

8/29/2025

Nicole Monpain (Occupant)
Hilary Connaughton (Homeowner)
Service Address:
416 California Ave, McCloud, CA 96057
530-598-8607
n.monpain@gmail.com

Attn: McCloud Community Services District Board of Directors: Mick Hanson,
Suzanne Mattson, Jim Mullins, Christine Richey, and Leroy Scarbrough,

I, Nicole Monpain, am the occupant of the service address referenced above and am currently the party responsible for paying MCSD bills invoiced to the service address: 416 California, Ave, McCloud, CA 96057. My mother, Hilary Connaughton, is the current homeowner and both my mother and I have submitted a formal appeal letter with documentation to the McCloud Community Services District office on 8/28/2025 regarding a disconnection notice that was received.

I am writing this cover letter on behalf of myself and my mother addressing you, the McCloud Community Services District Board of Directors, directly regarding the appeal package I submitted with this cover letter and a copy of my appeal letter and documentation, along with proof of receipt, so that you are properly notified and have access to the appeal letter and documentation that was submitted.


Respectfully,

A handwritten signature in black ink that reads "Nicole Monpain". The signature is written in a cursive style with a large initial "N".

Nicole Monpain, 416 California Ave, McCloud, CA 96057 (Occupant)

8/28/25

Today, I have received an official appeal from Nicole Monpain and Hilary Connaughton regarding account number #20530.

Signed: 

8/28/2025

McCloud Community Services District
220 W Minnesota
McCloud, CA 96057

Delinquent Balance/Balance Owed – Appeal and Contest

I, Nicole Monpain, on behalf of my mother, Hilary Connaughton am formally requesting an appeal for the balance owed to the McCloud Community Services District and am formally requesting a hearing with the MCSD Board of Directors. (District Policy 3425.10 & California Water Shut Off Protection Act SB 998)

I have been making consistent payments to the MCSD since I moved in to 416 California Ave., McCloud, CA 96057 on July 1st, 2023. As of April of 2024, I noticed that my bill had grown from \$3,314.12 (July 2023) to \$5,126.84 (April 2024) despite making regular payments to the MCSD.

I requested a print out of the account ledger for review and found multiple concerning issues including a reversal of the COVID relief that was assigned to 416 California Ave. along with late fees and charges that I did not understand.

I met with the General Manager at the time and expressed my concerns and was told that all late fees and interest charges would be reversed if I paid in full. I agreed to pay in full after my account was audited for errors and rectified. My request was not fulfilled, and nothing was done.

On January 29th, 2025 I was contacted by the Secretary of the MCSD on behalf of the new General Manager to enter into a payment plan. I told the Secretary at the time that I needed to speak with the new General Manager, Steven Ramos, to discuss the errors on my account and have them corrected prior to entering into a payment plan for the delinquencies that accrued during COVID. After several failed attempts to connect with Mr. Ramos, I received a bill for April 2025 with an Alley Late Fee of 10% of the entire balance which was \$481.28. I called the MCSD office and requested an account ledger for the past 5 years. Originally, Mr. Ramos only provided a print out of the current balance and bill owed for 4/25/2025 – this was provided on 4/30/2025. I let Mr. Ramos know that this was not what I had requested. I informed him that they were required to provide an itemized account ledger upon request, and I requested it.

On 5/2/2025, I mailed a certified letter disputing the account balance as of 4/25/2025 – which my mother, Hilary Connaughton, and I, Nicole Monpain, both signed. On 5/8/25, I received the itemized account ledger I had requested; however, I did not receive a response to my dispute letter.

I have called and reached out by email since I mailed my letter on multiple occasions and myself nor my mother were ever contacted regarding my dispute letter.

On 8/25/2025 my mother received a disconnection notice. This disconnection notice did not provide a process of appeal and it did not include an itemized statement which are both required under the California Water Shut Off Protection Act and the MCSD district policy 3425.10.

I am writing this letter to dispute and appeal the balance owed on account 20530. (California Water Shut Off Protection Act SB 998) (District Policy 3425.25) I have made consistent payment since I moved in on July 2023 – and I have attempted to dispute my bill since April 2024. I have paid almost \$4,000.00 over the course of 26 months in good faith, hoping to keep up with the current MCSD monthly billing.

I am currently a Medi-Cal and CalFresh recipient and resident of 416 California Ave, McCloud, CA 96057 and am a single-parent household on one parental income with a minor in the home. (Financial Hardship Determination District Policy 3425.24.1) Both my mother and I are 200% below the federal poverty level in income.

I propose the following remedies regarding the balance owed on account# 20530:

1. I am also requesting in my appeal a hearing with the McCloud Community Services District Board of Directors. (Appeal Process District Policy 3425.25.2.1 iv)
2. District Policy Options for Delinquent Customers 3425.21.2 (iii) states I am entitled to “A partial or full reduction of the unpaid balance, financed without additional charges to other ratepayers...”
3. Under MCSD policy #3425.24 (ii) (financial hardship) I request the interest charges be fully rescinded *with* any shut off charges that may or may not occur.
4. Under MCSD policy #3425.20.6 (i), I am requesting that all disconnection operations cease.

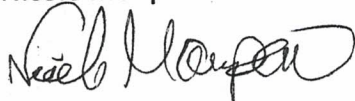
California Water Protection Act SB 998 states: “if an appeal is filed by “an adult at the residence” a covered water system cannot terminate service while the appeal is pending,” therefore, I am requesting that all disconnection operations cease (§116908, subd. (b).) MCSD policy restrictions on Disconnection of Water Service 3425.20.6 (i) states: “MCSD shall not disconnect residential service in any of the following situations: during the time that MCSD is investigating a customer dispute or complaint under Section 3425.25 of this Policy.”

In closing, disconnecting the water supply at 416 California Avenue is a serious threat to the health and safety of myself, Nicole Monpain, and my young son who are tenants of my mother, Hilary Connaughton. We meet the qualifying conditions of Health and Safety Code §3425.20.6.1 (i) and (ii): as we are recipients of MediCal and CalFresh *and* our income is 200% below the federal poverty level.

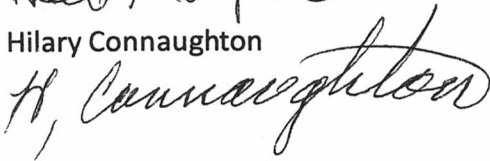
I look forward to the resolution of this matter,

Sincerely,

Nicole Monpain

A handwritten signature in black ink, appearing to read "Nicole Monpain", written in a cursive style.

Hilary Connaughton

A handwritten signature in black ink, appearing to read "H. Connaughton", written in a cursive style.

Received
8/25/25



McCloud Community Services District

220 West Minnesota Avenue P.O. Box 640

McCloud, California 96057

Phone (530) 964-2017 Fax (530) 964-3175 e-mail mcsd@ci.mccloudcsd.ca.us

Disconnection Notice

Dated: August 18, 2025

Dear Hilary Connaughton
PO Box 162
McCloud, CA 96057

Service address: 416 California Ave., McCloud, CA 96057
Account #20530

This letter is to notify you that we have made multiple attempts to contact you regarding your McCloud Community Services district Account Delinquent status. The last payment we received was 7/24/25 for \$600.00. This leaves your current account balance at \$6145.92. A 48-hour Disconnection Notice will be scheduled if full payment is not received by the end of the day on 8/29/25. If you are unable to pay in full, we also provide you with the option of setting up a payment plan agreement. Please contact the office before 8/29/25 to discuss options for an agreement to pay.

Sincerely,

Steven D. Ramos

General Manager

McCloud CSD

McCLOUD COMMUNITY SERVICES DISTRICT

Policy and Procedure Manual

POLICY TITLE: Customer Water Shut Off
POLICY NUMBER: 3425
ADOPTED: May 11, 2020
REVIEWED: December 10, 2019, 7/10/24, 2/12/2025
REVISED: March 10, 2025

3425.10 General Provisions

3425.11 Application: This Policy applies only to disconnection of residential water service for nonpayment. McCloud Community Services District's (MCSD) existing ordinances, resolutions, policies, and procedures shall continue to apply to non-residential water service accounts and to disconnection of residential water service for other reasons, including the termination of a service connection by MCSD due to a customer violation of any other ordinance, rule, regulation, or MCSD policy. In the event of any conflict between this Policy and any other ordinance, rule, regulation, or policy of MCSD, this Policy shall prevail. In the event of any conflict between this Policy and state law, state law shall prevail.

3425.12 Customer Responsibility: Under applicable MCSD ordinances, resolutions, policies, and procedures, bills for water service are rendered to each customer on a monthly basis and are due and payable no later than the twenty-fifth (25th) day of the following month. Water service bills become delinquent if not paid within sixty (60) days from the date on the bill. It is the customer's responsibility to ensure that payments are received at the MCSD office in a timely manner. Payment may be made at the MCSD office, at the MCSD website, or to the address for remittance of mailed payments.

3425.13 Availability of Policy: MCSD shall provide this Policy and all written notices given under this Policy in English, Spanish, Chinese, Tagalog, Vietnamese and Korean and any other language spoken by at least ten (10) percent of the people residing in the service area or as required by Civil Code Section 1632. This policy will also be made available to the public on MCSD's website.

3425.14 Contact Telephone Number: MCSD can be contacted by phone at (530) 964-2017 to discuss options for averting termination of water service for nonpayment under the terms of this policy.

3425.20 Disconnection of Residential Water Service for Nonpayment. A water bill is delinquent if not paid within sixty (60) days from the date on the bill. The following rules shall apply to the collection of delinquent accounts:

3425.20.1 60-Day Delinquency Period: MCSD shall not disconnect residential water service for nonpayment of a service bill until a customer's payment has been delinquent for sixty (60) days.

3425.20.2 Reminder Notice: Reminder notices will not be sent separately to customers, but notice of the delinquency and any related delinquency fees will be printed on the next month's bill.

3425.20.3 10-Day Notice: Not less than ten (10) days before disconnection of residential service for nonpayment, MCSD shall contact the customer named on the account by telephone or written notice.

When MCSD contacts the customer named on the account by telephone, MCSD staff shall offer to provide the customer the supplier's written policy on discontinuation of water service and discuss options to avoid discontinuing water service, including alternative payment schedules, deferral of payments, minimum payments, amortization, bill review and an overview of the appeal process.

When MCSD contacts the customer named on the account by written notice under this section, the written notice of payment delinquency and impending disconnection shall be mailed to the customer of the residence to which the residential service is provided. If the customer's address is not the address of the property to which residential water service is provided, a second notice will be mailed to the address of the property to which residential service is provided, addressed to "Occupant."

The written notice shall include all of the following information in a clear and legible format:

Not on
Notice

- i. Customer's name and address.
- ii. Amount that is past due, including an itemization of any late payment penalties and interest to be applied to the delinquent charges.
- iii. Date by which payment or payment arrangements are required to avoid disconnection of service.
- iv. Description of the process to apply for an extension of time to pay the delinquent charges.

Not on notice

- v. Description of the process to appeal or initiate a complaint, petition for bill review, or request an investigation concerning the service or charges.
- vi. Description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent residential service charges, consistent with this Policy.
- vii. Description of the procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
- viii. MCSD's telephone number, business address, and hours of operation of a customer service representative who can provide additional information or institute arrangements for payments.

If the written notice is returned through the mail as undeliverable, MCSD shall make a good faith effort to visit the residence and leave or place in a conspicuous area a notice of imminent disconnection of residential service for nonpayment and a copy of this Policy.

3425.20.4 Forty-eight (48) Posting Notice: MCSD will make a reasonable, good faith effort to notify the customer or an adult person residing at the premises of the customer by telephone or in person at least forty-eight (48) hours in advance of disconnection of water service for non-payment. Whenever telephone or personal contact cannot be accomplished, MCSD shall give, by mail or by posting in a conspicuous location at the premises, a notice of termination of service, at least forty-eight (48) hours prior to disconnection. This notice of disconnection of service shall include all of the following information:

- i. Customer's name and address.
- ii. Amount that is past due, including an itemization of any late payment penalties and interest to be applied to the delinquent charges.
- iii. Date by which payment or payment arrangements are required to avoid disconnection of service.
- iv. Description of the procedure for the customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.

- v. MCSD's telephone number, business address, and hours of operation of a customer service representative who can provide additional information or institute arrangements for payments.

3425.20.5 Service Restoration Information: Upon disconnection, MCSD shall provide the customer with information on how to restore residential service.

3425.20.6 Restrictions on Disconnection of Water Service: MCSD shall not disconnect residential water service for nonpayment of a service bill until a customer's payment has been delinquent for sixty (60) days.

MCSD shall not disconnect residential service in any of the following situations:

- i. During the time that MCSD is investigating a customer dispute or complaint under Section 3425.25 of this Policy;
- ii. When a customer has been granted an extension of the period for the payment of a bill; or,
- iii. When a customer meets the conditions described in Section **3425.20.6.1 of this Policy.**

3425.20.6.1 Health and Safety: MCSD shall not disconnect residential service if all of the following conditions are met:

- i. The customer, or a tenant of the customer, submits to MCSD the certification of a primary care provider, as defined in section 14088(b)(1)(A) of the Welfare and Institutions Code, that disconnection of residential service will be life threatening to, or posing a serious threat to the health and safety of, a resident of the property receiving service.
- ii. The customer demonstrates that they are financially unable to pay for residential service within MCSD's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within MCSD's normal billing cycle if (1) any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or (2) the customer declares that the household's annual income is less than two-hundred (200) percent of the federal poverty level.

MCSD 3425 Customer Water Shut Off

Certified
Mailed
5/8/05
disputing
my bill

- iii. The customer is willing to enter into an alternative payment arrangement, consistent with the provisions of Section 3425.21 of this Policy.

If a customer meets the three conditions listed in this subsection 3425.20.6.1, MCSD shall offer the customer one or more of the payment options described in Section 3425.21.

3425.21 Alternative Payment Arrangements

3425.21.1 Options for All Customers: Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid late fees or disruption of service, whether or not they meet the requirements listed in Section 3425.20.6.1 of this Policy. Upon request, MCSD will consider the following options:

- i. A plan for deferred or reduced payments, which is not required to reduce the total amount due for water service provided;
- ii. An alternative payment schedule.

3425.21.2 Options for Delinquent Customers: Upon request, MCSD will consider the following options with a delinquent customer to avert discontinuation of residential service for nonpayment:

- i. Amortization of the unpaid balance;
- ii. Participation in an alternative payment schedule;
- iii. A partial or full reduction of the unpaid balance, financed without additional charges to other ratepayers; or
- iv. Temporary deferral of payment.

3425.21.3 Administration: The MCSD General Manager, or their designee, may choose which of the Payment arrangements described in Section 3425.21.1 and 3425.21.2 may be available to the customer and may set the parameters of that payment option. Ordinarily, the Payment Arrangement offered should result in payment of any remaining outstanding balance within twelve (12) months. MCSD may grant a longer payment period if it finds the longer period is necessary to avoid undue hardship to the customer based on the circumstances of the individual case. MCSD may charge an administrative fee for the cost of administering Payment Arrangements under this provision. The

General Manager, or their designee, is authorized to prepare and approve a Payment Arrangement agreement with a customer consistent with this Section 3425.21.

3425.21.4 Customer Obligations: If MCSD and a customer enter into a Payment Arrangement under this Section 3425.21, the customer shall comply with the agreement or other arrangement and remain current on any new water service charges as they are billed in each subsequent billing period. The customer may not request further amortization or reduction of any unpaid charges on subsequent bills while paying delinquent charges under an alternative Payment Arrangement. Commencing on the date the first Payment Arrangement is entered into, customers who fail to comply with any agreed Payment Arrangement will not be eligible to establish future payment arrangements for a period of twenty-four (24) months, except as otherwise prohibited by law.

3425.22 Disconnection After Failure to Comply with Alternative Payment Arrangements: If MCSD and a customer enter into any Payment Arrangement under Section 3425.21, MCSD may disconnect service no sooner than seven (7) business days after MCSD posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property under either of the following circumstances:

- i. The customer fails to comply with the Payment Arrangement for sixty (60) days or more.
- ii. While undertaking a Payment Arrangement, the customer does not pay their current residential service charges for sixty (60) days or more.

3425.22.1 Notice of Termination: The notice of termination under this Section 3425.22.1 shall include all of the following information:

- i. Customer's name and address.
- ii. Notice of the customer's noncompliance with the Payment Arrangement.
- iii. Payment Arrangement or other conditions the customer must satisfy in order to avoid termination.
- iv. MCSD's telephone number, business address, and hours of operation of a customer service representative of MCSD who can provide additional information.

This notice does not entitle the customer to further investigation or provision of alternative Payment Arrangements by MCSD.

3425.23 Disconnection in Master Meter Landlord-Tenant Situations

MCSD 3425 Customer Water Shut Off

3425.23.1 Applicability: This section applies to MCSD service through an individual meter to a detached single-family dwelling, a multi-unit residential structure, mobile home park, or permanent residential structure in a labor camp, only if the owner, manager or operator is the customer of record, and there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the building.

3425.23.2 Notice: MCSD shall make every good faith effort to inform the residential occupants, by means of written notice, when the account is in arrears that service will be terminated at least ten (10) days prior to the termination. This notice shall further inform the residential occupants that they have the right to become MCSD customers, to whom the service will then be billed, without being required to pay any amount which may then be due on the delinquent account.

3425.23.3 Service to Occupants: MCSD is not required to make service available to residential occupants unless each residential occupant agrees to the terms and conditions of MCSD water service and meets the requirements of law and MCSD's ordinances, rules, regulations, and policies. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of MCSD, or if there is a physical means legally available to MCSD of selectively terminating service to those residential occupants who have not met the requirements of MCSD's ordinances, rules, regulations, and policies, MCSD shall make service available to those residential occupants who have met those requirements.

3425.23.4 Proof of Credit: If prior service for a period of time is a condition for establishing credit with MCSD, residence and proof of prompt payment of rent or other credit obligation acceptable to MCSD for that period of time is a satisfactory equivalent.

3425.23.5 Detached Single-Family Dwellings: In the case of a detached single-family dwelling, MCSD may do any of the following:

- i. Give notice of termination at least seven (7) days prior to the proposed termination.
- ii. In order for the amount due on the delinquent account to be waived, require an occupant who becomes a customer to verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling.



3425.24 Additional Considerations for Financial Hardship: If a customer who demonstrates to MCSD household income below two hundred (200) percent of the federal poverty line, MCSD shall both:

- i. Set a reconnection of service fees for reconnection during normal operating hours at fifty dollars (\$50) and for reconnection during nonoperational hours at one

hundred and fifty dollars (\$150). These fees shall not exceed the actual cost of reconnection if these costs are less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

- ii. Waive interest charges on delinquent bills once every twelve (12) months.

34245.24.1 Financial Hardship Determination: MCSD shall deem a residential customer to have a household income below two hundred (200) percent of the federal poverty line if:

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on calfresh
and
Medi-cal*

Any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children; or

- ii. The customer declares that the household's annual income is less than two hundred (200) percent of the federal poverty level.

3425.25 Procedure to Contest or Appeal a Bill: A customer may appeal or contest the amount set forth in any bill for residential water service pursuant to the following procedure:

3425.25.1 General Appeal: Within five (5) days of receipt of the bill for water service, a customer has a right to request an appeal or review of any bill or charge rendered by MCSD. The request must be made in writing and be delivered to the MCSD officer. For so long as the customer's appeal and any resulting investigation is pending, MCSD cannot disconnect water service to the customer.

3425.25.2 10-Day Notice Appeal: In addition to the appeal rights under Section 3425.25.1, a customer who receives a 10-Day Notice described in Section 3425.20.3 of this Policy may request an appeal or review of the bill to which the notice relates within five (5) business days of the date of the notice. However, no such appeal or review rights shall apply to any bill for which an appeal or request for review under subsection 3425.25.1 has been made. Any appeal or request for review under this subsection must be in writing and include documentation supporting the appeal or the reason for the review. The request for an appeal must be delivered to the MCSD office within the five (5) day period. For so long as the customer's appeal and any resulting investigation is pending, MCSD cannot disconnect water service to the customer.

3425.25.2.1 Appeal Process: Following receipt of a request for an appeal or review under Section 3425.25.1 or 3425.25.2, MCSD's General Manager, or their designee, shall evaluate the request for review and supporting material provided by the customer and the information on file with MCSD concerning the water charges in question. Within ten (10) days after receipt of the customer's request

MCSD 3425 Customer Water Shut Off

for review, the General Manager, or their designee, shall render a decision as to the accuracy of the water charges set forth on the bill and shall provide the appealing customer with a brief written summary of the decision.

- i. If water charges are determined to be incorrect, MCSD will provide a corrected invoice and payment of the revised charges will be due within ten (10) calendar days of the invoice date for revised charges. If the revised charges remain unpaid for more than sixty (60) calendar days after the corrected invoice is provided, water service will be disconnected. Prior to disconnection, MCSD shall provide the customer with the 10-Day Notice in accordance with Section 3425.20.3. Water service will only be restored upon full payment of all outstanding water charges, penalties, interest, and any applicable reconnection charges.
- ii. If the water charges in question are determined to be correct, the water charges are due and payable within three (3) business days after receipt of the General Manager's, or their designee's, decision. At the time the decision is rendered, the customer will be advised of the right to further appeal before MCSD's Board of Directors. Any such appeal must be filed in writing within three (3) business days after receipt of the General Manager's, or their designee's, decision. The appeal hearing will occur at the next regular meeting of MCSD's Board of Directors, unless the customer and General Manager, or their designee, agree to a later date.
- iii. If the customer does not timely appeal to MCSD's Board of Directors, the water charges in question shall be immediately due and payable. In the event the charges are not paid in full within sixty (60) calendar days after the original billing date, then MCSD shall provide the customer with the 10-Day Notice in accordance with Section 3425.20.3, and may disconnect water service to the customer's property if the outstanding bill is not timely paid.

Requested
hearing
in Appeal
letter

iv. When a hearing before the Board of Directors is requested, the customer will be required to personally appear before the Board of Directors and present supporting material and reasons as to why the water charges on the bill in question are not accurate. The Board of Directors shall evaluate the evidence presented by the customer, as well as the information on file with MCSD concerning the water charges in question (including the General Manager's/designee's decision) and any staff presentation and render a decision as to the accuracy of the charges. The Board of Directors' decision shall be final and binding.


- v. If the Board of Directors finds that the water service charges in question are incorrect, the customer will be invoiced for the revised charges. If the

MCSD 3425 Customer Water Shut Off

revised charges remain unpaid for more than sixty (60) calendar days after the corrected invoice is provided, water service will be disconnected on the next regular working day after expiration of that period. MCSD shall provide the customer with the 10-Day Notice in accordance with Section 3425.20.3.

- vi. If the water service charges in question are determined to be correct, they shall be due and payable within three (3) business days after the date of the decision of the Board of Directors. In the event the charges are not paid in full within forty-five (45) calendar days after the original billing date, then MCSD shall provide the 10-Day Notice in accordance with Section 3425.20.3, and may disconnect water service to the customer's property if the outstanding bill is not timely paid.

3425.26 Overcharges: Any overcharges due from MCSD will be reflected as a credit on the next regular bill to the customer, or refunded directly to the customer, at the sole discretion of the General Manager or Board of Directors.

 **3425.27 Disconnection During Appeal:** Water service to any customer shall not be disconnected at any time during which the customer's appeal to the General Manager or the Board of Directors is pending.

3425.90 Addendum: Health and Safety Code Section 116773.4(e) requires that a customer with arrearages accrued between March 4, 2020 and June 15, 2021 be provided an option to enter into a payment plan. Such payment plan must conform to the existing rules related to payment plans and discontinuation of water service. MCSD's water system must provide such customers with a notice that informs them they have thirty (30) days to enroll in a payment plan. Water may not be shut off if the customer remains current on their payment plan.

Water shutoffs for nonpayment under normal water shutoff rules may resume in the following circumstances:

- i. When a customer, who has been offered the opportunity to participate in a payment plan, misses the enrollment date specified in their notice; and
- ii. When a customer defaults on their payment plan.

California Department of Justice

OFFICE OF
THE ATTORNEY GENERAL



Legal Alert

Subject: The Water Shutoff Protection Act	No. OAG-2022-04	Contact for information: EJ@doj.ca.gov
	Date: October 26, 2022	

TO: All Urban and Community Water Systems

The Office of the California Attorney General issues this legal alert to remind all water systems of the requirements of the Water Shutoff Protection Act.

In 2019, the Legislature adopted Senate Bill 998, the Water Shutoff Protection Act (the Act), Health and Safety Code Sections 116900 *et. seq.*, increasing protections for residents facing termination of water service due to non-payment.¹ In enacting these protections, the Legislature recognized that water debt and residential water shutoffs threaten human health and well-being and “have disproportionate impact on infants, children, the elderly, low-income families, communities of color, people for whom English is a second language, physically disabled persons, and persons with life-threatening medical conditions.” (Sen. Bill. 998 (2017-2018 Reg. Sess.) §1, subd. (c).)

Although covered water systems were required to comply with the Act beginning in 2020, Governor Newsom issued Executive Order N-42-20 on April 2, 2020 due to the COVID-19 emergency, which temporarily prohibited the discontinuation of residential service for non-payment of a water bill. The COVID-19 emergency moratorium on residential water shutoffs expired in January 2022. The provisions of the Water Shutoff Protection Act remain in effect.

The Act applies to each “urban and community water system,” which it defines as “a public water system that supplies water to more than 200 service connections.” (§116902, subd. (d).) The Act applies only to the discontinuation of residential water service for nonpayment. (§§116906, subd. (a); 116902, subd. (c).) The Act does not apply to terminations due to an unauthorized action by a customer. (§116926.) The Act has several new requirements for termination of water service due to nonpayment, discussed below.

Urban and community water systems should immediately cease all water shutoffs that do not comply with the Act. Water systems that have not yet adopted compliant policies and made them available to the public must do so immediately. The State Water Resources Control Board and the California Public Utilities Commission have authority to issue citations with monetary penalties to non-compliant water systems. The Attorney General and the California Public Utilities Commission can enforce the Act by seeking a temporary or permanent injunction against non-compliant water systems.

No Water Shutoffs Unless At Least 60-Days Delinquent

¹ All statutory references are to the Health and Safety Code.

- Under the Act, an urban and community water system cannot discontinue service until a payment by a customer has been delinquent for at least 60 days. (§116908, subd. (a)(1)(A).)
- If service is discontinued for nonpayment, the water system is required to provide information about how to restore residential service. (§116912.)
- The Act also prohibits water shutoffs for residents who meet certain health and financial requirements and who are willing to make alternative payments. (§116910.)
- Reconnection fees are limited by the Act for residents with income below 200 percent of the federal poverty level and those residents are entitled to a waiver of interest charges on delinquent bills once every 12 months. (§116914.)

Written Policy Required

The Act requires every urban and community water system to have a written policy on discontinuation of residential water service for nonpayment. The policy shall include all of the following:

- (1) a plan for deferred or reduced payments;
- (2) alternative payment schedules;
- (3) a formal mechanism for a customer to contest or appeal a bill; and
- (4) a telephone number for a customer to discuss options to avoid discontinuation of service due to nonpayment. (§116906, subd. (a).)

This policy shall be available on a website if the provider has one. (§116906, subd. (b).) The policy shall be available in English, Spanish, Chinese, Tagalog, Vietnamese and Korean and any other language spoken by at least 10 percent of the people residing in the service area. (§116906, subd. (a); Civil Code, §1632.) If the water system does not have a website, the policy shall be provided to the customer upon request. (§116906, subd. (b).)

Telephone or Written Notification Requirements

The Act also addresses the notice which must be provided to the person listed on the water bill and provides notification protections for tenants, including:

- Notice must be provided to the person listed on the water bill at least 7 business days before the possible termination of service. (§116908, subd. (a)(1)(B).)
- If the customer's address is not the address of the property where water service is provided, notice must also be mailed to the property address, addressed to "Occupant."
- If the water system is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned as undeliverable, the water system is required to make a good faith effort to visit the residence and leave or make arrangements for placement in a conspicuous place a notice of imminent discontinuation for nonpayment and the system's discontinuation policy. (§116908, subd. (a)(2).)
- The notice must include the following: customer's name and address; amount of delinquency; date by which payment or arrangement for payment is required to avoid discontinuation of service; description of the process to apply for an extension of time to pay the delinquent charges; description of the procedure to petition for bill review and appeal; and description of the procedure by which the customer can request a deferred, reduced, amortized or alternative payment schedule. (§116908, subd. (a)(1)(C).)

- Tenants of individually metered residences must be notified in writing that they have the right to become customers to whom water service will be billed without having to pay any of the delinquent amounts. (§116916, subd. (b).)

If an appeal is filed by “an adult at the residence,” a covered water system cannot terminate service while the appeal is pending. (§116908, subd. (b).)

Annual Reporting

An urban and community water system (as defined in the Act) is required to report annually to the State Water Resources Control Board on water shutoffs due to inability to pay and post the information on its website if it has one.

FAQ

As an additional resource, in 2020, the State Water Resources Control Board issued an FAQ regarding the Act.



Fact Sheet

Water Shutoff Protection Act FAQs SB 998 (Dodd, 2018)

These FAQs are advisory and do not bind the State Water Resources Control Board in any future decision.

1. What is the Water Shutoff Protection Act?

The Water Shutoff Protection Act ("Act") was established when Senate Bill 998 was enacted (Chapter 891, statutes of 2018). It requires certain actions related to discontinuation of water service due to nonpayment by "urban and community water systems" (defined by the Act as public water systems that supply water to more than 200 service connections). The purpose of the Act is to increase protections to residents associated with discontinuation of water service due to nonpayment ("water shutoffs"). A growing number of Californians face challenges in meeting basic expenses such as tap water. The Act supports the policy goal that all Californians, regardless of whether they pay a water bill directly, should be treated fairly when faced with a delinquent water bill, and fair treatment should include the ability to contest a bill, seek alternative payment schedules, and demonstrate medical needs.

2. What does the Water Shutoff Protection Act require of water systems?

The Water Shutoff Protection Act includes, but is not limited to, the following requirements for urban and community water systems:

- a. To adopt a written policy on discontinuation of water service for non-payment ("water shutoff policy") that is compliant with the Act.
- b. To post the water shutoff policy on the system's website, or if the system has no website, provide the policy to customers in writing upon request.
- c. To refrain from shutting off water service for non-payment for at least 60 days and adhere to specified procedures when pursuing water shutoffs. The procedures include, but are not limited to, providing notice in advance of any shutoffs for nonpayment and offering an appeal process for residents to contest a planned shutoff, and to arrange for alternate payment schedules or other means of accommodating financial hardships.
- d. To refrain from shutting off water service in certain specified conditions, such as a serious threat to life or health and safety of a resident or severe financial hardship.



- e. To restrict fees on reconnection of service as specified, for residents at or below 200% of the federal poverty level.
- f. To use specified notification procedures for properties with landlord-tenant relationships. For residential occupants who are tenants who have individual meters, these procedures include making a good faith effort to provide written notice of an imminent termination of service for the landlord's delinquency. The written notice must also inform these residential occupants that they have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
- g. To report the number of annual discontinuations of residential service for inability to pay on the system's website, if it has one, and to the State Water Resources Control Board, which must post the information on its website.

3. What must the "water shutoff policy" contain?

The water shutoff policy must contain:

- a. A plan for deferred or reduced payments.
- b. Alternative payment schedules.
- c. A formal mechanism for a customer to contest or appeal a bill.
- d. A telephone number for a customer to contact to discuss options for averting water shutoff for nonpayment.

4. What are the compliance dates for the Water Shutoff Protection Act?

The Water Shutoff Policy Act specifies two dates for compliance with its provisions. For urban and community water systems regulated by the CPUC, the compliance date is February 1, 2020. For urban water suppliers (defined in Section 10617 of the Water Code) not regulated by the California Public Utilities Commission (CPUC), the compliance date is also February 1, 2020.

For all other urban and community water systems, the compliance date is April 1, 2020.

(Note also that the Act does not contain any requirements for water systems serving fewer than 200 service connections).

5. What languages are required for the water shutoff policy?

The water shutoff policy and related notices must be provided in English, in the languages listed in Section 1632 of the Civil Code, and in any other language spoken by 10% or more of the customers residing in the water system's service area.

6. Who enforces the Water Shutoff Protection Act?

The Act states that the State Water Resources Control Board may enforce the requirements for the shutoff policy and its website posting (or providing in writing upon request). For 2020, the Board will be collecting information to verify compliance through the electronic annual report water systems submit to the Board's Division of Drinking Water. In addition, the Act allows the Attorney General, at the request of the Board or upon his or her own motion, to bring an action in state court to restrain by temporary or permanent injunction the use of any method, act, or practice prohibited by the Act. For an urban and community water system regulated by the CPUC, the commission may bring an action in state court to restrain by temporary or permanent injunction the use by an urban and community water system regulated by the commission of any method, act, or practice declared in this chapter to be unlawful.

(This fact sheet was last updated on January 10, 2020)

McCLOUD COMMUNITY SERVICES DISTRICT

P.O. Box 640, 220 W. Minnesota

McCloud, CA 96057

(530) 964-2017

ci.mccloudcsd.ca.us

OFFICE HOURS: 8:00 a.m. to 12 noon & 1:00 p.m. to 5:00 p.m. Monday through Friday (except holidays). A drop box is located to the left of the front door for payments delivered during non-business hours.

PAYMENTS: Current charges are due and payable upon receipt of this invoice and are considered delinquent if not received by the 25th of the following month. If payment is not received by the 25th of the month a Second Notice will be issued and penalties shall be applied to the account.

The Second Notice payment must be received within fifteen (15) days after the date of mailing. If payment is not received by the due date, A Disconnect Notice will be issued.

Payment of the Disconnect Notice must be received within seven (7) days after the date of mailing. If payment is not received by the end of the business hours on the due date, service shall be scheduled for disconnection. If service is disconnected, the entire delinquent bill, penalties, finance charges and reconnections charges (\$60) shall be paid in full before service will be reestablished.

** I mailed a dispute letter 5/2/25 regarding my bill recieved 4/25/25*

DISPUTED BILL PROCEDURE: If you believe that your bill is incorrect, within five (5) days of receiving a disputed bill, please contact the District Office during regular business hours, either in person at 220 W. Minnesota Ave., or by telephone at (530) 964-2017 for an explanation.

If, after such explanation, you still believe this bill is incorrect, within ten (10) days of such explanation, you may request a review with the General Manager. Any customer whose request for a review by the General Manager has resulted in an adverse determination may appeal to the Board of Directors within thirty (30) days after the General Manager's decision.

CUSTOMERS AGE 65 AND OLDER: Should you wish, the District will attempt to notify a person designated by you to receive notification when your account is past due and is subject to termination. This notification would include what is required to prevent termination of service. If you would like to designate someone to receive this information please contact the District Office.

Account Number: 20530-00
 Service Address: 416 CALIFORNIA
 Last Payment: 200.00 - 04/07/2025
 Billing Date: 04/25/2025

CONNAUGHTON, HILARY
 PO BOX 162
 MCCLOUD CA 96057

Current Reading: // / 0
 Previous Reading: // / 0
 Usage: 0

Service	Current	Past-Due	Balance
WATER	60.50	2784.83	2845.33
SEWER	57.00	1526.22	1583.22
REFUSE COLLECT	35.00	140.00	175.00
ALLEYS	7.40	29.60	37.00
LIGHTS	2.70	10.80	13.50
WATER LATE FEES	0.00	12.71	12.71
SEWER LATE FEES	0.00	8.15	8.15
REFUSE LATE FEE	0.00	0.53	0.53
ALLEYS LATE FEE	451.28	0.00	451.28
Totals:	613.88	4512.84	5126.72

PAYMENT DUE BY May 25 2025

Important Messages

LATE FEE CALCULATIONS:
 IF YOUR ACCOUNT HAD AN UNPAID BALANCE FOR THE PREVIOUS BILLING CYCLE A 10% PENALTY WAS POSTED, IN ADDITION TO A 1/2 PERCENT PENALTY ON ANY AMOUNTS OWED PRIOR TO THE PREVIOUS BILLING CYCLE.

PAYMENTS MADE AFTER APRIL 29 ARE NOT REFLECTED ON THIS BILL.

OUTSIDE WATER WILL BE TURNED ON **BY MAY 30TH**.

MANDATORY WATER RATIONINGS IS STILL IN PLACE!!
 EVEN NUMBERS-MONDAY, WEDNESDAY, SATURDAY
 ODD NUMBERS- TUESDAY, THURSDAY, SUNDAY
 ***WATER ONLY BEFORE 10AM OR AFTER 7PM

MORE INFORMATION AND FULL ORDER IS AVAILABLE ON THE MCSD WEBSITE.

Mailed Certified letter disputing bill on 5/2/05

PLEASE PAY PAST DUE AMOUNT WITHIN 30 DAYS

*Can water shut off Supp? protection Act, can't shut off water w/ child in the residence. *Call Pastor Nick 530-926-3444 Kerstur*

FEES ARE DUE IMMEDIATELY AND ARE CONSIDERED LATE IF UNPAID BY THE 25TH OF EACH MONTH

MCSD
PO Box 640
 McCloud CA 96057-0640
 530-964-2017
<http://ci.mccloudcsd.ca.us>
 New Children's Books at the Library! come and check them out
 New Library Hours: Mon, Wed, Fri. 12-4 pm

Account Number: 20530-00
 Service Address: 416 CALIFORNIA
 Billing Date: 04/25/2025
 Current Charges: 613.88
 Past Due Charges: 4512.84
 PAYMENT DUE BY May 25 2025 5126.72

Check here if you have had a mailing address change and indicate this change on the back of the stub.

PAST DUE

HILARY CONNAUGHTON
 PO BOX 162
 MCCLOUD CA 96057

Amount Enclosed: _____

MONTHLY INVOICE

Copy of
certified
letter.

May 2, 2025

Nicole Monpain
416 California Ave,
McCloud CA, 96057

To whom it may concern,

I am writing this letter as a written request for adjustment on account #20530 account balance, account ledger, and monthly billing. For the past year I have notified the MCSD staff, including the General Manager, on more than one occasion, to rectify the errors with account #20530 account ledger, balance, and monthly billing. Currently, the monthly billing and account balance/ledger is still inaccurate. With the errors in billing, inaccurate fees, and thus inaccurate interest being applied, it is apparent that the payments being made are also being posted inappropriately, and the current account balance is inaccurate.

I am concerned that the payments I am making to account #20530 are not being allocated correctly due to issues with billing and my account balance/ledger. However, I will continue to make monthly payments to account #20530.

Despite multiple requests to rectify the errors on this account, monthly billing is still billed inaccurately, inappropriate fees and interest posted, and payments inappropriately assigned, and no contact has been made to me regarding these errors by the MCSD nor have I been notified that they will be rectifying the errors that have been made on account #20530.

I am formally requesting an audit be done by a third-party, outside of MCSD office staff, on account #20530 billing, account balance, and account ledger. It has been more than a calendar year since I first notified the MCSD of the inaccurate billing, fees and postings on the account #20530 account ledger and notified staff of errors on this account.

I also request that any corrections and adjustments that are made to this account be notified to me in writing.

On April 16th, 2024, I went into the MCSD office and requested a printout because I became aware that the balance on account #20530 had grown despite making regular payments to this account. When I looked through the #20530 account ledger, I found multiple billing errors, including but not limited to inaccurate fees & interest charges. After looking through the account ledger/activity documentation provided by the MCSD, I spoke with MCSD office staff directly regarding the errors found. I was told I could pay in full just the delinquent amount owed. I told MCSD office staff that I wanted the account ledger thoroughly looked over before I would agree to paying off any balance in full.

On January 29th, 2025, I was contacted on behalf of Mr. Ramos to set up a payment plan for the account balance owed. I told MCSD office staff that I would not agree to a payment plan until the errors on the account #20530 account ledger were rectified. I requested by phone to meet with Mr. Ramos regarding the errors on the #20530 account ledger and account balance and was never contacted by Mr. Ramos. I contacted the MCSD office again on 02/03/2025 by phone requesting to meet with the General Manager, Mr. Ramos, and again was not contacted. On 02/25/25, I made a monthly payment to account #20530 in person and again requested to speak with Mr. Ramos regarding this account and was not contacted.

On April 29th, 2025, after receiving another inaccurate monthly bill and inaccurate account balance and inappropriate charge to account #20530 I decided to request another printout so that I could review the past year for additional errors that had been made on account #20530 since the printout I received April of 2024 because once again the balance had grown significantly despite making consistent payments throughout the year to account #20530.

On April 30th, 2025, I requested an up to date 5 year print out of all the activities on my account ledger, including all credits, charges, and payments that have been made to account #20530. I was told to come to the MCSD office to pick up the documentation I had requested and asked to meet with Mr. Ramos. Upon arrival, I was not provided with the documentation I had requested. They could not provide this documentation, so I am also requesting in writing the documentation that I requested verbally on April 30th, 2025. I am requesting an up to date 5-year printout of all the activities on account #20530 account ledger, including all credits, charges, and payments that have been posted to account #20530.

Sincerely,

Rate payer: Nicole Monpain

Home owner: Hilary Connaughton

MCCLOUD COMMUNITY SERVICES DISTRICT, CA

Printed: 04/30/2025

Due: 05/25/2025

Account: 20530-00
Customer Name: HILARY CONNAUGHTON
Service Address: 416 CALIFORNIA

Read Type:	Current Reading:	Previous Reading:	Usage:
WATER	0 / /	0 / /	0

Service	Charges	Past-Due	Balance
WATER	60.50	2784.83	2845.33
SEWER	57.00	1526.22	1583.22
REFUSE COLLECT	35.00	140.00	175.00
ALLEYS	7.40	29.60	37.00
LIGHTS	2.70	10.80	13.50
WATER LATE FEES	0.00	12.71	12.71
SEWER LATE FEES	0.00	8.15	8.15
REFUSE LATE FEE	0.00	0.53	0.53
ALLEYS LATE FEE	451.28	0.00	451.28

Totals: 613.88 4512.84 5126.72

>>>> PLEASE PAY \$ 5126.72 <<<<

MCCLOUD COMMUNITY SERVICES DISTRICT
P.O. BOX 640
MCCLOUD, CA 96057
(530) 964-2017

HILARY CONNAUGHTON
PO BOX 162
MCCLOUD CA 96057

20530-00	01-049-192-110	CONNAUGHTON, HILARY	416 CALIFORNIA		
WATER	80.00	3979.50	1174.17	-40.00	2845.33
SEWER	80.20	3773.00	2229.88	-40.10	1583.22
REFUSE COLLECT	46.40	2321.00	2169.20	-23.20	175.00
ALLEYS	12.25	540.20	500.81	-14.64	37.00
LIGHTS	5.40	197.10	186.30	-2.70	13.50
WATER LATE FEES	4.00	771.32	692.99	-69.62	12.71
SEWER LATE FEES	4.01	682.24	612.53	-65.57	8.15
REFUSE LATE FEE	2.32	155.53	122.72	-34.60	0.53
ALLEYS LATE FEE	0.49	470.47	13.46	-6.22	451.28
LIGHTS LATE FEE	0.27	4.06	4.06	-0.27	0.00
MISCELLANEOUS	0.00	0.00	0.00	0.00	0.00
WATER ON/OFF	0.00	0.00	0.00	0.00	0.00
WTR CONNECT FEE	0.00	0.00	0.00	0.00	0.00
OVERPAYMENT	0.00	0.00	120.64	120.64	0.00
	235.34	12894.42	7826.76	-176.28	5126.72

Customer Name CONNAUGHTON, HILARY

Account 20530-00

Route - Meter 01-049-192-110

MCCLLOUD COMMUNITY SERVICES DISTRICT
P.O. BOX 640
MCCLLOUD, CA 96057
(530) 964-2017

Transaction Description - ID Number

AP-Year	Post Date	Fund - Service	Amount	Running Balance
6-2023	06/30/2023	1050 - ALLEYS	7.40	
6-2023	06/30/2023	1060 - LIGHTS	2.70	
Total for Transaction:			158.60	3484.12
RECEIPT [Partial Payment] 196696				
7-2023	07/20/2023	1090 - REFUSE COLLECT	-110.80	
7-2023	07/20/2023	1050 - ALLEYS	-37.00	
7-2023	07/20/2023	1060 - LIGHTS	-13.50	
7-2023	07/20/2023	2000 - SEWER LATE FEES	-5.40	
7-2023	07/20/2023	1090 - REFUSE LATE FEE	-3.30	
Total for Transaction:			-170.00	3314.12
CHARGE [Penalty]				
7-2023	07/02/2023	3000 - WATER LATE FEES	7.34	
Total for Transaction:			7.34	3321.46
CHARGE [Penalty]				
7-2023	07/02/2023	2000 - SEWER LATE FEES	6.94	
Total for Transaction:			6.94	3328.40
CHARGE [Penalty]				
7-2023	07/02/2023	1090 - REFUSE LATE FEE	1.27	
Total for Transaction:			1.27	3329.67
CHARGE [Penalty]				
7-2023	07/27/2023	3000 - WATER LATE FEES	5.85	
Total for Transaction:			5.85	3335.52
CHARGE [Penalty]				
7-2023	07/27/2023	2000 - SEWER LATE FEES	5.60	
Total for Transaction:			5.60	3341.12
CHARGE [Penalty]				
7-2023	07/27/2023	1090 - REFUSE LATE FEE	3.40	
Total for Transaction:			3.40	3344.52
CHARGE				
7-2023	07/28/2023	3000 - WATER	58.50	
7-2023	07/28/2023	2000 - SEWER	56.00	
7-2023	07/28/2023	1090 - REFUSE COLLECT	34.00	
7-2023	07/28/2023	1050 - ALLEYS	7.40	
7-2023	07/28/2023	1060 - LIGHTS	2.70	
Total for Transaction:			158.60	3503.12
CHARGE [Penalty]				
8-2023	08/03/2023	3000 - WATER LATE FEES	7.34	
Total for Transaction:			7.34	3510.46
CHARGE [Penalty]				
8-2023	08/03/2023	2000 - SEWER LATE FEES	6.94	
Total for Transaction:			6.94	3517.40
CHARGE [Penalty]				
8-2023	08/03/2023	1090 - REFUSE LATE FEE	1.27	
Total for Transaction:			1.27	3518.67
CHARGE				
8-2023	08/28/2023	3000 - WATER	58.50	
8-2023	08/28/2023	2000 - SEWER	56.00	
8-2023	08/28/2023	1090 - REFUSE COLLECT	34.00	
8-2023	08/28/2023	1050 - ALLEYS	7.40	
8-2023	08/28/2023	1060 - LIGHTS	2.70	
Total for Transaction:			158.60	3677.27
RECEIPT [Partial Payment] 197971				
9-2023	09/19/2023	1090 - REFUSE COLLECT	-144.70	
9-2023	09/19/2023	1050 - ALLEYS	-22.20	
9-2023	09/19/2023	1060 - LIGHTS	-8.10	
Total for Transaction:			-175.00	3502.27

I moved into my family making monthly payments

Starting balance when I moved in

[Handwritten bracket on the left side of the table, grouping several rows of charges.]

Account Number: 20530-00
 Service Address: 416 CALIFORNIA
 Last Payment: 200.00 - 05/09/2025
 Billing Date: 06/27/2025

CONNAUGHTON, HILARY
 PO BOX 162
 MCCLLOUD CA 96057
 6, 2025

Current Reading: // / 0
 Previous Reading: // / 0
 Usage: 0

Service	Current	Past-Due	Balance
WATER	60.50	2905.83	2966.33
SEWER	57.00	1506.71	1563.71
REFUSE COLLECT	35.00	175.00	210.00
ALLEYS	7.40	37.00	44.40
LIGHTS	2.70	13.50	16.20
WATER LATE FEES	290.58	284.53	575.11
SEWER LATE FEES	150.67	144.97	295.64
REFUSE LATE FEE	17.50	14.00	31.50
ALLEYS LATE FEE	3.70	454.24	457.94
LIGHTS LATE FEE	1.35	1.08	2.43
Totals:	626.40	5536.86	6163.26

PAYMENT DUE BY JULY 25 2025

Important Messages

****NEW ONLINE PAYMENTS PORTAL IS NOW AVAILABLE!****
 -GO TO [HTTPS://WWW.CI.MCCLLOUDCSD.CA.US](https://www.ci.mccloudcscd.ca.us)
 -CLICK ON "PAY ONLINE" AND CLICK ON "REGISTER"
 -ENTER YOUR WEB ID NUMBER WHICH IS AT THE BOTTOM OF THE INVOICE
 -FOLLOW THE PROMPTS TO REGISTER YOUR ACCOUNT
 -YOU WILL BE ABLE TO SELECT FROM SEVERAL DIFFERENT OPTIONSTO PAY YOUR BILL AND CAN RE-ENROLL IN AUTO PAY
 -IF YOU HAVE MULTIPLE PROPERTIES, YOU CAN ADD EACH ADDITIONAL PROPERTY BY CLICKING ON "MANAGE PROFILE" AND ENTER THE WEB ID # FOR EACH PROPERTY

****MANDATORY WATER RATIONINGS IS STILL IN PLACE!****
 -EVEN NUMBERS: MONDAY, WEDNESDAY, SATURDAY
 -ODD NUMBERS: TUESDAY, THURSDAY, SUNDAY
 -WATER ONLY BEFORE 10AM OR AFTER 7PM

411 Web ID

PLEASE PAY PAST DUE AMOUNT WITHIN 30 DAYS

FEES ARE DUE IMMEDIATELY AND ARE CONSIDERED LATE IF UNPAID BY THE 25TH OF EACH MONTH

MCSD
PO Box 640
 McCloud CA 96057-0640
 530-964-2017
<http://ci.mccloudcscd.ca.us>

New Children's Books at the Library! come and check them out
 New Library Hours: Mon, Wed, Fri. 12-4 pm

Account Number: 20530-00
 Service Address: 416 CALIFORNIA
 Billing Date: 06/27/2025
 Current Charges: 626.40
 Past Due Charges: 5536.86
 PAYMENT DUE BY JULY 25 2025 6163.26

Check here if you have had a mailing address change and indicate this change on the back of the stub.

411 Web ID

Office Use: 0

411 Web ID

HILARY CONNAUGHTON
 PO BOX 162
 MCCLLOUD CA 96057

Amount Enclosed: _____

MONTHLY INVOICE

Account Number: 20530-00
 Service Address: 416 CALIFORNIA
 Last Payment: 200.00 - 01/08/2025
 Billing Date: 01/28/2025

CONNAUGHTON, HILARY
 PO BOX 162
 MCCLOUD CA 96057

Current Reading: // / 0
 Previous Reading: // / 0
 Usage: 0

Important Messages

LATE FEE CALCULATIONS:
 IF YOUR ACCOUNT HAD AN UNPAID BALANCE FOR THE PREVIOUS BILLING CYCLE A 10% PENALTY WAS POSTED, IN ADDITION TO A 1/2 PERCENT PENALTY ON ANY AMOUNTS OWED PRIOR TO THE PREVIOUS BILLING CYCLE.

PAYMENTS MADE AFTER JAN 28 2025 ARE NOT REFLECTED ON THIS BILL.

Service	Current	Past-Due	Balance
WATER	60.50	2603.33	2663.83
SEWER	57.00	1686.66	1743.66
REFUSE COLLECT	35.00	140.00	175.00
ALLEYS	7.40	29.60	37.00
LIGHTS	2.70	10.80	13.50
WATER LATE FEES	0.00	60.83	60.83
SEWER LATE FEES	0.00	45.06	45.06
REFUSE LATE FEE	0.00	8.76	8.76
Totals:	162.60	4585.04	4747.64

PAYMENT DUE BY Feb 25 2025

PAST DUE

PLEASE PAY PAST DUE AMOUNT WITHIN 30 DAYS OR CONTACT US TO REQUEST A PAYMENT ARRANGEMENT

FEES ARE DUE IMMEDIATELY AND ARE CONSIDERED LATE IF UNPAID BY THE 25TH OF EACH MONTH

MCS D
PO Box 640
 McCloud CA 96057-0640
 530-964-2017
<http://ci.mccloudcsd.ca.us>
 New Children's Books at the Library! come and check them out
 New Library Hours: Mon, Wed, Fri. 12-4 pm

Account Number: 20530-00
 Service Address: 416 CALIFORNIA
 Billing Date: 01/28/2025
 Current Charges: 162.60
 Past Due Charges: 4585.04
 PAYMENT DUE BY Feb 25 2025 4747.64

Check here if you have had a mailing address change and indicate this change on the back of the stub.

HILARY CONNAUGHTON
 PO BOX 162
 MCCLOUD CA 96057

Amount Enclosed: _____

MONTHLY INVOICE

Account Number: 20530-00
 Service Address: 416 CALIFORNIA
 Last Payment: 143.05 - 09/20/2022
 Billing Date: 09/29/2022

CONNAUGHTON, HILARY
 PO BOX 162
 MCCLOUD CA 96057

9. 2022

Current Reading: / / 0
 Previous Reading: / / 0
 Usage: 0

Important Messages

LATE FEE CALCULATIONS:
 IF YOUR ACCOUNT HAD AN UNPAID BALANCE FOR THE PREVIOUS BILLING CYCLE A 10% PENALTY WAS POSTED, IN ADDITION TO A 1/2 PERCENT PENALTY ON ANY AMOUNTS OWED PRIOR TO THE PREVIOUS BILLING CYCLE.

PAYMENTS MADE AFTER OCTOBER 29 ARE NOT REFLECTED ON THIS BILL.

OUTSIDE WATERS HAVE BEEN TURNED ON. CALL OUR OFFICE IF WE MISSED YOU.

MANDATORY WATER RATIONINGS IS STILL IN PLACE!!
 EVEN NUMBERS: MONDAYS ONLY
 ODD NUMBERS: THURSDAYS ONLY
 PLEASE WATER BEFORE 10 AM & AFTER 7 PM

MORE INFORMATION AND FULL ORDER IS AVAILABLE ON THE MCSD WEBSITE.
 LIBRARY HOURS: MON, THUR, SAT 12-4 PM

Service	Current	Past-Due	Balance
WATER	56.50	949.33	1005.83
SEWER	54.00	891.00	945.00
REFUSE COLLECT	33.00	261.92	294.92
ALLEYS	7.40	29.60	37.00
LIGHTS	2.70	10.80	13.50
Totals:	153.60	2142.65	2296.25

PAYMENT DUE BY October 25

\$601.50 HAS BEEN CREDITED TO YOUR ACCOUNT
 (COVID-19 RELIEF FUNDS)

PLEASE PAY PAST DUE AMOUNT WITHIN 30 DAYS OR
 CONTACT US TO REQUEST A PAYMENT ARRANGEMENT

FEES ARE DUE IMMEDIATELY AND ARE CONSIDERED LATE
 IF UNPAID BY THE 25TH OF EACH MONTH

MCSD
PO Box 640
 McCloud CA 96057-0640
 530-964-2017
<http://ci.mccloudcsd.ca.us>
 New Children's Books at the Library! come and check them out
 Library Hours: Mon, Thur, Sat 12-4 pm

Account Number: 20530-00
 Service Address: 416 CALIFORNIA
 Billing Date: 09/29/2022
 Current Charges: 153.60
 Past Due Charges: 2142.65
PAYMENT DUE BY October 25 2296.25

Check here if you have had a mailing address change and indicate this change on the back of the stub.

HILARY CONNAUGHTON
 PO BOX 162
 MCCLOUD CA 96057

Amount Enclosed: _____

MONTHLY INVOICE

DATE RANGE From 01/01/2022 to 04/16/2024

MCCLLOUD COMMUNITY SERVICES DISTRICT
P.O. BOX 640
MCCLLOUD, CA 96057
(530) 964-2017

Transaction Description - ID Number

AP-Year	Date & Time	Fund - Service	Amount	Usage Running Balance
8-2022	08/29/2022 02:18:32 PM	3000 - WATER	55.50	
8-2022	08/29/2022 02:18:32 PM	2000 - SEWER	54.00	
8-2022	08/29/2022 02:18:32 PM	1090 - REFUSE COLLECT	33.00	
8-2022	08/29/2022 02:18:31 PM	1050 - ALLEYS	7.40	
8-2022	08/29/2022 02:18:31 PM	1050 - LIGHTS	2.70	
		Total for Transaction:	153.60	2355.05
RECEIPT [Partial Payment] 189727				
9-2022	09/01/2022 10:34:11 AM	3000 - WATER	-16.72	
9-2022	09/01/2022 10:34:11 AM	2000 - SEWER	-675.00	
9-2022	09/01/2022 10:34:11 AM	1090 - REFUSE COLLECT	-198.43	
9-2022	09/01/2022 10:34:11 AM	1050 - ALLEYS	-22.20	
9-2022	09/01/2022 10:34:11 AM	1060 - LIGHTS	-8.10	
9-2022	09/01/2022 10:34:11 AM	3000 - WATER LATE FEES	-11.47	
9-2022	09/01/2022 10:34:11 AM	2000 - SEWER LATE FEES	-10.81	
9-2022	09/01/2022 10:34:11 AM	1090 - REFUSE LATE FEE	-5.45	
9-2022	09/01/2022 10:34:11 AM	1050 - ALLEYS LATE FEE	-1.15	
		Total for Transaction:	-949.33	1405.72
CANCEL RECEIPT 189727C				
9-2022	09/02/2022 07:51:32 AM	3000 - WATER	16.72	
9-2022	09/02/2022 07:51:32 AM	2000 - SEWER	675.00	
9-2022	09/02/2022 07:51:32 AM	1090 - REFUSE COLLECT	198.43	
9-2022	09/02/2022 07:51:32 AM	1050 - ALLEYS	22.20	
9-2022	09/02/2022 07:51:32 AM	1060 - LIGHTS	8.10	
9-2022	09/02/2022 07:51:32 AM	3000 - WATER LATE FEES	11.47	
9-2022	09/02/2022 07:51:32 AM	2000 - SEWER LATE FEES	10.81	
9-2022	09/02/2022 07:51:32 AM	1090 - REFUSE LATE FEE	5.45	
9-2022	09/02/2022 07:51:32 AM	1050 - ALLEYS LATE FEE	1.15	
		Total for Transaction:	949.33	2355.05
RECEIPT [Partial Payment] 189754				
9-2022	09/02/2022 07:51:48 AM	2000 - SEWER	-343.89	
9-2022	09/02/2022 07:51:48 AM	1090 - REFUSE COLLECT	-198.43	
9-2022	09/02/2022 07:51:48 AM	1050 - ALLEYS	-22.20	
9-2022	09/02/2022 07:51:48 AM	1060 - LIGHTS	-8.10	
9-2022	09/02/2022 07:51:48 AM	3000 - WATER LATE FEES	-11.47	
9-2022	09/02/2022 07:51:48 AM	2000 - SEWER LATE FEES	-10.81	
9-2022	09/02/2022 07:51:48 AM	1090 - REFUSE LATE FEE	-5.45	
9-2022	09/02/2022 07:51:48 AM	1050 - ALLEYS LATE FEE	-1.15	
		Total for Transaction:	-601.50	1753.55
CANCEL RECEIPT 189754C				
9-2022	09/19/2022 03:19:34 PM	2000 - SEWER	343.89	
9-2022	09/19/2022 03:19:34 PM	1090 - REFUSE COLLECT	198.43	
9-2022	09/19/2022 03:19:34 PM	1050 - ALLEYS	22.20	
9-2022	09/19/2022 03:19:34 PM	1060 - LIGHTS	8.10	
9-2022	09/19/2022 03:19:34 PM	3000 - WATER LATE FEES	11.47	
9-2022	09/19/2022 03:19:34 PM	2000 - SEWER LATE FEES	10.81	
9-2022	09/19/2022 03:19:34 PM	1090 - REFUSE LATE FEE	5.45	
9-2022	09/19/2022 03:19:34 PM	1050 - ALLEYS LATE FEE	1.15	
		Total for Transaction:	601.50	2355.05
RECEIPT [Partial Payment] 190272				
9-2022	09/20/2022 10:00:33 AM	1090 - REFUSE COLLECT	-68.51	
9-2022	09/20/2022 10:00:33 AM	1050 - ALLEYS	-22.20	
9-2022	09/20/2022 10:00:33 AM	1060 - LIGHTS	-8.10	
9-2022	09/20/2022 10:00:33 AM	3000 - WATER LATE FEES	-17.12	
9-2022	09/20/2022 10:00:33 AM	2000 - SEWER LATE FEES	-16.21	
9-2022	09/20/2022 10:00:33 AM	1090 - REFUSE LATE FEE	-8.75	
9-2022	09/20/2022 10:00:33 AM	1050 - ALLEYS LATE FEE	-1.89	
9-2022	09/20/2022 10:00:33 AM	1060 - LIGHTS LATE FEE	-0.27	
		Total for Transaction:	-143.05	2212.00
CHARGE [Penalty]				
9-2022	09/26/2022 08:53:26 AM	3000 - WATER LATE FEES	4.46	
		Total for Transaction:	4.46	2216.46
CHARGE [Penalty]				
9-2022	09/26/2022 08:54:36 AM	2000 - SEWER LATE FEES	4.19	
		Total for Transaction:	4.19	2220.65

First covid relief?

Reversed

Second - this total is reflected on bill received.

Reversed

UTILITY BILLING SYSTEM Report ID: 1548
 CUSTOMER TRANSACTIONS For 5-2025

MCCLOUD COMMUNITY SERVICES DISTRICT, CA
 15:07:42 - 05/08/2025

Customer Name CONNAUGHTON, HILARY Account 20530-00 Route - Meter 01-049-192-110

MCCLOUD COMMUNITY SERVICES DISTRICT
 P.O. BOX 640
 MCCLOUD, CA 96057
 (530) 964-2017

Transaction Description - ID Number

AP-Year	Post Date	Fund - Service	Amount	Running Balance
7-2022	07/26/2022	1090 - REFUSE LATE FEE	3.30	
			Total for Transaction:	2023.31
CHARGE [Penalty]				
7-2022	07/26/2022	1050 - ALLEYS LATE FEE	0.74	
			Total for Transaction:	2024.05
CHARGE				
7-2022	07/28/2022	3000 - WATER	56.50	
7-2022	07/28/2022	2000 - SEWER	54.00	
7-2022	07/28/2022	1090 - REFUSE COLLECT	33.00	
7-2022	07/28/2022	1050 - ALLEYS	7.40	
7-2022	07/28/2022	1060 - LIGHTS	2.70	
			Total for Transaction:	2177.65
CHARGE [Penalty]				
8-2022	08/01/2022	3000 - WATER LATE FEES	3.90	
			Total for Transaction:	2181.55
CHARGE [Penalty]				
8-2022	08/01/2022	2000 - SEWER LATE FEES	3.65	
			Total for Transaction:	2185.20
CHARGE [Penalty]				
8-2022	08/01/2022	1090 - REFUSE LATE FEE	1.16	
			Total for Transaction:	2186.36
CHARGE [Penalty]				
8-2022	08/26/2022	3000 - WATER LATE FEES	5.65	
			Total for Transaction:	2192.01
CHARGE [Penalty]				
8-2022	08/26/2022	2000 - SEWER LATE FEES	5.40	
			Total for Transaction:	2197.41
CHARGE [Penalty]				
8-2022	08/26/2022	1090 - REFUSE LATE FEE	3.30	
			Total for Transaction:	2200.71
CHARGE [Penalty]				
8-2022	08/26/2022	1050 - ALLEYS LATE FEE	0.74	
			Total for Transaction:	2201.45
CHARGE				
8-2022	08/31/2022	3000 - WATER	56.50	
8-2022	08/31/2022	2000 - SEWER	54.00	
8-2022	08/31/2022	1090 - REFUSE COLLECT	33.00	
8-2022	08/31/2022	1050 - ALLEYS	7.40	
8-2022	08/31/2022	1060 - LIGHTS	2.70	
			Total for Transaction:	2355.05
RECEIPT [Partial Payment] 190272				
9-2022	09/20/2022	1090 - REFUSE COLLECT	-68.51	
9-2022	09/20/2022	1050 - ALLEYS	-22.20	
9-2022	09/20/2022	1060 - LIGHTS	-8.10	
9-2022	09/20/2022	3000 - WATER LATE FEES	-17.12	
9-2022	09/20/2022	2000 - SEWER LATE FEES	-16.21	
9-2022	09/20/2022	1090 - REFUSE LATE FEE	-8.75	
9-2022	09/20/2022	1050 - ALLEYS LATE FEE	-1.89	
9-2022	09/20/2022	1060 - LIGHTS LATE FEE	-0.27	
			Total for Transaction:	2212.00
CHARGE [Penalty]				
9-2022	09/01/2022	3000 - WATER LATE FEES	4.46	
			Total for Transaction:	2216.46
CHARGE [Penalty]				
9-2022	09/01/2022	2000 - SEWER LATE FEES	4.19	
			Total for Transaction:	2220.65

CUSTOMER TRANSACTIONS For 5-2025

Customer Name		Account 20530-00		Route - Meter 01-049-192-110	
CONNAUGHTON, HILARY MCCLOUD COMMUNITY SERVICES DISTRICT P.O. BOX 640 MCCLOUD, CA 96057 (530) 964-2017					
Transaction Description - ID Number			Amount	Running Balance	
AP-Year	Post Date	Fund - Service			
CHARGE [Penalty]					
9-2022	09/01/2022	1090 - REFUSE LATE FEE	1.14		
			Total for Transaction:	1.14	2221.79
CHARGE [Penalty]					
9-2022	09/26/2022	3000 - WATER LATE FEES	5.65		
			Total for Transaction:	5.65	2227.44
CHARGE [Penalty]					
9-2022	09/26/2022	2000 - SEWER LATE FEES	5.40		
			Total for Transaction:	5.40	2232.84
CHARGE [Penalty]					
9-2022	09/26/2022	1090 - REFUSE LATE FEE	3.30		
			Total for Transaction:	3.30	2236.14
ADJUSTMENT 22805 LATE CHARGE ADJ					
9-2022	09/28/2022	3000 - WATER LATE FEES	-37.91		
9-2022	09/28/2022	2000 - SEWER LATE FEES	-35.93		
9-2022	09/28/2022	1090 - REFUSE LATE FEE	-17.32		
9-2022	09/28/2022	1050 - ALLEYS LATE FEE	-2.33		
			Total for Transaction:	-93.49	2142.65
CHARGE					
9-2022	09/29/2022	3000 - WATER	56.50		
9-2022	09/29/2022	2000 - SEWER	54.00		
9-2022	09/29/2022	1090 - REFUSE COLLECT	33.00		
9-2022	09/29/2022	1050 - ALLEYS	7.40		
9-2022	09/29/2022	1060 - LIGHTS	2.70		
			Total for Transaction:	153.60	2296.25
CHARGE [Penalty]					
10-2022	10/03/2022	1090 - REFUSE LATE FEE	1.14		
			Total for Transaction:	1.14	2297.39
CHARGE [Penalty]					
10-2022	10/28/2022	2000 - SEWER LATE FEES	5.40		
			Total for Transaction:	5.40	2302.79
CHARGE [Penalty]					
10-2022	10/28/2022	1090 - REFUSE LATE FEE	3.30		
			Total for Transaction:	3.30	2306.09
CHARGE					
10-2022	10/28/2022	3000 - WATER	56.50		
10-2022	10/28/2022	2000 - SEWER	54.00		
10-2022	10/28/2022	1090 - REFUSE COLLECT	33.00		
10-2022	10/28/2022	1050 - ALLEYS	7.40		
10-2022	10/28/2022	1060 - LIGHTS	2.70		
			Total for Transaction:	153.60	2459.69
RECEIPT [Partial Payment] 191483					
11-2022	11/14/2022	1090 - REFUSE COLLECT	-129.80		
11-2022	11/14/2022	1050 - ALLEYS	-14.80		
11-2022	11/14/2022	1060 - LIGHTS	-5.40		
			Total for Transaction:	-150.00	2309.69
CHARGE					
11-2022	11/30/2022	3000 - WATER	56.50		
11-2022	11/30/2022	2000 - SEWER	54.00		
11-2022	11/30/2022	1090 - REFUSE COLLECT	33.00		
11-2022	11/30/2022	1050 - ALLEYS	7.40		
11-2022	11/30/2022	1060 - LIGHTS	2.70		
			Total for Transaction:	153.60	2463.29
CHARGE					
12-2022	12/29/2022	3000 - WATER	56.50		
12-2022	12/29/2022	2000 - SEWER	54.00		
12-2022	12/29/2022	1090 - REFUSE COLLECT	33.00		
12-2022	12/29/2022	1050 - ALLEYS	7.40		

where are the covid entries?