



Fact Sheet

Frequently Asked Question on Water Shut-Offs

Guidance for Residential Water Customers and Water Systems During COVID-19 State of Emergency

Introduction

Since the Governor Newsom's proclamation of a [State of Emergency](#) on March 4, the State Water Resources Control Board has been working in conjunction with the [California Public Utilities Commission](#) to ensure that critical utility services like water and power are not interrupted during the Covid-19 Pandemic. On April 2, 2020, the Governor issued Executive Order N-42-20 prohibiting shut offs of water service to residences and critical infrastructure sector small businesses. The Executive Order also requires restoration of service to customers that were disconnected for non-payment after March 4, 2020.

This frequently asked questions document is intended to be updated as new information becomes available.

What Water Customers Need to Know:

How long is the prohibition on residential and critical infrastructure sector small business water shut offs in place?

The Governor's [Executive Order](#) prohibits residential and critical infrastructure small business shut offs for non-payment. The Order will remain in place until the Governor revokes it.

What can I do if my water service was shut off prior to March 4, 2020?

You should contact your water supplier. Per state law your water supplier may not charge more than \$50 to re-connect your service during regular business hours. Everyone should have access to drinking water during this crisis. If your water system has not acted on your re-connection request, please fill out a report at: <https://watershut-off.covid19.ca.gov/>.



Do I still have to pay my water bill?

Yes, you are responsible to pay your water bill. However, your water supplier is required to provide you information about alternate payment arrangements. [See a fact sheet](#) on a recently enacted state law for more information. In addition, The Water Board will also be working with water systems to develop best practices and guidelines for water systems to address non-payment or reduced payments, to promote and to ensure continuity of service by water systems and wastewater systems, and to provide measures such as the sharing of supplies, equipment and staffing to relieve water systems under financial distress

Will I have to pay late fees if I do not pay my water bill?

It depends on your water supplier. Some water suppliers have decided to waive late fees during this state of emergency. You should check with your water supplier to see if late fees still apply. You can find your water supplier [HERE](#).

What Water Systems need to Know:

How do I report that my system is in compliance with the Executive Order?

The Water Board will be releasing a reporting tool for water systems soon. Please check the Water Board website for updates.

How do I inform the Water Board that my system has a critical revenue or personnel shortage?

The Water Board will be working to coordinate and facilitate the sharing of supplies, equipment and staffing to help relieve water systems under distress during this emergency. [Contact your District Engineer](#) within the [Division of Drinking Water](#) programs to get help.

Additional Resources

Covid-19 is a serious public health threat. See what [California is doing](#) to fight this pandemic.

(This Fact Sheet was last updated on April 2, 2020)