



August 15, 2021

Dear Utility Customer,

We are writing to provide important updates regarding water and wastewater accounts with the City of Morgan Hill.

With the onset of the COVID 19 pandemic in March 2020, the State of California suspended service disconnections and the City of Morgan Hill deferred the assessment of late penalties on delinquent accounts to provide economic relief and ensure reliability of services to our customers. The California Public Utilities Commission has advised that the shutoff moratorium is expected to end October 1, 2021.

Effective October 1, 2021, the City will resume the assessment of late penalties on delinquent accounts. Accounts that are 60+ days delinquent without a payment plan in place on October 1, 2021, are subject to disconnection.

We hope this notification will provide sufficient time for our customers to make arrangements to pay any past due account balances. If you have a past due balance, please contact us as soon as possible to discuss payment options to avoid late fees and shutoffs at 408-779-7221 or utilitybilling@morganhill.ca.org. Our team is also available in person at City Hall Monday through Thursday 12:00 to 4:00 pm.

Those with past due balances who are experiencing financial hardship may also contact the organizations listed below to request utility bill relief assistance.

St. Vincent Depaul
408-778-2928

Salvation Army
408-282-1165 ext. 3210

Sourcewise
408-762-7362

St. Josephs - Gilroy
408-842-6662 ext. 21

The City of Morgan Hill remains committed to helping our customers access reliable and quality utility services.

Thank you,

Dat Nguyen, CPA, CGFM
Finance Director