



# City Of Jackson Application For Water and Sewer Service

water@ci.jackson.ca.us

Fill out the application Online with our Google Form by scanning the QR code with your phone



Applicant Name: \_\_\_\_\_ Email: \_\_\_\_\_

Service Address: \_\_\_\_\_ Assessors Parcel #: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_ Home Phone #: \_\_\_\_\_ Cell Phone #: \_\_\_\_\_

Work Phone #: \_\_\_\_\_ Start Of Service Date: \_\_\_\_\_

Driver's License #: \_\_\_\_\_ State: \_\_\_\_\_ Prev Address in Jackson?  Yes  No

Address of Previous House (if In Jackson Limits): \_\_\_\_\_

Employer: \_\_\_\_\_ Address: \_\_\_\_\_

Employer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Property Owner: \_\_\_\_\_ Phone #: \_\_\_\_\_

Owner's Address: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Type of Service:  Commercial  Residential  Irrigation  Multi - Dwelling

Well On The Property?  Yes  No How Many Occupants in Household: \_\_\_\_\_

**If Bought House:** Escrow Company Name: \_\_\_\_\_ Escrow #: \_\_\_\_\_

Backflow Device Information: Make Of Device: \_\_\_\_\_ Model Number: \_\_\_\_\_ Date Last Tested: \_\_\_\_\_

A deposit is required for tenant customers. The deposit will either be held for one year and credited to the customer's account or applied to the closing bill.

**Deposit Required?**  Yes  No **IF YES** Date Received: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

I understand that my signature below acknowledges my responsibility for payments and charges applicable to the above service in accordance with the Regulations of the City of Jackson.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## OFFICE USE ONLY:

Additional Information:

Account #: \_\_\_\_\_ Meter #: \_\_\_\_\_

Was property previously served water? \_\_\_\_\_



*"Preserving Our Past, Enriching Our Present, Building Our Future"*

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Due to a new law called The Water Shutoff Protection Act, SB 998 (Dodd), the State has mandated that all public water systems that supply water to more than 200 service connections update their policies regarding low-income customers or occupants who are delinquent on their water bills. Customers or occupants will have more time between the billing date and the shut-off date and will be able to temporarily avoid disconnection of residential water service for nonpayment by signing up for a payment plan or filing a formal appeal on the bill. The following is a summary of the City of Jackson's updated delinquency policy, which went into effect March 1, 2020.

### **How Do I Sign Up For a Payment Plan?**

A customer who is financially unable to pay their water bill within the normal payment period may request a payment plan to avoid having their water shut off. If approved by the City, the applicant must sign an agreement to pay the delinquent balance in installments (not to exceed twelve months). Multiple payment plans are not allowed. If a customer or occupant violates the payment plan agreement, the City will provide a five-day notice before shutting off the water service.

### **How Can I Appeal My Bill?**

Customers or occupants may submit a written bill dispute or appeal to the Water and Sewer Department fifteen days following the billing date. The City will not shut off water service to a customer or occupant if there is a pending appeal. Late appeals will not be considered.

### **Language Translation**

The City will provide key information related to its updated discontinuation of service policy in the following languages: Spanish, Chinese, Tagalog, Vietnamese and Korean which can be found at our website at [www.ci.jackson.ca.us](http://www.ci.jackson.ca.us).

### **Help Us Help You: Update Your Contact Information**

In order for the City staff to help you in the event of an emergency, we encourage you to make sure your contact information is up to date. Please fill out our form to update your contact information located at <https://bit.ly/cojupdate> or can be found at our website at [www.ci.jackson.ca.us](http://www.ci.jackson.ca.us).

### **More Information About These New Policies**

More details can be found at [www.ci.jackson.ca.us](http://www.ci.jackson.ca.us) or by contacting the City of Jackson Water and Sewer department at [water@ci.jackson.ca.us](mailto:water@ci.jackson.ca.us) or (209) 223 - 1646.