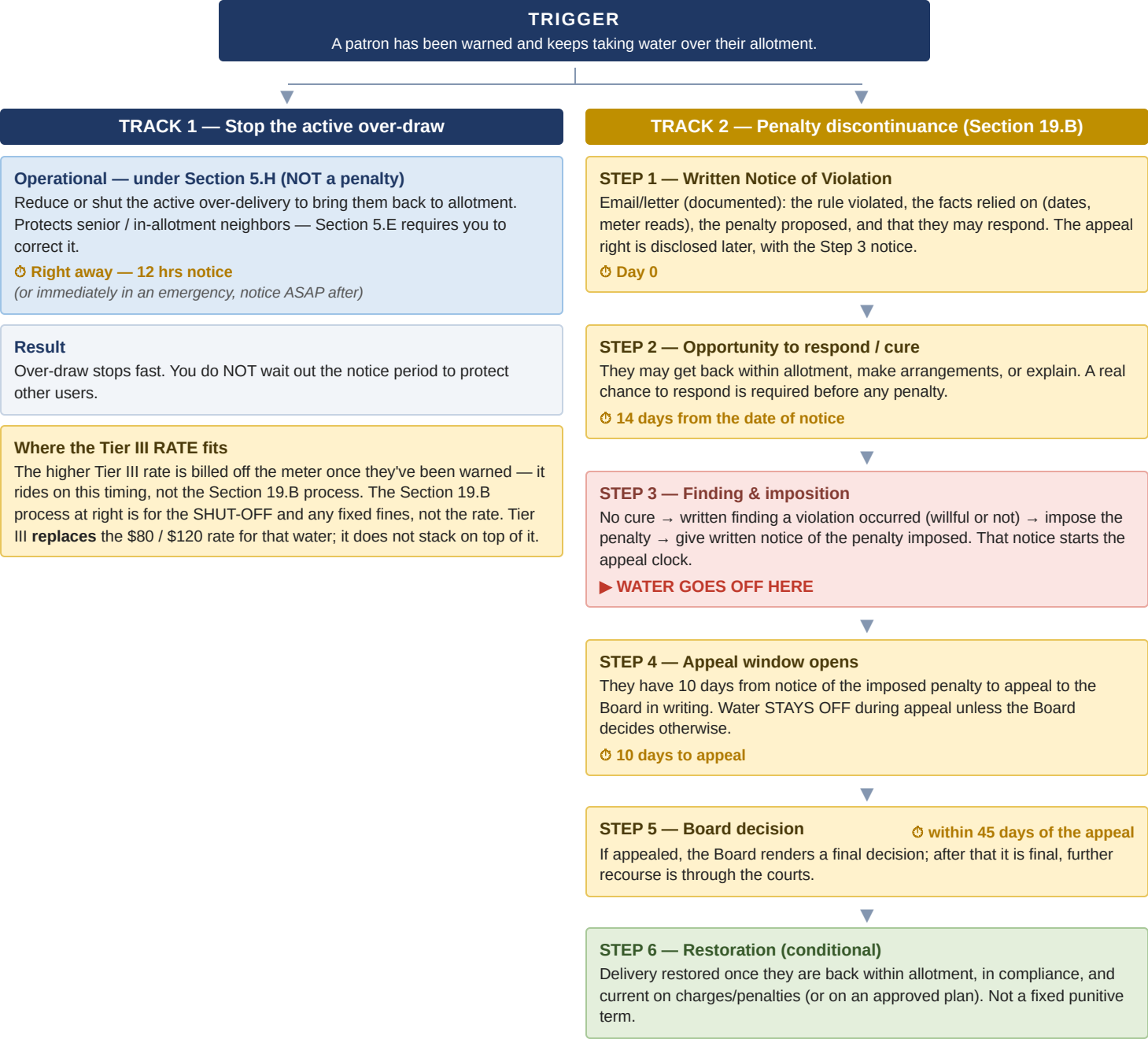


Discontinuance of Delivery — Process Flow

Two separate tracks, two separate clocks. Resolution No. 2026-13 Section 3; Rules & Regulations (rev. 2025) Sections 5.H and 19.B.



Track 1 runs in parallel with Track 2. Keep them distinct in your records: “reduced to allotment under Section 5.H on [date]; separately proposing a penalty under Section 19.B.”

The two questions people get wrong

Does the shut-off wait for the appeal?

No. The penalty is imposed **FIRST** (Step 3); the appeal comes after and does not automatically turn the water back on.

Does the shut-off happen the moment I send notice?

No. Notice + a real chance to respond (Steps 1–2) come **BEFORE** the penalty shut-off. But Track 1 lets you stop the active over-draw immediately — you never have to let over-use continue for 14 days.

Everything on Track 2 rests on Step 1 being done properly and documented.