



CALIFORNIA WATER & WASTEWATER ARREARAGE PAYMENT PROGRAM

Program Eligibility for the Extended Arrearage Program

Program Eligibility FAQs

1. Who is eligible to apply for the program?

- a. 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).
- b. Wastewater billing entities that accrued residential and commercial customer arrearages during the COVID-19 pandemic bill relief period. For example, government entities (city, county, or special district) often serve as designated billing entities for wastewater treatment providers and can apply for the program. The billing entity must be able to identify arrearages and directly credit customers' accounts.

2. What if I participated in a previous arrearage program?

Systems that participated in a previous arrearage program may participate in the Extended Arrearage Program as well.

3. Who is considered a commercial customer?

- a. Commercial customers include customers who receive water services to commercial/institutional customers, such as 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.
- b. Eligible entities may use their existing billing designations for residential and commercial customers when determining eligibility for residential and commercial customers.

4. I am a customer who is behind on bill payments due to the pandemic. Can I apply for the Program?

No, customers cannot apply directly to the program, but will benefit from eligible bill debt being cleared if their providers participate. However, you can encourage your provider or billing entity to participate in the program.

5. Can I receive Extended Arrearage Program funds if I am applying for other COVID-19 relief funding?

It depends. The Extended Arrearage Program does not restrict an entity from receiving other COVID-19-related funding from other sources. However, entities receiving money for water arrearages and/or wastewater arrearages cannot also receive money from any other source for these same arrearages.

If entities are seeking COVID-19 related funding from multiple sources, entities are strongly encouraged to discuss program eligibility requirements directly with the respective awarding agency before accepting funding from the Extended Arrearage Program. There may be instances where accepting funding from the Extended Arrearage Program may cause an entity to not be eligible for some other programs.

For support with additional questions, please contact: DFA-WaterArrearages@waterboards.ca.gov