











- C. The Customer is willing to enter into one of the options as stated in [§ VIII. PROHIBITION AGAINST DISCONTINUING RESIDENTIAL WATER SERVICE, A.](#) to avert discontinuation of residential water service offered by the City, with respect to all delinquent charges.
- D. The Customer must provide to the City documents in support of their status of A. and B. above.

**XIV. EMERGENCY WATER SERVICE**

For emergencies occurring during non-business hours, please call the City of Simi Valley Emergency Service at (805) 504-2708 during normal business hours.

**XV. REPORTING REQUIREMENTS**

The City shall annually report the number of discontinuations of residential service for inability to pay on the City's website and to the State Water Resources Control Board.

**XVI. LIMITATIONS**

Nothing in this Policy restricts, limits, or otherwise impairs the City's ability to terminate service to a Customer for reasons other than those explicitly stated in this Policy, including, but not limited to, unauthorized actions of the Customer.