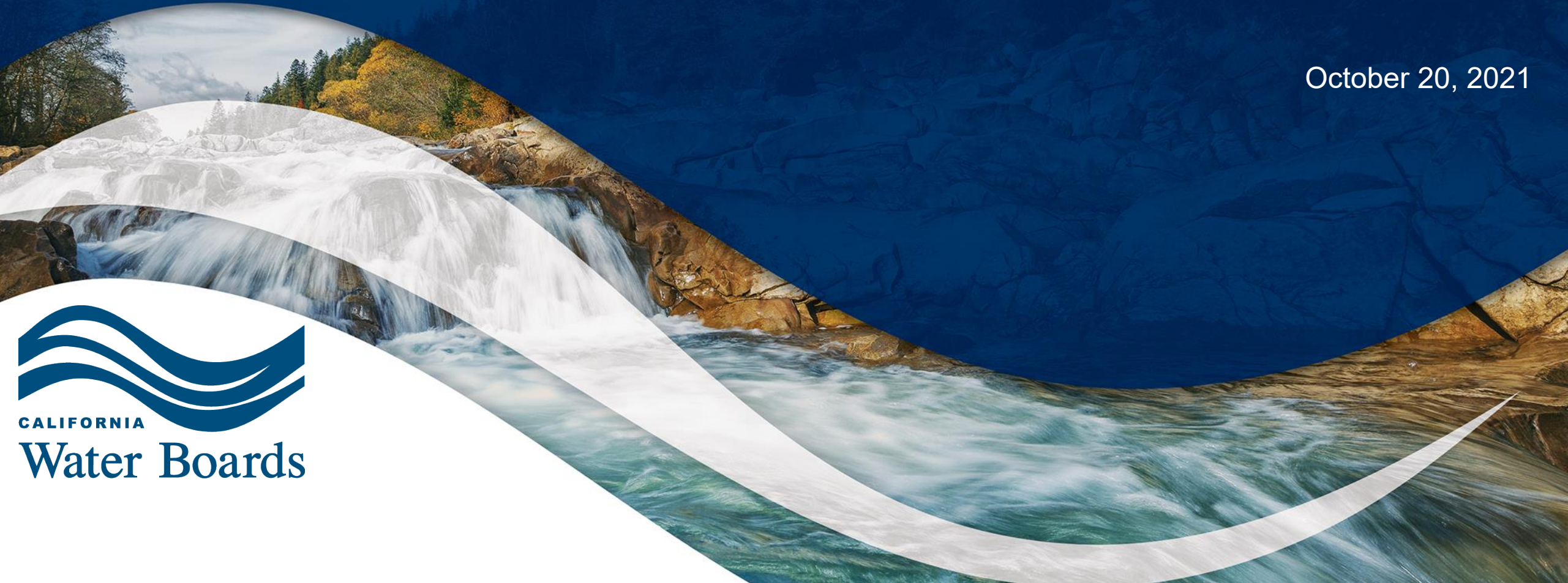


California Water and Wastewater Arrearage Payment Program

Application Webinar

October 20, 2021



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:

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

Timeline of the Program:

Milestone	Who is Responsible	Deadline
Allocation of received fund to customers	Community water systems	Within 60 days of receiving Program funds
Notification of payment plan <i>optional</i> enrollment*	Community water systems	After/with the allocation of bill credits to customers
Shut-off allowance for customers who have not enrolled in a payment plan	Community water systems	Not before either of the following dates: <ul style="list-style-type: none">• December 31, 2021• 30 days after payment plan offer*
Required reporting to State on how funding was allocated to customers etc.	Community water systems	<i>Details on Reporting Requirements in Guidelines Schedule for submission TBD</i>
Determine if funding is available for wastewater arrearages	Community water systems	January 2022

*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
- 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](#).


The screenshot shows the California Water Boards website. The top navigation bar includes the CA.GOV logo, a home icon, and social media share icons. The main navigation menu features icons for Board, Programs, Drinking Water, Water Quality, Water Rights, Notices, Water Boards, and Search. The breadcrumb trail reads: Home | Drinking Water | Certlic | DrinkingWater | EAR.

Electronic Annual Report (EAR)


The Electronic Annual Report (EAR) is a survey of public water systems, currently required annually, to collect critical water system information intended to assess the status of compliance with specific regulatory requirements such as source water capacity, provides updated contact and inventory information (such as population and number of service connections), and provides information that is used to assess the financial capacity of water systems, among other information reported. The areas for which information is required to be reported is listed in Table 1.



[Click here for EAR Help](#)

 **Subscribe to our EAR Email Lists**

- [Subscribe to our email lists](#)
See the "Drinking Water" section.

 **EAR Information**

- [EAR Portal for Reporters](#)
- [EAR Technical Assistance](#)
- [EAR Data](#)
- [Water System FAQ](#)



WELCOME TO THE
Electronic Annual Reporting System

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



WELCOME TO THE Electronic Annual Reporting System

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: 1504

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: 611942.20

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

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

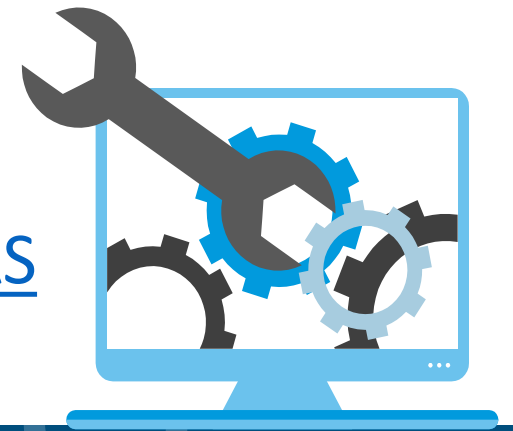
- Large water systems need to verify that spreadsheet template and totals must match disbursement form & application (dollar amounts and # of connections).
- The Program can only issue one payment to an entity. If an entity is submitting separate applications for multiple water systems, and not using 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:

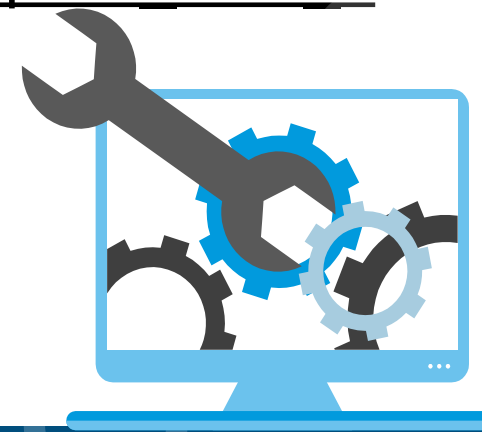
1. Has your drinking water system accrued Residential drinking water arrearages, Commercial drinking water arrearages, and/or COVID-19 related drinking water revenue loss between 03.04.2020 and 06.15.2021? This includes any customer billing period that contains these dates  Yes | No

Help Tips For
Application: <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_a_rrears.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/).
- ❑ 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>

Application Submittal



WELCOME TO THE
Electronic Annual Reporting System

Home Help Dashboards

MY PROFILE Log off

Non-government water systems that would like their remittance sent to the mailing address as provided in [question 10] and have a different address than that provided on the Project Data Record form STD 204, must also complete and upload this form as well: <https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std205.pdf>



Choose Files No file chosen

Upload

(Uploaded files:) ----- No files uploaded -----

Please certify that the information provided in this funding application is true and accurate under penalty of perjury.*

I certify that the information provided in this funding application is true and accurate under penalty of perjury.

Prefill this section

Save and Exit

Clear and Reset this Section Only

Submit

Reviewer Action

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
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- Jennifer Toney, DDW
Jennifer.Toney@waterboards.ca.gov
- Nzube Okemiri, DFA
nzubechukwu.okemiri@waterboards.ca.gov

For More Information and Support

1. Visit our website at bit.ly/CWWAPP
2. For questions about the application questions, contact the State Water Board at (CommunityWaterSystemsCovidRelief@waterboards.ca.gov) or (916-322-6227) (Monday - Friday, 9am – 5pm).
3. 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).

