

SANTA FE IRRIGATION DISTRICT

Discontinuation of Residential Water Service Policy



Billing Disputes and Appeals

Any customer desiring to initiate a complaint or request an investigation concerning services or charges shown on a bill must do so within 5 days of receipt of the bill. For purposes of this section, a bill is deemed received 5 days after mailing. Any such complaint or request must be in writing and filed with the Administrative Manager through mail to PO Box 409, Rancho Santa Fe, CA 92067 or at the District Office located at 5920 Linea Del Cielo, Rancho Santa Fe, CA 92067. If the customer is dissatisfied with the decision of the Administrative Manager, the customer has the right to appeal the decision to the District's Board of Directors by filing a written appeal within 7 days of the decision of the Administrative Manager.

Financial Assistance

The District offers customers the option of installment payments or a 30 day deferral on one bill every 12-month period. In addition, the District will offer an installment payment plan to a customer who is experiencing a medical and financial hardship and meets the requirements in the District's Administrative Code.

The District shall waive one late fee every 12 month period for any residential customer that declares that the household annual income is no more than 200 percent of the federal poverty level or provides current documentation that a member of the household is a recipient of: CalWORKs; CalFresh; general assistance; Medi-Cal; Supplemental Security Income / State Supplementary Payment Program; or California Special Supplemental Nutrition Program for Woman, Infants, and Children.

District Contact Information

To discuss options for averting discontinuation of residential service for nonpayment, please contact the District office at (858) 756-2424, weekdays between the hours of 7:30 a.m. to 4:00 p.m. except on the alternating Fridays the office is closed.