



## CITY OF SOLVANG

### NOTICE TO TENANT OF DELINQUENT WATER ACCOUNT

Property Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

You are receiving this notice because the owner, manager or operator of the property identified above, who is the customer of record with the City for water service to such property, is delinquent on payment of bills for that account.

**Water service will be disconnected to such property no sooner than at least 10 days from the date of this notice for individually metered buildings and 15 days for mastered metered buildings unless such delinquent amounts are paid by the owner, manager or operator or you become added as a customer of record and accept bills for water service to the property .<sup>1</sup>**

Contact Mariela Lowes, City of Solvang at [utilitybilling@cityofsolvang.com](mailto:utilitybilling@cityofsolvang.com), 805-688-5575 to request to be a customer of record and accept bills for water service to the property and for general assistance with continuing service. Per Section SMC Section 9-3A-1, the owner is required to be the customer of record but may designate a person to receive the bill.

In order to be a customer of record and accept bills for water service you must:

- Agree to the terms and conditions of service;
- Meet the requirements of the Solvang Municipal Code;
- If you are in a detached sing-family dwelling unit, verify the owner, manager, or operator of the property is the delinquent account customer by providing a lease, rental agreement, rent receipts or other government document showing responsibility for water utility payments.

“Call the City of Solvang at (805) 688-5575, if you would like to request a deferred, reduced, amortized or alternative payment schedule for any delinquent amounts.

To appeal this notice and any delinquent amounts, you must fill out an appeal form available on the City’s website <https://www.cityofsolvang.com/DocumentCenter/View/5387/Notice-to-Tenant-of->

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<sup>1</sup> In master metered buildings where there is no practical physical means legally available to selectively provide service, the City is not required to make service available unless each occupant agrees to the terms and conditions of service and meet the requirements of the Solvang Municipal Code.

[Delinquent-Water-Utility-Account](#) or upon request at the Administration/Finance Department at City Hall, 1644 Oak St., Solvang, CA 93463. Appeals are reviewed by the City Manager or the City Manager's designee and may be granted if the City Manager or designee finds the fee was imposed in error, due to a leak, or a malfunctioning meter.

Please see the City's Policy on Discontinuation of Residential Water Service Policy for more information on appeals and payment plan options. The policy is available on the City's website <https://www.cityofsolvang.com/DocumentCenter/View/2572/Water-Code-Shut-Off---English> or upon request at the Administration/Finance Department located at 1644 Oak. St. Solvang, CA 93463

You will not be responsible for the delinquent amounts owed by the existing customer of record.

Additional assistance may be available at the Legal Aid Foundation of Santa Barbara County, 102 E. Ocean Ave. Lompoc, CA 93236; (805) 736-6582; lafscb.org.