



CITY OF BISHOP

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Public Works News Release

Pay On Time or Have Water Shut Off

Most water customers in Bishop pay their water bills right on time, but a few customers just don't pay. Paying bills late isn't fair to all those responsible customers that pay on time. Also, trying to collect payment from those late customers can take a lot of time and that time costs money. So starting in April 2010, residential water customers of the City of Bishop that fall more than 2 months behind in their payments may have their water shut off.

Although turning off the water to delinquent commercial accounts has been done for some time, the practice of shutting off water to delinquent residential accounts will be starting soon in Bishop. At any time there are usually about 10 delinquent residential accounts in the city, some owing up to several thousand dollars. The total amount owed by delinquent residential accounts is usually about \$10,000. Many hours are spent attempting to collect payment on these accounts each year. Turning the water off to commercial accounts always brings immediate payment, so turning the water off to delinquent residential accounts is expected to save most of this time.

The first letters to delinquent residential accounts are expected to be sent out in mid April. The letters will be sent to both the property owners, who are ultimately responsible to pay the bills, and to property tenants. The letters will provide 10 days warning of the shut off. If payment is not made, the property will be posted with a notice 2 days prior to the shut off. When the property is posted, city staff will attempt to make personal contact with residents to be sure they are aware of the shut off and that payment is needed to avoid it. Finally, if water is shut off, there will be a fee to turn it off and to turn in back on once payment is received.

The shut off of delinquent accounts should help all water customers to be responsible and reduce the overall costs to operate the system. Customer support and understanding is appreciated.

For more information contact City of Bishop Public Works at publicworks@ca-bishop.us or 760-873-8458. Press releases posted at <http://www.ca-bishop.us/Advertisements/Releases/Releases.html>