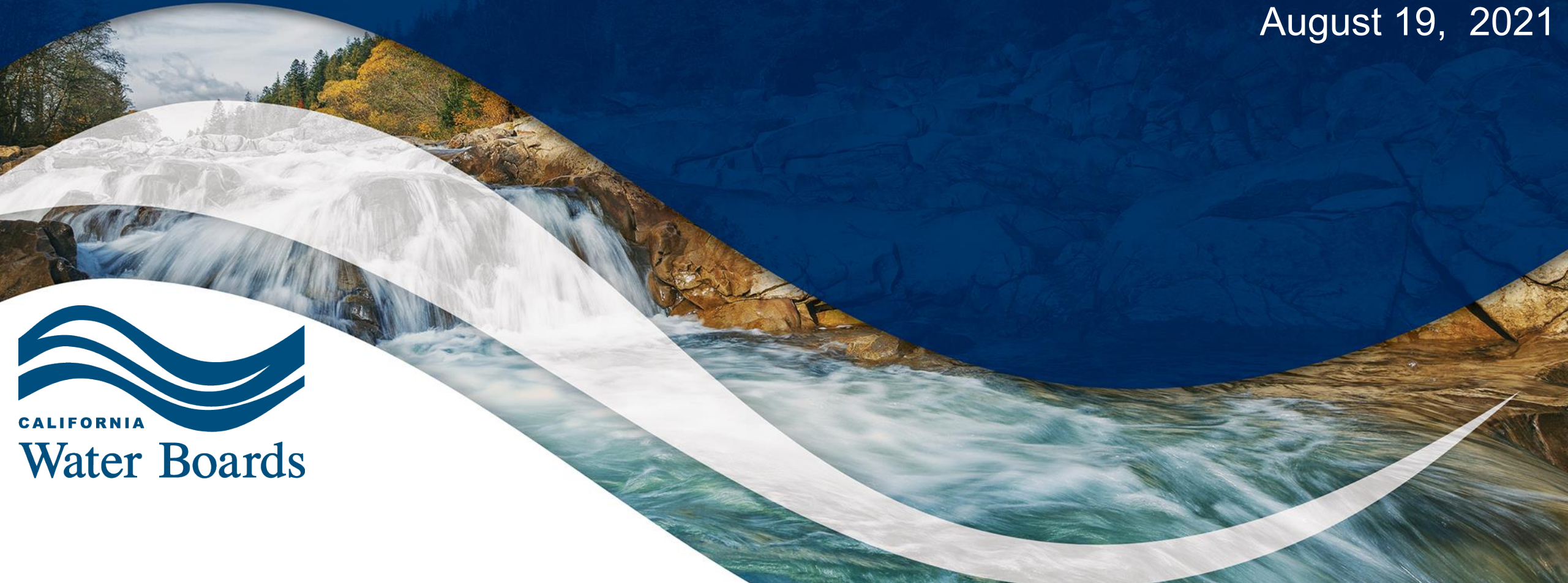


# California Water and Wastewater Arrearages Program

August 19, 2021



# Ways to Participate

- 1. Watch ONLY:** Visit [video.calepa.ca.gov](https://video.calepa.ca.gov)
- 2. Email:** Submit a comment or ask a question that will be read aloud, send an email to:  
[DDW-SAFER-NAU@Waterboards.ca.gov](mailto:DDW-SAFER-NAU@Waterboards.ca.gov)
- 3. Q&A:** Submit a question using the Q&A feature at the bottom of your Zoom Screen. You can UPVOTE any question you would like answered.
- 4. Raise Hand:** Attendees will be given the opportunity to provide verbal comment or ask questions, if you're interested in this option, please raise your virtual hand when the time is right.

- Please wait for your name to be called.

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Discuss Program Eligibility for CWSs

2 Program Timeline



Program Milestones

Discuss Deadlines and Responsibility

3 Program Survey



In-Depth Overview

Highlight Purpose, How to access, Common Questions & Troubleshooting.

# Who is Eligible?

**Community water systems (CWSs) ONLY**

1. CWSs that accrued residential and commercial drinking water arrearages, from March 4, 2020 through June 15, 2021, are eligible to receive assistance.
2. Debt relief for residential and commercial wastewater services may be available later if funding remains after the Program addresses drinking water arrearages.

# Arrearages:

It is the sum of dollar amount for utility bill that includes drinking water that has NOT been paid in full after **60 days or more** from the past due date of that bill.

**Example:** If the amount in this bill is not paid in full on June 30<sup>th</sup>, 2020. It will be considered an arrearage.

| UTILITY STATEMENT                 |   | Account No: 1234567-0       |
|-----------------------------------|---|-----------------------------|
| www.xxx.com /MyBill               |   | Statement Date: 04/01/2020  |
|                                   |   | <b>Due Date: 05/01/2020</b> |
| <b>Service For:</b>               | <b>Your Account Summary</b>               |                             |
| Residential CARE Customer         | Amount Due on Previous Statement          | \$70.50                     |
| 1234 Main Street                  | Payment(s) Received Since Last Statement  | \$0.00                      |
| Extra Address Line                | <b>Previous Unpaid Balance</b>            | <b>\$70.50</b>              |
| Anytown, CA 00000                 | Current Charges                           | \$61.38                     |
| <b>Questions about your bill?</b> | <b>Total Current and Previous Balance</b> | <b>\$131.88</b>             |
| Call us on 000-000-0000           | Late Fee Charges = \$10.00                | + \$10.00                   |
|                                   |   | <b>= \$141.88</b>           |

# Timeline of the Program:

| Milestone   | Who is Responsible            | Open  | Deadline                               |
|---|-------------------------------|---|--|
| Program survey  | Community water systems       | 08.11.2021  | 09.10.2021                             |
| Survey webinars   | - State Water Board<br>- RCAC | 08.19.2021;<br>08.26. 2021  |  |
| Board adoption of a resolution establishing Program guidelines* | State Water Board             | Tentatively 9.22-23.2021  |  |
| Application/Disbursement request                                | Community water systems       | Within 14 days of adopting a resolution establishing Program guidelines | Will remain open for at least 60 days. |
| Application approval  | State Water Board             | <i>TBD</i> in Program guideline   |  |
| Begin Disbursing funds  | State Water Board             | No later than 11.01.2021  |  |

\*Program guideline will include application requirements and reimbursement amounts for community water systems.

# Timeline of the Program (Continued):

| Milestone  | Who is Responsible      | Open   | Deadline |
|--|-------------------------|--|----------|
| Allocation of received fund to customers                                   | Community water systems | Within 60 days of receiving Program funds  |          |
| Notification of payment plan <i>optional</i> enrollment*                   | Community water systems | After/with the allocation of bill credits to customers   |          |
| Shut-off allowance for customers who have not enrolled in a payment plan   | Community water systems | Not before either of the following dates: <ul style="list-style-type: none"> <li>September 30, 2021</li> <li>30 days after payment plan offer</li> </ul> |          |
| Required reporting to State on how funding was allocated to customers etc. | Community water systems | <i>TBD</i> in Program guideline  |          |
| Determine if funding is available for wastewater arrearages                | Community water systems | January 2022   |          |

\*Enrollment must open for at least 30 days from the date of the notice

## Program Survey: Open August 11, 2021 – September 10, 2021

### Purpose:

- The State Water Board is required to survey community water systems to determine statewide residential and commercial arrearages and water enterprise revenue shortfalls that have accrued during the COVID-19 pandemic bill relief period.
- The State Water Board is required to adopt a resolution establishing Program guidelines for application requirements and reimbursement amounts for those arrearages and revenue shortfalls reported in the survey. (Health & Saf. Code, § 116773.4(b).)



# Where to Access The Program Survey?

- Community Water Systems can access the Program survey through [Electronic Annual Report \(EAR\) Portal](#).

The screenshot shows the California Water Boards website interface. At the top, there is a navigation bar with the CA.GOV logo, a home icon, and social media share icons (Facebook, Twitter, LinkedIn, Email). On the right side of the navigation bar are links for "About Us", "Contact Us", "Subscribe", and "Settings". Below the navigation bar is a main menu with icons and labels for "Board", "Programs", "Drinking Water", "Water Quality", "Water Rights", "Notices", "Water Boards", and "Search".

The main content area shows a breadcrumb trail: Home | Drinking Water | Certlic | DrinkingWater | EAR. The title "Electronic Annual Report (EAR)" is prominently displayed. Below the title, a paragraph explains that the EAR is a survey of public water systems required annually to collect critical information for regulatory compliance and financial assessment. A red-bordered box highlights the "EAR Portal for Reporters" link in the "EAR Information" sidebar. Below the text is an image of a red "HELP" key on a keyboard with the caption "Click here for EAR Help".

**Electronic Annual Report (EAR)**

The Electronic Annual Report (EAR) is a survey of public water systems, currently required annually, to collect critical water system information intended to assess the status of compliance with specific regulatory requirements such as source water capacity, provides updated contact and inventory information (such as population and number of service connections), and provides information that is used to assess the financial capacity of water systems, among other information reported. The areas for which information is required to be reported is listed in Table 1.

[Click here for EAR Help](#)

**Subscribe to our EAR Email Lists**

- Subscribe to our email lists  
See the "Drinking Water" section.

**EAR Information**

- EAR Portal for Reporters**
- EAR Technical Assistance
- EAR Data
- Water System FAQ

# Where to Access The Program Survey? (Continued)

## Welcome to the EAR Portal

Our Electronic Annual Reporting (eAR) System is released for general use by California's public water systems. This web application serves as a method to upload documents and complete the required annual report including information necessary for legislative policy making, regulatory compliance, and sanitary inspections. Annual Report development information is available [here](#) as maintained by the Water Board's Division of Drinking Water.

Never been  
here before?

[Register](#)

Already have  
an account?

[Log in](#)

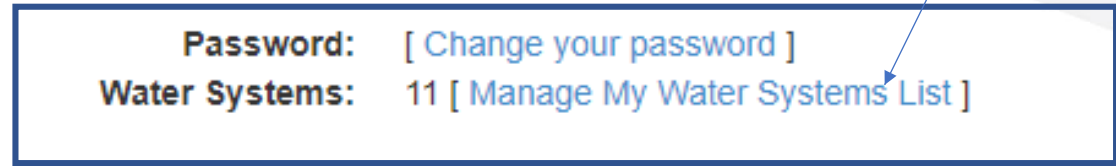
Credentialed community water systems reporters will see a new survey link on their dashboard for arrearages

Goto [My Arrearages Reports](#) to start a new report or to open a report that you can view or edit.

# Trouble Accessing the Survey?

**If you don't see your system on your EAR dashboard:**

- ❑ After successfully registering for an EAR User account, select **“Manage my water systems list”** at the bottom of your My Profile page.



**Password:**    [ [Change your password](#) ]  
    **Water Systems:**    11 [ [Manage My Water Systems List](#) ]

# Trouble Accessing the Survey? (Continued)

## Option 1

- You can add a water system by using the search bar, type in your PWSID OR your water system name, click next match.
- Once you identify the right system to add, select “Add this one”.
- Save changes.

## Manage Water Systems

Identify your  
Water  
Systems  
Lookup  
Water  
Systems

Search

CAXXXXXXX

Next Match

Sort by PwsID

Sort by Pws Name

CA4000222 - AVILA BEACH COMMUNITY SERVICES DISTRICT  
 CA4000568 - SAN SIMEON CSD  
 CA4000650 - MESA DUNES MOBILE HOME ESTATES  
 CA4000829 - VINES R.V. RESORT  
 CA4010001 - ARROYO GRANDE, WATER DEPARTMENT  
 CA4010002 - ATASCADERO MUTUAL WATER CO  
 CA4010003 - SAN MIGUELITO MWC  
 CA4010004 - GROVER BEACH WATER DEPARTMENT  
 CA4010005 - OCEANO COMM SERVICES DIST.  
 CA4010006 - CAYUCOS BEACH MUTUAL WATER COMPANY  
 CA4010007 - PASO ROBLES WATER DEPARTMENT  
 CA4010008 - PISMO BEACH WATER DEPARTMENT  
 CA4010009 - SAN LUIS OBISPO WATER DEPARTMENT

add

remove

Your Water Systems

Save your changes

4

# Trouble Accessing the Survey? (Continued)

- ❑ Click on the drop down by Regulating Agency, Highlight name select “Add”.
- ❑ Once added to the table on the right, you may identify you’ve added the incorrect water system. Simply highlight the water system and select “Remove”.

Identify your Water Systems Lookup Water Systems

Search:  [Next Match](#)

Sort by PwsID **DISTRICT 18 - SONOMA** Sort by Pws Name

|  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>CA2100580 - DIEKMANN'S GENERAL STORE</li> <li>CA2100581 - HOG ISLAND OYSTER CO.</li> <li>CA2100582 - NICASIO SCHOOL</li> <li>CA2100584 - MCEVOY RANCH WATER SYSTEM</li> <li>CA2100508 - MUIR BEACH COMMUNITY</li> <li>CA2100519 - ESTERO MUTUAL</li> <li>CA2100538 - TOMALES HIGH SCHOOL</li> <li>CA2100560 - TOMALES ELEM &amp; MIDDLE SCHOOL</li> <li><b>CA2100527 - MARIN FRENCH CHEESE CO</b></li> <li>CA2100531 - NICK'S COVE</li> <li>CA2100545 - WALKER CREEK RANCH EDUCATIONAL CENTER</li> <li>CA2100549 - BLUE MOUNTAIN CENTER</li> <li>CA2100551 - TONY S SEAFOOD RESTAURANT</li> </ul> | <p><b>3</b></p> <p><b>add</b></p> <p>remove</p> | <p>Your Water Systems</p> <ul style="list-style-type: none"> <li>CA1502232 ROSAMOND MOBILEHOME PARK</li> <li>CA5610058 CRESTVIEW MUTUAL WATER CO</li> <li>CA1510053 ANTELOPE VALLEY E KERN WTR AGY-ROSAMOND</li> <li>CA5010010 MODESTO, CITY OF</li> <li>CA5210002 GERBER LAS FLORES CSD</li> <li>CA1910087 METROPOLITAN WATER DIST. OF SO. CAL.</li> <li>CA1200591 BIG LAGOON PARK WATER CO.</li> <li>CA1910128 COVINA IRRIGATING CO.</li> <li>CA3310083 CHINO BASIN DESALTER AUTH. - DESALTER 2</li> <li>CA3310008 MISSION SPRINGS WD</li> <li>CA3310022 LAKE HEMET MWD</li> <li><b>CA2100527 MARIN FRENCH CHEESE CO</b> ✓</li> </ul> |
|--|---|---|

**4** Save your changes

# Trouble Accessing the Survey? (Continued)

If you are still having a trouble with the survey, always contact us at:

Email Address:



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

Phone #:



**916-322-6227**

# Program Survey:

Information to be Collected :



1

Residential Arrearages

2

Commercial Arrearages

3

Revenue Loss

# Program Survey (Continued) : Information to be Collected :

Depending on your system you may answer all questions or just a subset of questions:

Examples:

- CWSs that don't charge customers for water will only answer the revenue loss questions.
- Wholesalers that don't have residential and commercial customers will only answer revenue loss questions.
- CWSs that only have residential customers will see the residential arrearages and revenue loss questions.
- CWSs that serve both residential and commercial customers will see commercial, residential and revenue loss questions.
- CWSs that are reporting NO arrearages at all and wish not to participate in the program will only answer two questions and then submit **(see next slides)**



# Program Survey: Reporting **NO** COVID-19 Financial Losses (1/2)

After logging in to the EAR platform and starting the arrearages survey for your system follow the next steps:

1. Respond to Q-0 with the type of your water system. (Choose the option that applies, refer to the FAQ document or help tips to get more information).

### WATER SYSTEM

Water System No

Water System Name

0. Please select the option below that best describes your community water system. Most water systems will select option three. [?](#)

- [1] Community water system wholesaler that does NOT directly serve Residential or Commercial/Institutional customers.
- [2] Community water system (may include wholesalers) with multiple water systems under the same umbrella organization/legal entity that directly serves Residential and/or Commercial/Institutional customers (an example would be a CPUC regulated company that has multiple systems, or a special district or mutual water corporation that has separate physical water systems etc.).
- [3] A community water system that is not [1] or [2]

# Program Survey: Reporting **NO** COVID-19 Financial Losses (2/2)

2. Respond “NO” to Q-1: Responding with (No) will conclude the survey, no more questions are revealed, and water system can submit.

### COVID-19 FINANCIAL IMPACTS

1. Has your drinking water system accrued Residential drinking water arrearages, Commercial drinking water arrearages, and/or COVID-19 related drinking water revenue loss between 03.04.2020 and 06.15.2021? This includes any customer billing period that contains these dates. [?](#)

Yes |  No

By selecting “No” to the previous question you have indicated that your water system has not experienced any Residential, Commercial, and/or COVID-19 related drinking water revenue loss. Your water system will not be eligible for the Community Water System COVID-19 Relief Program. Please select the “Submit” button below to save this information and exit this survey. [?](#)

[Prefill this section](#)   [Save and Exit](#)   [Clear and Reset this Section Only](#)

[Submit](#)

# Residential Customers:

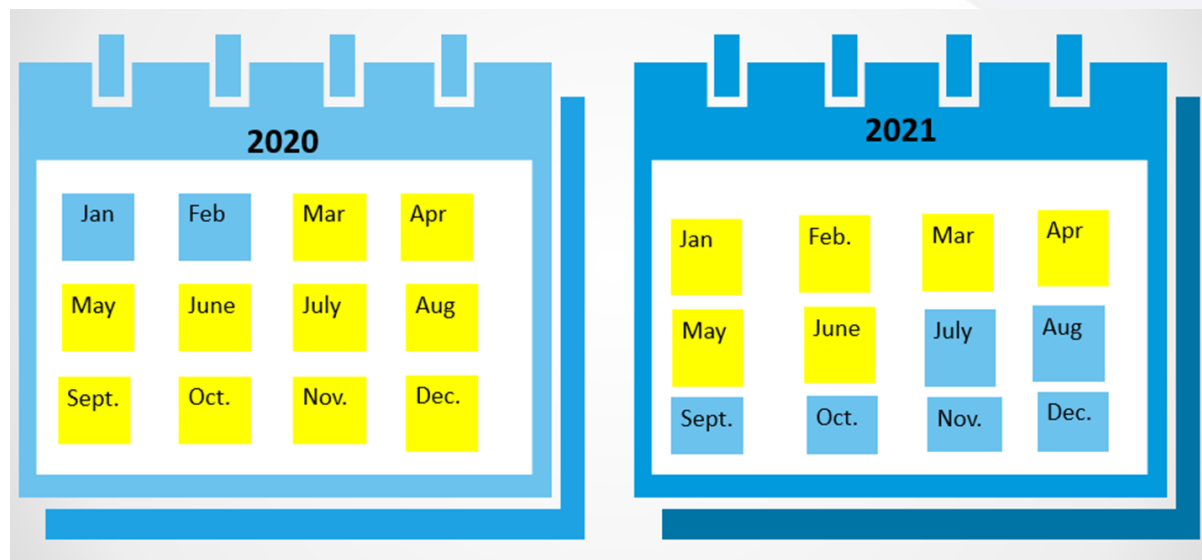
Residential customers include customers who receive water services to single family residences, multi-family residences, mobile homes, including, but not limited to, mobile homes in mobile home parks, or farmworker housing.

# Commercial Customers:

- Commercial customers include customers who receive water services to **commercial / institutional** customers e.g., hotels, motels, restaurants, office buildings, government and military facilities, gas stations, hospitals, educational institutions, retail establishments, dormitories, nursing homes, churches, jails, prisons, mental health facilities, addiction recovery centers, farmworker housing, and campgrounds.
- Commercial customers do **NOT** include the following customers: **industrial** (manufacturing, chemical, refineries, cooling towers, animal & food processing, etc.); **agriculture irrigation** (crops, aquaculture, etc.); or **landscape irrigation** (parks, golf courses, etc.).

# Program Survey: Timeframe :

- All data collected in the survey is for the COVID-19 pandemic bill relief period:  
**March 4, 2020 to June 15, 2021**

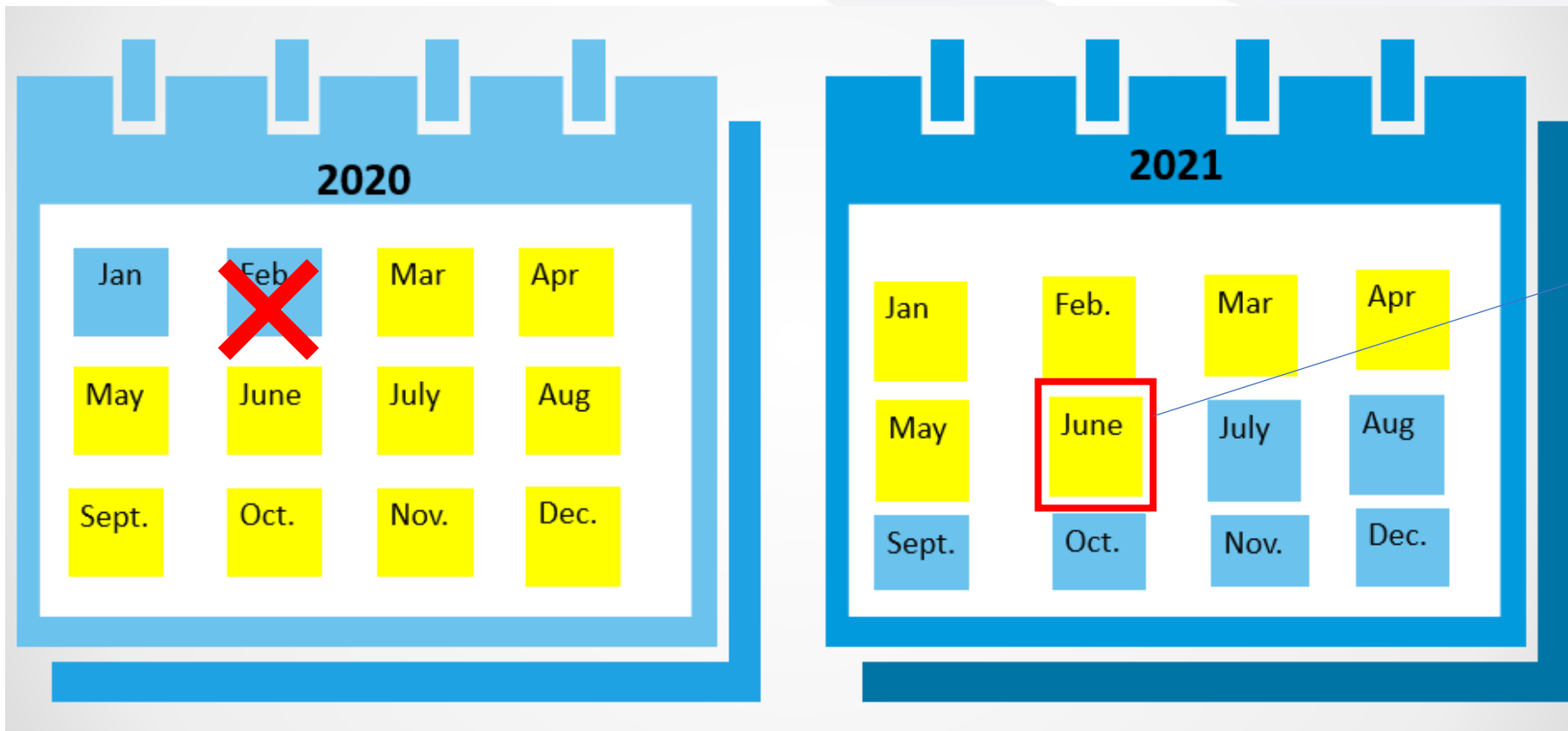


- For the program – you can use your billing frequency that captures these dates.
- Customers in arrears have bills that are at least 60 days past due.

# Program Survey:

Example: Determine COVID-19 related arrears based on **Monthly** billing cycle.

If your system bills at the **end of each month**, then identify the total arrears after the due date of the last billing month.



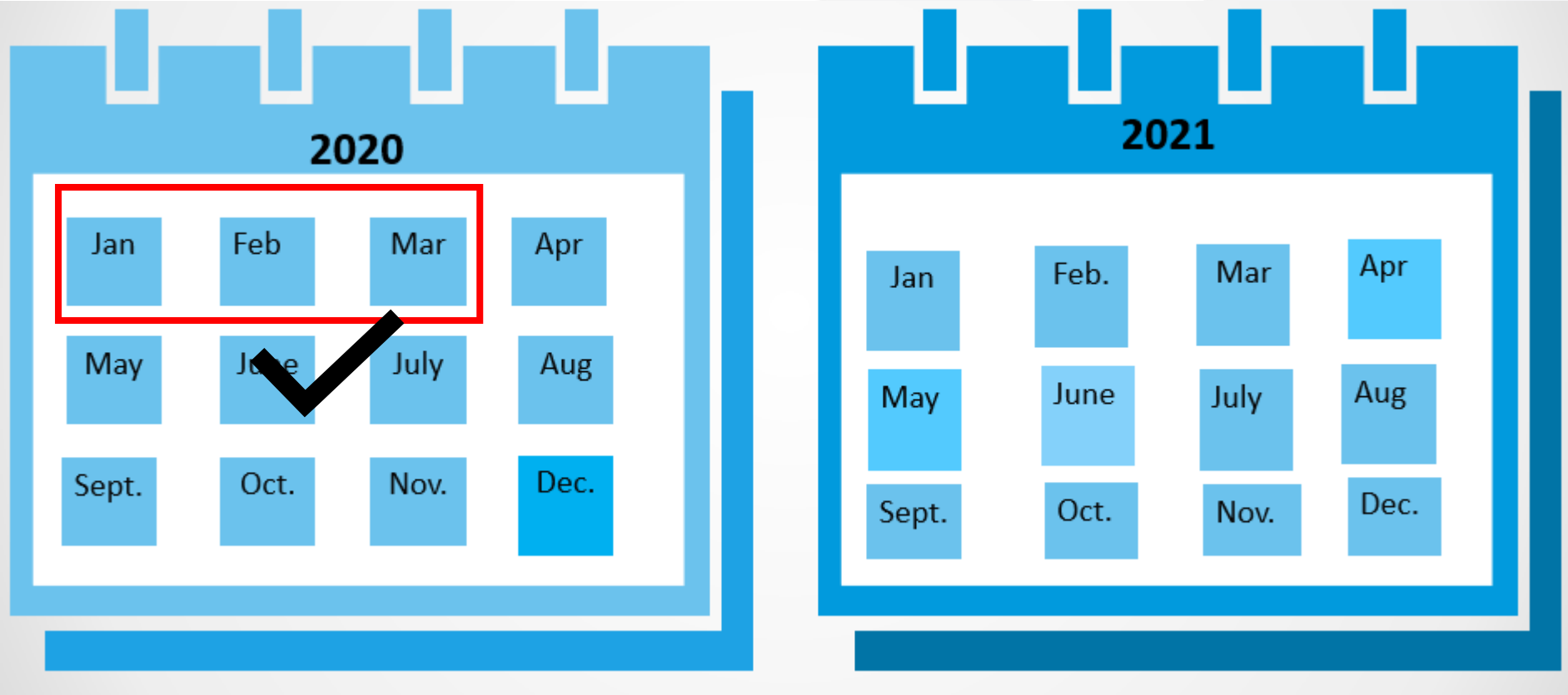
Example: If a customer is late for their June bill – as their first late bill – they don't have arrearage until 60 days after the bill due date.

If the 60-day arrearage window for the June bill is after the survey deadline, it should NOT be included in your survey response.

# Program Survey (Continued) :

Example: Determine COVID-19 related arrears based on **Quarterly** billing cycle.

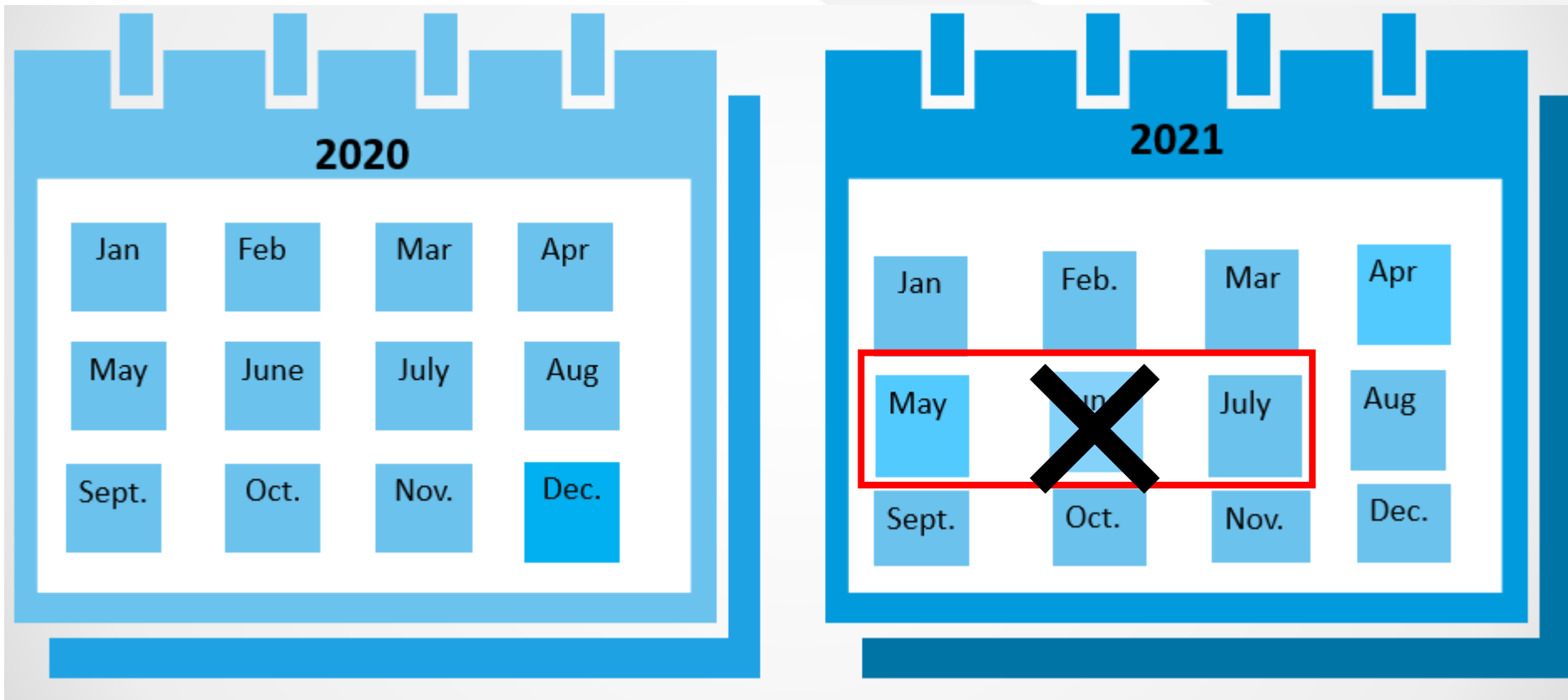
If your system bills quarterly, for example: **Jan, Feb, March**, then include total arrearages accrued for the whole billing quarter.



# Program Survey (Continued) :

Example: Determine COVID-19 related arrears based on **Quarterly** billing cycle.

If your system bills quarterly, for example: **May, June, July**, then **DON'T** include total arrearages accrued for this billing quarter, since accounts in arrears for this quarter will be identified 60 days after the bill due date, which is past the survey deadline.





# Program Survey (Continued) :

Example: Determine COVID-19 related arrears based on **Annual** billing cycle.

If your system bills at the **End** of the calendar year, then:

- **Do NOT include 2019 arrears.**
- Include ALL 2020 arrears.
- **Do NOT include 2021 arrears since the bill due date is past the survey deadline.**



# Arrearages Survey and 2020 EAR Data

- Please contact your **District Engineer** or **Local Primacy Agency (LPA)** using the Help link located within EAR or email: [CommunityWaterSystemsCovidRelief@waterboards.ca.gov](mailto:CommunityWaterSystemsCovidRelief@waterboards.ca.gov) to open your 2020 Electronic Annual Report (EAR).
- The survey auto-fills some 2020 EAR question responses to simplify reporting and determine which questions community water system reporters are required to answer.
- If the displayed answer is incorrect or missing, its response should be updated in the 2020 EAR to automatically reflect in the survey.
- Technical assistance is available for those who need it.

**Check this data first – because any changes made in EAR requires you to restart your survey (lose any survey data provided).**

# Residential & Commercial Arrearages

- **Can your accounting system distinguish between non-payment for drinking water services from non-payment for other non-drinking water charges (i.e., wastewater, stormwater)?**
  - **If No:**
    - 1) Calculate the average annual percentage of drinking water charges on the utility bill.
    - 2) Provide the TOTAL arrearages that include all other services in it.
    - 3) The State Water Board will use this percentage to approximate drinking water arrearages.

# Residential & Commercial Arrearages (Continued)

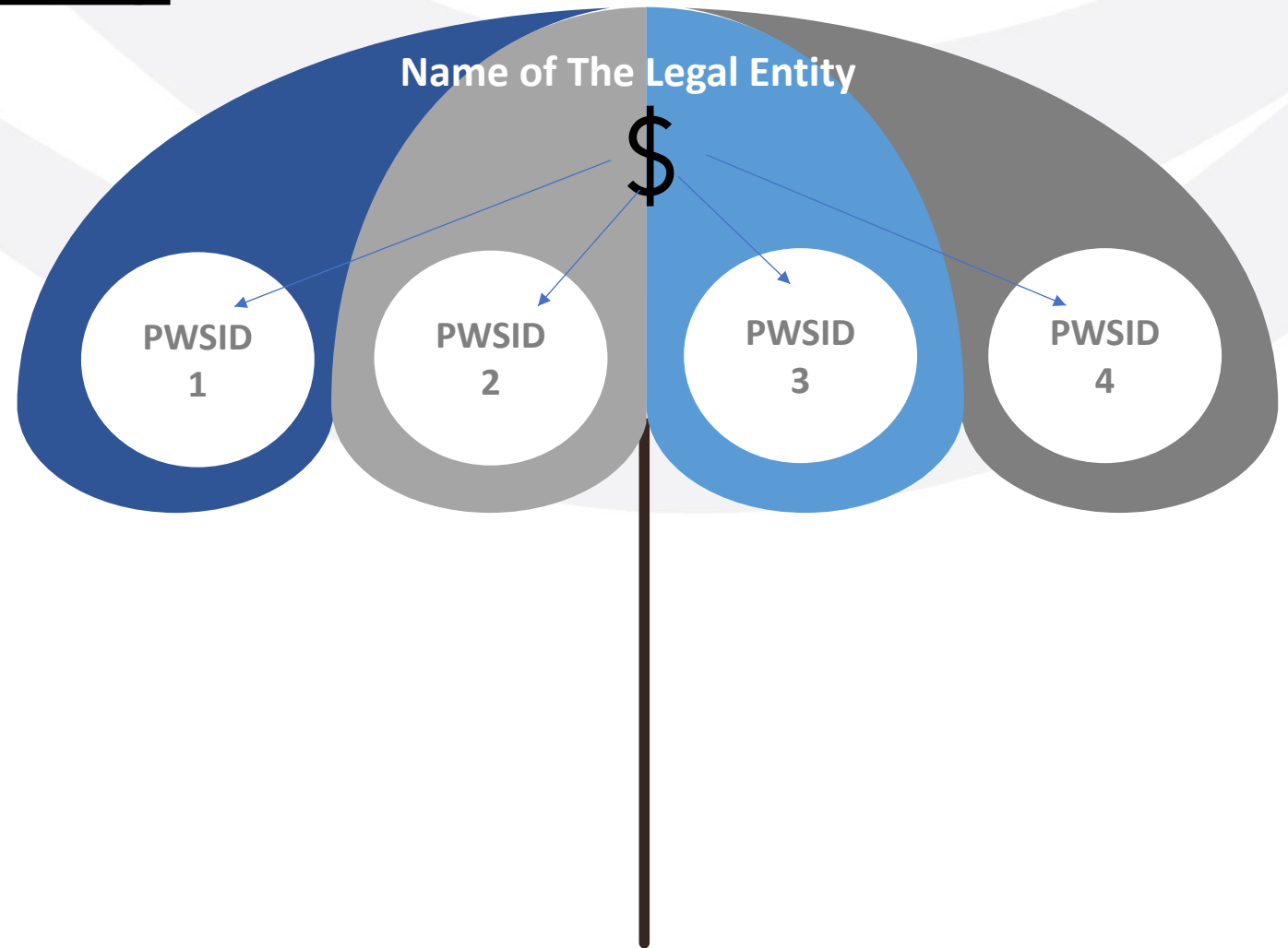
- **Key Information for Residential & Commercial accounts in arrears:**
  - ❑ Total # of accounts, total accrued, debt, and amount of late fees.
  - ❑ Identify # of accounts and total accrued debt with **\$600** in debt or more, this amount should be also be captured total outstanding arrearages as well.
    - The survey collects information about customers who have arrearage balances greater than \$600 because it is possible that some water systems may be subject to the requirement to issue a 1099-C or other tax form to customers who receive debt relief; although it appears that water systems typically will not need to issue a 1099-C or other tax form to customers who received greater than \$600 in debt relief. However, the State Water Board cannot provide tax advice and water systems will need to consult their own tax professionals.

# Revenue Loss

- Provide 2019 total revenue and expenses for maintaining water system.
  - Should NOT include planned or unplanned large capital expenses and should be limited to normal O&M
- Provide loss accrued during the COVID-19 pandemic (within your billing cycles that include March 4, 2020, through June 15, 2021).
  - If a CWS had either \$0 or blank revenue in 2020 EAR, the survey will not allow the system to submit.
- Revenue declines may be attributed to unpaid customer charges (Residential and Non-Residential) and decreased demand compared to average demand before the COVID-19 pandemic.

# Aggregated Reporting

- A CWS can report aggregated data for all CWSs falling under the same legal umbrella.
- A CWS can submit one application on behalf of multiple CWSs associated with the legal entity.
- Exclude any Non-CWSs from the aggregated reporting.
- If approved, payment will be issued to the legal entity for distribution amongst the associated CWS that are part of the application request
- Aggregated reporting is NOT allowed for systems that are only managed by the same *organization* that don't fall under a single legal umbrella organization.




# Aggregated Reporting (Continued)


- Pre-fill EAR questions will be **empty and require** CWSs to aggregate the data for systems they are reporting for. The State Water Board will check to make sure it aligns with data provided in the 2020 EAR.

## Example:

### CUSTOMERS

2. Does any of the water systems you are reporting for charge customers for water (residential, commercial, industrial, or institutional water customers)? \*

Yes |  No

3. Select applicable customer types for the water systems you are reporting for (customer types may vary across the water systems you are reporting for, if a customer type is served by at least one system, it should be included in your answer): \*

- Residential
- Non-Residential (typically includes commercial, industrial, institutional customers, etc.)
- Both

# Individual Reporting

- Umbrella legal organizations can complete the survey for individual CWSs, or for groupings of CWSs. NO duplicative reporting is allowed. Use the same umbrella entity name for question 0.2.
- The State Water Board requests that umbrella legal entities coordinate with the legal entities under the umbrella to make sure that all entities know who will be submitting the application to reduce confusion.
- There will be questions displaying 2020 EAR data, where user can't edit. [\(See slide 15 on how to update incorrect or missing data\)](#)
- **Example:**

## CUSTOMERS

2. Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? ⓘ\*

Prefilled from EAR

3. Select applicable customer types: ⓘ\*

Prefilled from EAR



# Survey Questions

Hide and reveal logic applies to the survey questions, so as CWSs fill out the survey, they might/might not see all questions in sequences depending on their responses to other questions.

**Note: See next slides for questions you might see in your survey version.**

## CWS Charging Residential Customers



Residential Customer  
Debt Questions



Commercial Non-Residential  
Debt Customer Questions



Revenue Loss Questions.

## CWS Charging Commercial Customers



Residential Customer  
Debt Questions



Commercial Non-Residential  
Debt Customer Questions



Revenue Loss Questions.

## Summary: Survey Questions Based on Customer Type

| Survey Questions                                  | Survey Questions | Community Water Systems to Respond  |
|---|------------------|---|
| <b>RESIDENTIAL CUSTOMER DEBT</b>                  | Question (4-11)  | Water systems charging residential customers or both residential and commercial customers.                |
| <b>COMMERCIAL NON-RESIDENTIAL CUSTOMER DEBT</b>   | Question (12-21) | Water systems charging both residential and commercial customers or non-residential customers.            |
| <b>WATER SYSTEM COVID-19 RELATED REVENUE LOSS</b> | Question (22-28) | Water systems experiencing COVID-19 related drinking water revenue loss between 03.04.2020 and 06.15.2021 |
| <b>ESTIMATED DRINKING WATER FUNDING REQUEST</b>   | Question (29-32) | Water Systems requesting financial support through COVID-19 Relief Program.                               |

# Available Tools: Help Tips

1. Use “Help Tips” to help clarify and respond to each question in the survey.
2. Help Tips can be accessed by clicking:

1. Has your drinking water system accrued Residential drinking water arrearages, Commercial drinking water arrearages, and/or COVID-19 related drinking water revenue loss between 03.04.2020 and 06.15.2021? This includes any customer billing period that contains these dates

Yes |  No



Help Tips Hyper Link:

<https://ear.waterboards.ca.gov/Content/CRSHelp-HTML.html#CFI-1>



# Available Tools: Technical Assistance

1. For questions related to individual questions in the survey, contact the State Water Board at ([CommunityWaterSystemsCovidRelief@waterboards.ca.gov](mailto:CommunityWaterSystemsCovidRelief@waterboards.ca.gov)) or (916-322-6227) (Monday - Friday, 9am – 5pm).
2. Technical assistance is available to complete funding application. TA Request Form can be found here: ([https://www.waterboards.ca.gov/drinking\\_water/docs/ta\\_request\\_form\\_a\\_rrears.pdf](https://www.waterboards.ca.gov/drinking_water/docs/ta_request_form_a_rrears.pdf)).
  - Email TA request form to ([DFA-TARequest@waterboards.ca.gov](mailto:DFA-TARequest@waterboards.ca.gov)).



# Technical Providers

## Available Services:

1. Electronic Annual Report/Arrearages Survey Assistance.
2. Payment Plan Development
3. Application Assistance
4. Complying with Required Program Reporting



**California Rural  
Water Association**



**Rural Community  
Assistance Corp**



**Self-Help  
Enterprises**



# Upcoming Event

## **Navigating COVID Relief for Rate Payers**

**Date: Thursday, August 26, 2021**

**Time: 10:00 AM- 12:00 PM**

**Location: Online**

# Available Tools: General Information

- California Water and Wastewater Arrearage Payment Program website:  
([https://www.waterboards.ca.gov/arrearage\\_payment\\_program/](https://www.waterboards.ca.gov/arrearage_payment_program/)).
- FAQ document ([FAQs: California Water and Wastewater Arrearage Payment Program](#))
- Other Resources:  
California Department of Community Services & Development website  
<https://www.csd.ca.gov/Pages/LIHWAP.aspx>

# Troubleshooting:

Prefill this section

Click this button if you don't see information pre-filled from EAR, or if you don't see the responses anymore.

Save and Validate

Click this button partially save a completed survey. You will see validation errors at the top of the screen, but your answers will be saved, and you can exit the survey.

Clear and Reset this Section Only

Click this button if you think you made a mistake/wrong choice and would like to correct and start over. This will CLEAR all your inputted answers. We recommend saving your answers outside the survey.

Submit

Once you have finished the survey, click this button to submit.



# Reminder: **Survey Deadline**

## **September 10, 2021**

- Survey has a **HARD** deadline – **NO** extension is available.

**Questions?**



# Ways to Participate

- 1. Watch ONLY:** Visit [video.calepa.ca.gov](https://video.calepa.ca.gov)
- 2. Email:** Submit a comment or ask a question that will be read aloud, send an email to:  
[DDW-SAFER-NAU@Waterboards.ca.gov](mailto:DDW-SAFER-NAU@Waterboards.ca.gov)
- 3. Q&A:** Submit a question using the Q&A feature at the bottom of your Zoom Screen. You can UPVOTE any question you would like answered.
- 4. Raise Hand:** Attendees will be given the opportunity to provide verbal comment or ask questions, if you're interested in this option, please raise your virtual hand when the time is right.

- Please wait for your name to be called.

# Questions From CWSs

**Q1: Are accounts that have already been sent for collections eligible for this program?**

**Ans:** TBD – More information may be available the week of August 23<sup>rd</sup>.

**Q2: For water systems that charge customers both for drinking water and wastewater and don't disaggregate billing, how will the Program address their needs?:**

**Ans:** Water systems will be asked to calculate their average annual customer bill for drinking water services and report the percentage these services represent on the average combined bill. The State Water Board will use this percentage to estimate how much of the total reported arrears may be attributed to drinking water services.

**Q3: When will the State Water Board determine if there are sufficient remaining funds for wastewater systems?:**

**Ans:** The State Water Board will evaluate remaining funds in January 2022 to determine if the program will extend to wastewater arrearages.

# Questions From CWSs

## **Q4: How the proportional allocation would be determined if the funding isn't enough?**

**Ans:** The allocation formula will be developed after the survey deadline. The allocation formula will be dependent on the level of participation from community water systems. The State Water Board may have to model or estimate arrearages for non-reporters in order to estimate total state-wide need. If the need is greater than funding availability, the allocation will be proportional based on need. **The proportional allocation will NOT be influenced by community size, or any geographic, demographic, or economic community characteristic.**

## **Q5: Is it mandatory to have completed the survey to apply for funding?**

**Ans:** Yes, community water systems will need to complete the survey in order to apply for funding. The information in the survey is used to determine how much funding a water system may be eligible to receive.