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REAFFIRMATION OF OUR WATER SHUTOFF POLICY

1. After thirty (30) days, an unpaid water/road invoice is considered past due.
2. A late fee will be added to the following (second month) invoice, which will also include a *30-day notice of water shutoff* for your property.
3. If the unpaid balance is not received in the office by the 15th of the second month, a *15-day notice of water shutoff* will be issued.
4. Continued nonpayment of the unpaid balance at the end of the second month (60 days) will result in a *48-hour shutoff notice*, followed by a *24-hour notice of water shutoff* for your property.
5. In order to avoid a water shutoff your account must remain current, which means all invoices have been paid on time (within 30 days of the invoice date). To avoid a shutoff, tenants may assume the property owner's responsibility for water and road payments.
6. If you are financially unable to keep your account current, you may contact Madera County Community Services Drought Water Assistance Program (DWAP) at 559-673-9173, or online at www.maderacap.org to request financial assistance, at which time they will determine if you qualify for assistance.
7. If you need to defer some amount of your payment for a short period, you may contact our office at 559-877-2635 to request a payment schedule for your account. A deferment does not relieve you of the total amount due on your account. It establishes a temporary payment schedule of a lesser amount until you are able to resume the normal payment schedule. Deferred amounts will remain due until paid in full.

On September 19, 2024, the Office of the California Attorney General alerted Cascadel Mutual Water Company of recent changes in the Water Shutoff Protection Act to reflect recent changes in the law. [Reference: OAG-2024-04]

October 1, 2024