



# ARREARAGE RELIEF TO WATER SYSTEMS FOR CUSTOMER WATER BILL DEBT

## Are you behind on water bill payments?

The COVID-19 pandemic has made it difficult for many Californians to pay their bills due to job loss and other hardships. The State Water Board is administering the **California Water and Wastewater Arrearage Payment Program** to provide water systems with financial relief for unpaid water bill debt from their residential and commercial customers. Applications are currently being accepted for drinking water debt. Beginning in February 2022, the program will fund wastewater debt.

- Community water systems can apply for funds to cover water bill debt accrued between March 4, 2020 and June 15, 2021.
- Participating water systems must credit customer accounts within 60 days of receiving funds and notify customers in writing that their water bill debt has been cleared or reduced.

## Encourage your water system to apply by Dec. 6, 2021:

- Look up your drinking water system at [bit.ly/CDWSAB](https://bit.ly/CDWSAB) and check the tracking spreadsheet at [bit.ly/CWWAPP](https://bit.ly/CWWAPP) to see if your system has started an application.
- Water systems can access the application at: [ear.waterboards.ca.gov](https://ear.waterboards.ca.gov).
- Community water systems that transferred customer debt to third parties can still apply and clear those debts for customers.

## Other resources for water customers:

- The Department of Community Services & Development will administer a Low-Income Household Water Assistance Program to provide emergency assistance to income-eligible Californians who need additional relief for COVID-19 related water debt. For more information, visit: [bit.ly/CA-LIHWAP](https://bit.ly/CA-LIHWAP).
- Senate Bill 155 extended the COVID-19 moratorium on water shutoffs to Dec. 31, 2021. Your water system cannot disconnect you for failure to pay bills until then. To report a water shutoff and receive assistance, visit: [watershut-off.covid19.ca.gov](https://watershut-off.covid19.ca.gov).

## For more information on the State Water Board Arrearage Program:

**Visit:** [bit.ly/CWWAPP](https://bit.ly/CWWAPP)

**Email:** [CommunityWaterSystemsCovidRelief@waterboards.ca.gov](mailto:CommunityWaterSystemsCovidRelief@waterboards.ca.gov)