



# CALIFORNIA WATER & WASTEWATER ARREARAGE PAYMENT PROGRAM

## General FAQs for the Extended Arrearage Program

### General Program FAQs

**1. What is the California Extended Water and Wastewater Arrearage Payment Program (Extended Arrearage Program)?**

This new Extended Arrearage Program would provide payments to community water systems, wastewater treatment providers, and wastewater billing entities to forgive water and wastewater customer arrearages for the extended COVID-19 pandemic bill relief period of March 4, 2020 through December 31, 2022. Entities cannot receive funding from this program for arrearages previously paid through the Water Arrearage Program and Wastewater Arrearage Program.

**2. How much funding is available for the Extended Arrearage Program?**

The Extended Arrearage Program has an allocation of \$600 million to provide payments to community water systems, wastewater treatment providers, and wastewater billing entities to forgive water and wastewater customer arrearages for the extended COVID-19 pandemic bill relief period of March 4, 2020 through December 31, 2022.

**3. When will the funding be available for disbursement to community water systems, wastewater treatment providers, and wastewater billing entities?**

The State Water Board will consider the Guidelines for the Extended Arrearage Program at its Board Meeting on October 3, 2023. The online application portal will open after the State Water Board adopts the Extended Arrearage Program Guidelines, no later than the end of November 2023. Funding will begin being disbursed after the 60-day application period is completed.

**4. How is the Extended Arrearage Program different from the previous Arrearages Programs?**

The timeframe from the COVID-19 pandemic bill relief period has been extended for the Extended Arrearage Program and the definition of a “wastewater treatment provider” has been amended.

**5. Where is the funding for this Extended Arrearage Program coming from?**

The funding comes from the federal [American Rescue Plan Act of 2021](#) and was authorized by Governor Newsom and the California State Legislature.

**6. Who is eligible to apply for the Extended Arrearage Program?**

Community water systems, wastewater treatment providers, and wastewater billing entities that accrued residential or commercial customer arrearages during the COVID-19 pandemic relief period (March 4, 2020 through December 31, 2022).

**7. What debt is covered by the Extended Arrearage Program?**

- a. The Extended Arrearage Program covers water and wastewater bill arrearages accrued by residential and commercial customers during the COVID-19 pandemic bill relief period (March 4, 2020 through December 31, 2022) and any billing period that overlaps with these dates, excepting any arrearages that were already funded during the previous Water Arrearage Program or Wastewater Arrearage Program.
  - i. Examples:
    1. Customer is billed yearly: Bills for 2020, 2021 and 2022 could be eligible for the program, since the COVID-19 relief period started March 4, 2020 and ended December 31, 2022.
    2. Customer is billed twice a year: Both semi-annual bills for the years 2020, 2021, and 2022 could be eligible since they include dates in the COVID-19 relief period.
    3. Monthly billing: All monthly bills for March 2020 through December 2022 could be eligible.
- b. This includes debt transferred to a third-party collection entity, debt collected through property tax rolls, or debt offset by customer assistance programs.

**8. Is the funding competitive? Will certain providers or communities be prioritized?**

- a. No, the funding is not competitive. If, however, the total amount requested exceeds the total amount available for the Extended Arrearage Program, eligible applicants will be reimbursed proportionately.
- b. All eligible billing entities are treated equally when determining the allocation of funding.
- c. The State Water Board may prioritize the timing of payments to small applicants serving small communities and serving disadvantaged communities to get them funding as quickly as possible.

**9. Is this funding a grant or loan? Will the funding have to be paid back?**

The Extended Arrearage Program will issue one-time payments to eligible entities. Eligible entities that receive funding do not need to repay funds, but they must return any funds that are not credited to customers within six months. (The program also permits spending up to 3%, not to exceed \$1 million, for costs related to applying for the program or complying with program requirements.)

California State Water Resources Control Board

*For support with additional questions, please contact: DFA-  
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