



Water Service Disconnection Policy Due to Non-Payment

(Livermore Municipal Code 13.20.010)

Delinquent Accounts

Customers who receive their water service from the City of Livermore (City) are billed monthly. If payment is not received by the 30th day after the bill date, the bill becomes delinquent and a penalty charge of 10 percent will be assessed. If the delinquent balance is not paid within 35 days after the delinquent date, the water may be shut off without further notice.

Notifications

As a courtesy, the City will do the following:

1. Send a written service interruption notice to the account holder 15 days before the service is due to be shut off to give the account holder adequate time to make a payment/payment arrangement.
2. A phone call or email will be attempted within 48 hours of service interruption. If contact is not made, a final service interruption notice will be hung at the service address premises.

Options to Avoid Service Shut Off for Nonpayment

An account holder may avoid service interruption for nonpayment by agreeing to an alternative payment schedule. The account holder must contact the City, by telephone or in writing, to request an alternative payment schedule by 10 am of the service interruption date. The City will review the account holder's request. The account holder must agree to amortize the unpaid balance of the account over a reasonable period, not to exceed 12 months. If the payment arrangement is approved, the account holder will be required to enter into a written payment agreement with the City. Customers who enter into a payment arrangement agreement with the City and make regular required payments toward the unpaid balance will avoid interruption of service for nonpayment. Failure to comply with the payment arrangement schedule will result in interruption of service after posting of a final service interruption notice 48 hours before service is discontinued.

Reconnection Fees

If water service has been shut off, it cannot be reinstated until the delinquent balance and a reconnection fee have been received by the City. The reconnection fees as of July 1, 2022 per the City's master fee schedule are:

1. First time restoration fee: \$60
2. Subsequent restoration fee in a 12-month period: \$80
3. Reconnection fee if the meter has been removed: \$100
4. After hours reconnection fee for Monday through Friday from 5:00 pm to 8:00 am and weekends/holidays all day: \$250

In compliance with SB-998, if household income is below 200% of the federal poverty level line, lower reconnection fees are applicable by notifying the City utility billing department at (925) 960-4320.

If the lock is removed by anyone other than an authorized employee of the City, a fee will be added to the account.

1. Master Lock replacement fee: \$15
2. Best Lock replacement fee: \$50

Payments

Payments can be made by utilizing any of the following methods. To avoid interruption, payment must be received by 10 am on the scheduled shut off date:

1. Online: <https://www.onlinebiller.com/livermore/index.html>
2. The white drop box at the roundabout in front of the Police Department
3. In person at City Hall: 1052 S. Livermore Avenue (second floor)
4. Mail: City of Livermore
Dept. LA 25125
Pasadena, CA 91185-5125
5. By credit card over the phone at (925) 960-4320

When water service has been discontinued due to nonpayment, it will not be restored until the following charges have been paid:

1. Amount of delinquent service billing including late penalty charges
2. Amount of any damages, pursuant to Livermore Municipal Code 13.16.040
3. Service reconnection fee