

CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT
1350 South "E" Street
San Bernardino, CA 92408
P.O. Box 710, 92402

RULE AND REGULATION NO. 6
BILLING PROCEDURES AND PAYMENT OF BILLS

1.0 BILL PAYMENT

Water and sewer bills are due and payable at the office of the City of San Bernardino Municipal Water Department (Department) on the date they are mailed to their property owners, tenants, or designated agents. If payment is not received within nineteen (19) days after mailing, the bill will be considered delinquent and a two-dollar (\$2.00) delinquency notification fee will be applied to the customer's account upon generation of the "Reminder" notice. If payment is not received 64 days after the original mailing, a two-dollar (\$2.00) delinquency notification fee will be applied to the customer's account upon generation of the "Shut Off" notice. Should an onsite notification of disconnection of service be posted to the service address where service is provided, a twenty-dollar (\$20.00) site notification fee will be applied to the customer's account. Water service may be discontinued if payment is still not received seventy-nine (79) days after the original mailing, without any additional notice.

A customer's water service may be discontinued with proper notification for nonpayment of a bill for service rendered at a previous location served by the Department, provided said bill is not paid within seventy-nine (79) days of the original mailing.

Any payment received by the department shall be applied first to sewer charges, then the water portions of the bill.

2.0 SHUT OFF SERVICE CHARGE

If an account is eligible for delinquency-shut off and the work order is sent to the field, a service charge in the amount of fifty (\$50.00) dollars will be applied to the customer's account. Service will not be reinstated until all

past due charges have been paid, including the service charge plus a deposit as required in Rule and Regulation No. 8. Payment after shut-off may only be made in cash or by credit card. No checks, including e-checks, will be accepted.

3.0 PAYMENT OF SEWER CHARGES WITH WATER SERVICE FEES

The sewer charges for any user shall be collected with the charges and rates for water service furnished to the user by the City or other public water purveying agency. *Note: charges for industrial users and liquid wastehauler fees set forth in Rule and Regulation No. 26 are billed separately through the Accounts Receivable Section in the Finance Division.

In the event the City or any other public water purveying agency does not furnish water service to the user, then the sewer charges for such user shall be due and payable at monthly intervals in accordance with Department billing schedules. It shall be the duty of the SBMWD, or a designated vendor, to prepare and send monthly bills for all sewer charges for each user.

4.0 LIABILITY FOR UNPAID BILLS

Failure to receive a bill does not relieve a consumer of liability for payment. Unpaid bills shall be considered a debt to the City. Any person, firm or corporation failing or refusing to pay said indebtedness shall be liable to an action on the part of the City, for the collection of all unpaid charges.

5.0 CHECKS AND CREDIT CARD PAYMENTS

Checks or Credit Card Payments issued as payment for bills will be subject to a thirty (\$30.00) dollar charge if returned or charged back to the Department. The most common reasons for returned checks are insufficient funds, stopped payments, closed accounts and unable to locate accounts. Credit Card payments returned as a result of credit card fraud will result in the prohibition of credit card payments for the life of the affected account.

Approved by Water Board: July 27, 2021

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Supersedes: April 1, 2020