



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 from March 4, 2020, through June 15, 2021.

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 can receive a credit (for their eligible debt) from their wastewater agency.

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.

How does the program work?

- Wastewater agencies [apply for funding](#) online February 1 through April 1, 2022.
- State Water Board staff review applications as they are received. Payments will be mailed starting March 1, 2022.
- 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.

What else do we need to know?

- Over \$600 million is available for wastewater debt. The program will likely be able to cover 100 percent of eligible debt wastewater agencies request in their applications.
- Approved applicants can request up to 3 percent of their total customer debt amount (not to exceed \$1 million) to cover the costs of applying for funding or complying with program requirements.
- If you think you will need technical assistance completing the application, email wwarrearages@waterboards.ca.gov.

For more information, visit bit.ly/WastewaterDebtRelief