Welcome and Ways to Participate

• Introductions
  - David Zensius, Division of Drinking Water (DDW)
  - Jennifer Toney, DDW
  - Nzube Okemiri, Division of Financial Assistance

• How to ask questions:
  • Type Questions in Zoom Chat
  • Email CommunityWaterSystemsCovidRelief@waterboards.ca.gov with subject line "10/20 Webinar Question"
Agenda

• Program overview and timeline
• Accessing the application
• Application questions and attachments overview
• Abbreviated survey process
• Q&A
Program Overview

• $985 Million allocated to State Water Board for Drinking Water and Wastewater Arrearages Program

• Community Water Systems with arrearages who submitted survey can now access the application in the Electronic Annual Report (EAR) Portal

• Once the application has been reviewed and approved by the State Water Board, the State Controller will issue payment

• Community Water Systems that missed the survey deadline can submit an Abbreviated Survey and Application
Eligibility Reminder

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.

3. Arrearage means 60 days past due.

4. CWS that transferred debt or have Customer Assistance Programs (CAPs) are eligible.
## Timeline of the Program:

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Who is Responsible</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program survey</td>
<td>Community water systems</td>
<td>Complete – Closed September 10, 2021</td>
</tr>
<tr>
<td>Board adoption of a resolution establishing Program guidelines*</td>
<td>State Water Board</td>
<td>Complete - Adopted Guidelines September 21, 2021</td>
</tr>
<tr>
<td>Abbreviated Survey</td>
<td>Community water systems</td>
<td>Open October 5 through December 6, 2021</td>
</tr>
<tr>
<td>Application</td>
<td>Community water Systems</td>
<td>Open October 5 through December 6, 2021</td>
</tr>
<tr>
<td>Application approval</td>
<td>State Water Board</td>
<td>Applications will be reviewed as soon as they are submitted</td>
</tr>
<tr>
<td>Begin Disbursing funds</td>
<td>State Water Board</td>
<td>No later than November 1, 2021</td>
</tr>
</tbody>
</table>
## Timeline of the Program:

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Who is Responsible</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allocation of received fund to customers</td>
<td>Community water systems</td>
<td>Within 60 days of receiving Program funds</td>
</tr>
<tr>
<td>Notification of payment plan <em>optional</em> enrollment*</td>
<td>Community water systems</td>
<td>After/with the allocation of bill credits to customers</td>
</tr>
<tr>
<td>Shut-off allowance for customers who have not enrolled in a payment plan</td>
<td>Community water systems</td>
<td>Not before either of the following dates:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• December 31, 2021</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 30 days after payment plan offer*</td>
</tr>
<tr>
<td>Required reporting to State on how funding was allocated to customers etc.</td>
<td>Community water systems</td>
<td><em>Details on Reporting Requirements in Guidelines Schedule for submission TBD</em></td>
</tr>
<tr>
<td>Determine if funding is available for wastewater arrearages</td>
<td>Community water systems</td>
<td>January 2022</td>
</tr>
</tbody>
</table>

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

• The Final Guidelines Adopted September 21st

• [https://waterboards.ca.gov/arrearage_payment_program/docs/final_guidelines.pdf](https://waterboards.ca.gov/arrearage_payment_program/docs/final_guidelines.pdf)

• Systems with Customer Assistance Programs (CAP) eligible but require coordination with Arrearage Team

• Systems with debt transferred to county or third party eligible
  - Only active accounts are eligible for those with debt transfer
  - Guidelines have 3 options for compliance methods

• Funding allocation 100% of all eligible arrearages
Program Requirements

• A community water system **cannot** discontinue water service due to nonpayment of past-due bills before either of the following dates, whichever date is later. (Health & Saf. Code, § 116773.4, subd. (e)(2).):
  • December 31, 2021.
  • For a customer that has been offered an opportunity to participate in a payment plan, the date the customer misses the enrollment deadline for, or defaults on, the payment plan.

• Customers can report a water shutoff due to nonpayment here: https://watershut-off.covid19.ca.gov
Where to Access The Program Application?

- Community Water Systems can access the Program survey through **Electronic Annual Report (EAR) Portal**.
Your Historical EAR Reports
You have 0 2020 EAR reports needing to be started
You have 0 EAR reports needing completion
You have 0 EAR reports awaiting approval
You have 0 EAR reports needing revision

My Arrearage Survey and Applications
You have 4 Arrearages Survey completed/submitted
You have 0 Abbreviated Arrearages Survey needing to be started
You have 0 Abbreviated Arrearages Survey needing completion
You have 0 Abbreviated Arrearages Survey completed/submitted
You have 3 Arrearages Application needing to be started
You have 1 Arrearages Application needing completion
You have 0 Arrearages Application completed/submitted
Trouble Accessing the Application?

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

Email Address:
CommunityWaterSystemsCovidRelief@waterboards.ca.gov

Phone #:
916-322-6227
Application Questions

• Question 1 – Number of residential accounts in arrears
• Question 2 – Amount of residential arrearages (Do not include Late Fees)
• Question 3 and 4 – Number and amount of commercial arrearages, respectively
• Questions include a field for revised numbers - can be increase, decrease or the same amount as reported in survey
• Questions 1, 2, 3, and 4 also show a locked field of what was reported in the Survey phase
DRINKING WATER ARREARAGE NEEDS

1. Please provide your most current total of eligible Residential accounts in arrears. This number can be smaller or larger than the total provided in the Program survey:

   Reported number of eligible Residential accounts in arrears from Program survey: 1245

2. Please provide your most current sum of eligible Residential arrearages (EXCLUDE LATE FEES). This sum can be smaller or larger than the amount provided in the Program survey:

   Total ($) Residential Arrearages Reported in Survey: 563258.43

3. Please provide your most current total of eligible Commercial accounts in arrears. This number can be smaller or larger than the total provided in the Program survey:
Application Questions

• Must answer Question 2 and 4 to get Maximum Funding Allotment to calculate

• Question 5 – Customer Assistance Program or Debt Transfer

• Question 6 – Funding Application Request – Must match Disbursement Request Form

• Question 8 – Documentation for Authorized Representative or Designee Attachment
  - Authorized Representative Delegation Form – Only required if designating another person to sign
  - Link to Signatory Guidelines also included
Application Questions

• Question 9 - Conditions of Payment Form Attachment
  - Signed by Authorized Representative
  - Wet signature needs to be mailed to address in application

• Question 10 – Disbursement Request Form
  - Amount must match Funding Application Request
  - Signed by Authorized Rep or Designee
  - Wet signature needs to be mailed to address in application
Application Questions

• Question 11- Address where check will be sent

• Question 12 – Tax ID Forms - Only need to upload if hasn’t been submitted previously

• Question 13 – Arrearages Spreadsheet
  - Only for Water Systems with greater than 3,300 connections
  - Templates for single reporter or aggregate
DFA Help Tips

- Please include the CA prefix before PWSID NO. (CAxxxxxxx).
- Auth Rep needs to sign all documents mailed to fund in blue ink.
- Mail in package (COP and Disbursement Request Form).
- Legal entity name on disbursement form needs to match Payee Data Record Form.
- Forms need to be error free (no cross outs, white out, scribbles) DFA will ask to redo and resubmit.
- Staple package together so documents don’t get lost/misfiled.
- All wet signature docs need to be on file with DFA before the payment can be released.
DFA Help Tips

• Large water systems need to verify that spreadsheet template and totals must match disbursement form & application (dollar amounts and # of connections).

• The Program can only issue one payment to an entity. If an entity is submitting separate applications for multiple water systems, and not using the aggregate application method, the Entity will have to submit a separate Disbursement Request form for the aggregate amount requested so that one check can be issued to that entity.
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:

Help Tips For Application: [https://ear.waterboards.ca.gov/Content/AS-2-Help-Tips.html](https://ear.waterboards.ca.gov/Content/AS-2-Help-Tips.html)
Available Tools: Technical Assistance

1. For questions related to individual questions in the survey, contact the State Water Board at (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_arrears.pdf). Email TA request form to (DFA-TARequest@waterboards.ca.gov).
Technical Assistance 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
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) - updated October
- Other Resources: California Department of Community Services & Development website [https://www.csd.ca.gov/Pages/LIHWAP.aspx](https://www.csd.ca.gov/Pages/LIHWAP.aspx)
Application Submittal

Once the Application is submitted only State Board staff with Administrator Access can edit
Reminder: **Application Deadline**
December 6, 2021 at 5pm

• Application has a HARD deadline – **NO** extensions are available.
Application Review to Payment

- DDW Eligibility Review
- DFA Financial Review
- Accounting
- State Controller's Office
Abbreviated Survey

• Open to those systems that reported zero arrearages/not participating or missed the first survey deadline

• Accessed through EAR portal

• Abbreviated Survey and Application must be submitted by December 6, 2021

• Question numbers skip because we removed groups of questions related to revenue loss and arrearage amounts over $600
Questions?

Type questions in Zoom Chat

Email: CommunityWaterSystemsCovidRelief@waterboards.ca.gov with subject line "10/20 Webinar Question"
Contact Information

• David Zensius, DDW
  David.Zensius@waterboards.ca.gov

• Jennifer Toney, DDW
  Jennifer.Toney@waterboards.ca.gov

• Nzube Okemiri, DFA
  nzubechukwu.okemiri@waterboards.ca.gov
For More Information and Support


2. For questions about the application questions, contact the State Water Board at [CommunityWaterSystemsCovidRelief@waterboards.ca.gov](mailto:CommunityWaterSystemsCovidRelief@waterboards.ca.gov) or (916-322-6227) (Monday - Friday, 9am – 5pm).

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