to appeal or request an alternate payment schedule, a red Shut Off notice will be posted to the exterior of the residence in a prominent location visible from the street.

Seven (7) calendar days after posting shut off notice, water service will be discontinued and the water meter will be locked. If service is shut off, a \$200.00 reconnect charge will be assessed to the account and must be paid in full in addition to all other delinquent charges before service is resumed.

If there is any tampering or removal of the shut-off lock or seal, a \$200.00 charge will be assessed to the account in addition to the reconnect charge.

Approved by the Board of Directors  
Harbor View Mutual Water Company

Approved this \_20th\_ day of \_\_\_May\_\_\_\_\_, 2026.

\_\_\_/ s Carina DeHerrera \_\_\_\_\_  
Board President

\_\_\_/ s Christine Lavezzo \_\_\_\_\_  
Board Secretary