



Shutoff Policy for Financial Hardships

In accordance with the SB 998 Water Shutoff Protection Act at Section 116906(a) the written policy on discontinuation of residential service for nonpayment for Cold Springs Water Company is as follows:

1. With regards to deferring or reducing payments to Cold Springs Water Company, we 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 209-965-3716 or email to office@coldspringswater.com or a letter request mailed to 29820 Highway 108, Cold Springs, CA 95335 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 209-965-3716.