

Indian Creek Westridge Community Services District

Discontinuation of water service guidelines as required by SB998 the Water Shutoff Protection ACT

The ICWCSD outlines the guidelines for delinquent bill payment and discontinuation of water service for nonpayment in Ordinance #12-01-09 which is published on the District website.

Ordinance 12-01-09 Section 12 (12.01-12.03) describes the District process for discontinuation of water service for nonpayment. Section 13 (13.01-13.24) describes the District charges and billing.

District customers that become delinquent will be contacted directly by the General Manager, if the customer is not at home a written notice will be left on the premises with contact information. After 90 days the District ordinance specifies that a lien will be placed against the property. After 120 days the process for discontinuation of service may begin.

If the customer is having difficulty paying the water bill due to financial hardship a payment plan may be established by contacting the District Manager Terry Tye, 760-920-1472.