

CUSTOMER ALERT!

Service Disconnections for Nonpayment of Water Bills to Resume October 1, 2021

On June 11, 2021, Governor Newsome announced that service disconnections (shutoffs) for nonpayment of water bills may resume on October 1, 2021. In his Executive Order N-08-21, the Governor declared the roll back of certain COVID-19-related Executive Orders, including the shutoff moratorium of Executive Order N-42-20. The customer protections of Executive Order N-42-20 remain in effect through September 30, 2021, after which normal shutoff procedures for the nonpayment of water bills may be reinstated.

If you have not paid your water bill during the COVID-19 pandemic emergency, now is the time to either pay your past-due bills in full or contact Great Oaks Customer Service to arrange for an interest-free payment plan.

Great Oaks is here to work with you. Just as Great Oaks has provided safe, clean, and reliable water service throughout the pandemic, Great Oaks is here to help you work through your bill payment issues. Great Oaks does not know the details of how the pandemic emergency has affected your household and your finances, so please tell us what we can do to help you pay your past-due water bills.

NOTE: If you have medical or other issues that make a service disconnection for nonpayment an emergency issue for you, please provide us with information from your doctor or other health professional so that we may work with you.

Please contact Great Oaks Customer Service at (408) 227-9540 (8 a.m. – 5:00 p.m. Monday through Friday) to arrange for payment or a payment plan. You may also contact Great Oaks by email at CustomerService@greatoakswater.com any time. Now is the time to act so that we may provide you with the help you need.