

## Santa Fe Irrigation District



### **DO-NOT-CALL POLICY**

The Santa Fe Irrigation District (District) is an exempted category from the TRACED Act, namely due to our calls being considered under the non-commercial category. As of July 20, 2023, these exempted calls were limited to no more than three calls in a 30-day period. Additionally, calls to residential lines utilizing an artificial or prerecorded voice (1) the caller identifies him or herself and within two seconds of identifying themselves, (2) provides an interactive voice and/or key press-activated opt-out mechanism for the called person to make a do-not-call request.

The District only utilizes an automated call service to provide customers with notification that they are late on their utility bill payment and to contact the District to make payment as soon as possible. There are no other instances (other than a true public emergency) that utilize this technology & is limited to only one call per sixty-day period, maximum.

Additionally, the system utilized by the District allows for customer opt-out in accordance with the TRACED Act.

If you should wish to opt-out of these courtesy calls, please contact our customer service at 858-756-2424.