

Utility Billing Changes/FAQs

As of November 1, 2022, the following changes will be made to the way we process utility bills.

	Previous Policy	New Policy
Bill Due Date	Utility payments were due on the last day of the odd month. (January, March, May, July, September, November)	Utility payments are due seven (7) days after the bills are mailed/emailed (date of statement).
Late Fees	Late fees were implemented the next business day after the due date.	Late fees will be applied to accounts that are not paid by close of business Thirty-five (35) calendar days after the bill is issued.
Process Before Disconnection	Customers are notified of the assessment of late charges and a ten (10) day notice of disconnection.	A written notice will be mailed to the customer at least ten (10) business days before disconnection.
		If a ten (10) day written notice is returned through the mail as undeliverable a notice will be left at the residence at least forty-eight (48) hours before disconnection if unable to reach the customer by phone.
Disconnection	At least ten (10) days after late charges delinquent accounts are disconnected.	Any Account that is delinquent for at least sixty (60) days will be disconnected.
Reconnection	Customers are required to pay their full balance and the reconnection fee to re-establish water service.	Customers are required to pay their full balance and the reconnection fee to re-establish water service.
Unauthorized turn-on		An additional \$50.00 Lock Out Fee will be charged for accounts that have been disconnected and the meter tampered with to turn the water back on.
Additional Deposit		If services are disconnected more than two times in a 12-month period, an additional deposit equal to twice the original deposit amount will be due before services will be reconnected.
Alternative Payment Arrangements		Residents must submit a request 48 hours before discontinuation for a payment arrangement to extend a bill beyond the shutoff date; to be reviewed by the City Manager or designee.

Future billing schedule:

Process	March						
	Nov. 2022	Jan. 2023	2023	May 2023	July 2023	Sept. 2023	Nov. 2023
Bills Mailed	11/1/2022	1/3/2023	3/1/2023	5/1/2023	7/5/2023	9/6/2023	11/1/2023
Bills Delinquent	11/8/2022	1/10/2023	3/8/2023	5/8/2023	7/12/2023	9/13/2023	11/8/2023
Late Fees	12/6/2022	2/7/2023	4/5/2023	6/6/2023	8/9/2023	10/11/2023	12/6/2023
10-day Disconnect Notice	12/16/2022	2/14/2022	4/17/2023	6/16/2023	8/22/2023	10/24/2023	12/19/2023
Disconnection Day	1/10/2023	3/14/2023	5/9/2023	7/11/2023	9/12/2023	11/14/2023	1/9/2024

Frequently Asked Questions:

Why is the City making these changes?

Former Governor Jerry Brown signed SB 998, the Water Shutoff Protection Act (the "Act" of "SB998") at the end of 2018. The purpose of the Act was to provide additional procedural protections to residential water customers before the discontinuation of water service.

If I have automatic payment already set up, do I need to make any changes?

No, residents who have an auto payment set up through Xpress Bill Pay and do not currently incur late charges will not have to make changes to the account as the new changes will not cause late fees to incur. If you have your auto payment date set to the due date you should evaluate if you need to set it for a specific date.

Is a postmark considered received in the office?

Postmarks are **NOT** considered as received in the office.

If I process payment through online banking, is the date it is processed considered in the office?

No, payments are considered paid in full when the check is received in the office. Please allow up to ten (10) business days for the check to be processed from your bank and arrive at the City's Lockbox by the United States Postal Service (USPS).

Will the City disconnect my water while my bill is under review or under appeal?

No, the City cannot disconnect bills that are under review or appeal.

How do I appeal my utility bill if I feel it is inaccurate?

A resident may initiate a written complaint or request an investigation regarding the amount of a bill within ten (10) days of receiving the bill that is in dispute. A bill shall be deemed received by a customer ten (10) days after mailing and immediately upon e-mailing.

What are the different types of alternative payment arrangements available for residents?

Extensions: If approved by the City, an unpaid balance may be temporarily extended for a period not to exceed six (6) months after the balance was originally due. During this time, residents must remain current on all water service charges accruing during any subsequent billing periods.

Amortizations: If approved by the City, an unpaid balance may be amortized over a period not to exceed twelve (12) months, determined by the City Manager or designee. The unpaid balance will be divided by the number of billings in the amortization period, which will be added to the customer's bills for water service until fully paid. During this time, residents must remain current on all water service charges accruing during any subsequent billing periods.

Alternative Payment Schedule: If approved by the City, the resident may pay an unpaid balance pursuant to an alternative payment schedule that will not exceed twelve (12) months, determined by the City Manager or designee. Alternative payment schedules may allow periodic lump-sum payments that do not coincide with the City's established payment date.

For more information on alternative payment schedules, please visit :

<https://www.riverbank.org/634/Policy-on-Discontinuation-of-Residential>

Please note we have also made the following changes:

Utility deposits have changed from \$60 to a total deposit of \$200 for water, sewer, and garbage services. New customers may have the deposit waived by providing the City with a letter of credit reference from another utility company showing an on-time payment record for the period of at least 12 consecutive months directly prior to the date of request service.

Late Fee Waiver: at the request of the customer, the City will waive the late fee once every 24 months, if there are extenuating circumstances and the customer, has not been assessed a late fee for delinquent payment in the preceding 12 months. Previously there was only a one-time waiver for an account.