

Bass Lake Water Company, Inc. (BLW)

Shutoff Policy for financial hardships

In accordance with the SB 998 Water Shutoff Protection Act at Section 11 6906(a) the written policy on discontinuation of residential service for nonpayment for the BLW is as follows:

- (1) With regard to deferring or reducing payments to the BLW take each individual request into consideration based on the issues of a residential water customer financial hardship.
- (2) Alternative payment schedules will be established taking into consideration the individual residential customers situation causing financial hardship.
- (3) A formal mechanism for a customer to contest or appeal a bill shall be made by phone call to 559-642-2494 or email to Darlene@basslakerealty.com or a letter request emailed to darlene@basslakerealty.com explaining the nature of the financial hardship.
- (4) A telephone number for a customer to contact to discuss options for averting a discontinuation of residential service for nonpayment call 559-642-2494.

July 21, 2020