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## State Water Resources Control Board

# NOTICE OF BOARD AND CPUC JOINT-WORKSHOP

## Water Affordability Impacts During COVID-19

**NOTICE IS HEREBY GIVEN** that the State Water Resources Control Board (State Water Board) and the California Public Utilities Commission (CPUC) will hold a public workshop on Water Affordability Impacts During COVID-19. The workshop will include panel discussions on solutions to customer protections, arrearage management, fee forgiveness, CARE funding, and small water system operation impacts. The workshop is an opportunity for interested persons or parties to provide input to the State Water Board. While a quorum of the State Water Board members may be present, this will be an informational workshop only, and the State Water Board will take no formal action.

**Friday, October 30, 2020**  
**10:30 a.m. – 3:30 p.m.**

Webex Registration:

<https://cpuc.webex.com/cpuc/onstage/g.php?MTID=e99823b9e20971df6273171d9c10174a3>  
Call-In Number: 855-282-6330 | Passcode: 1460659783 (Announce name and organization.)

*See additional instructions below.*

### BACKGROUND

The California Human Right to Water Law [AB 685 \(2012\)](#), specifies that it is the “established policy of the state that every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes.”

The Water Shutoff Protection Act (“Act”) [SB 998 \(2018\)](#), became effective on April 1, 2020 to all public water systems serving more than 200 service connections. It requires public water systems to implement policy guidelines to increase customer protection. The Act supports the policy goal that all Californians, regardless of whether they pay a water bill directly, should be treated fairly when faced with a delinquent water bill, and fair treatment includes the ability to contest a bill, seek alternative payment schedules, and demonstrate medical needs.

On April 2, 2020, Governor Newsom signed Executive Order ([EO](#)) [N-42-20](#), which prohibits water systems from discontinuing essential residential water service and small businesses water service who are classified as a critical infrastructure sector. Additionally, the EO extended retroactive water service reconnections to occupied residential customers who had

E. JOAQUIN ESQUIVEL, CHAIR | EILEEN SOBECK, EXECUTIVE DIRECTOR

experienced a disconnection at the beginning of the state of emergency on March 4, 2020. The EO is still active at the time of this public notice.

### **Current Impacts**

In June 2020 the State Water Board attempted to collect voluntary information on the current impacts of COVID-19 from water systems and wastewater systems. It turns out that only 239 water systems submitted information, and 273 wastewater systems submitted information. The State Water Board appreciates the information from those agencies that span from June to August 2020. However, a composition of more data points would be needed to understand the magnitude of COVID-19 impacts on a statewide water infrastructure purview. The State Water Board is currently seeking various methods to gather this information.

### **WEBCAST INSTRUCTIONS**

To connect, attendees could try using a different web browser or different device.

Register at: <https://bit.ly/31fGMNI>

Webex information: <https://cpuc.webex.com>

Meeting number: **146 065 9783**

Meeting passcode: **water**

### **DIAL-IN INSTRUCTIONS**

Call-In Number: 855-282-6330 | Participant Passcode: 1460659783

Note: When prompted during the sign-in process, input (or announce, for those using the phone) your name and organization. Do not skip this step.

### **AGENDA**

The agenda will be available during the week of the meeting at:

[https://www.waterboards.ca.gov/water\\_issues/programs/conservation\\_portal/assistance/](https://www.waterboards.ca.gov/water_issues/programs/conservation_portal/assistance/).

### **ADDITIONAL LINKS**

- Report a water shutoff or reconnection issue at: <https://watershut-off.covid19.ca.gov/>
- Implementations of EO N-42-20: Guidelines and Best Practices for Water and Wastewater Systems: [https://www.waterboards.ca.gov/resources/covid-19\\_updates/docs/eo\\_implementation\\_guidelines\\_04302020.pdf](https://www.waterboards.ca.gov/resources/covid-19_updates/docs/eo_implementation_guidelines_04302020.pdf)
- CPUC Ruling on proceeding (R.17-06-024):  
[https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5\\_PROCEEDING\\_SELECT:R1706024](https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5_PROCEEDING_SELECT:R1706024) (Click Rulings.)

### **FUTURE NOTICES**

Any changes to this noticed will be updated via the State Water Board's automated email list known as the Lyris. Additionally, any person who wishes to receive future notices concerning water affordability should subscribe to the automated e-mail list. To sign up, enter your name and email address at the bottom on the webpage at:

[https://www.waterboards.ca.gov/water\\_issues/programs/conservation\\_portal/assistance/](https://www.waterboards.ca.gov/water_issues/programs/conservation_portal/assistance/).

Please accept the Lyris confirmation in your inbox to complete the subscription.

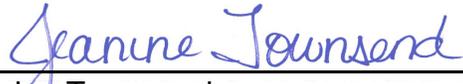
**CONTACTS**

Please direct any questions about this notice to:

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October 19, 2020  
Date

  
Jeanine Townsend  
Clerk to the Board