



# CALIFORNIA WATER & WASTEWATER ARREARAGE PAYMENT PROGRAM

## Wastewater Debt Assistance Information for Wastewater Agencies

The COVID-19 pandemic has made it difficult for many Californians to pay their bills due to job loss and other hardships. As part of the state's efforts to help Californians recover from the pandemic, the State Water Resources Control Board (State Water Board) is offering financial relief to wastewater agencies for unpaid customer debt accrued between March 4, 2020, and June 15, 2021. The funding is part of the California Water and Wastewater Arrearages Payment Program.

### Who can apply?

Wastewater treatment providers and wastewater billing entities (such as counties, cities, and special districts) can apply for funding. Wastewater customers cannot apply for funding directly, but they will receive a credit (for their eligible debt) from their wastewater agency within 60 days of the agency receiving funding.

### What debt is covered?

Residential and commercial debt accrued from March 4, 2020, through June 15, 2021, including debt transferred to a third-party collection entity, debt collected through property tax rolls, or debt offset by customer assistance programs. Other scenarios may be considered. Please email your questions to [wwarrearages@waterboards.ca.gov](mailto:wwarrearages@waterboards.ca.gov).

### How does the program work?

- Wastewater agencies apply for funding online February 1 through April 1, 2022. (Details about application requirements and a link to the application will be available at [bit.ly/WastewaterDebtRelief](https://bit.ly/WastewaterDebtRelief))
- State Water Board staff review applications as they are received. Payments will be mailed starting March 1, 2022 (staff may prioritize the timing of payments to agencies serving disadvantaged communities).
- Once wastewater agencies receive funding, they have 60 days to credit customer accounts and let customers know in writing that the debt has been cleared or reduced. Wastewater agencies must also waive late fees and interest for these customers.



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## What else do we need to know?

- Over \$600 million is available for wastewater debt accrued March 4, 2020, through June 15, 2021. The program will likely be able to cover 100% of the debt that wastewater agencies request in their applications.
- Approved applicants also can request up to 3% of their total customer debt amount (not to exceed \$1 million) to cover the costs of applying for funding or complying with program requirements.
- Wastewater agencies must provide tax information to receive funding.

## How do wastewater agencies prepare for the application process?

- If you don't bill directly, please pass this information onto your billing entity or email [wwarrearages@waterboards.ca.gov](mailto:wwarrearages@waterboards.ca.gov) with your billing entity's contact information.
- If you think you will need technical assistance completing the wastewater funding application, email [wwarrearages@waterboards.ca.gov](mailto:wwarrearages@waterboards.ca.gov).
- Submit your tax information for the state's accounting system as soon as possible:
  1. Complete the Government Taxpayer ID form, available online at [bit.ly/GovTaxID](https://bit.ly/GovTaxID).
    - The form must be signed by an authorized signatory from your agency.
    - Your Principal Government Agency Name and Federal Employer Identification Number must match the information on file with the Internal Revenue Service.
  2. Submit the form by email to [wwarrearages@waterboards.ca.gov](mailto:wwarrearages@waterboards.ca.gov).

## Where can I get more information?

- Visit [bit.ly/WastewaterDebtRelief](https://bit.ly/WastewaterDebtRelief) and sign up for email updates (at the bottom of the page)
- Email [wwarrearages@waterboards.ca.gov](mailto:wwarrearages@waterboards.ca.gov).