



BOARD MEMORANDUM

DATE: March 16, 2020

TO: Board of Directors

FROM: Matthew G. Stone
General Manager

SUBJECT: Authorize the General Manager to Suspend or Modify Certain Customer Policies

SUMMARY AND DISCUSSION

During the current pandemic emergency, many utilities are suspending the practice of termination of service for late payment and waiving late payment penalties.

It is proposed that SCV implement these same practices for an interim period, at the discretion of the General Manager, but not longer than the duration of the current COVID-19 emergency without further Board authorization.

Pursuant to the Agency's Customer Service Policy, Section 2.1.1, "the Board may change these regulations as it deems necessary." Section 2.1.2 provide that, "the General Manager may prescribe and enforce additional regulations not in conflict with these regulations to implement the application, administration, interpretation and enforcement of these regulations."

Further, Section 2.4 provides for Policy Exceptions and Exemptions. "Exceptions or exemptions from these Regulations shall be approved by the Board of Directors. This provision does not apply to the waiver of one-time charges or fees."

RECOMMENDATION

That the Board convey authority to the General Manager to suspend or modify certain customer policies during the current COVID-19 emergency restrictions including service disconnections and the assessment of late fees or late payment penalties.