



California Water and Wastewater Arrearages Program: Draft Wastewater Arrearage Program Guidelines

JANUARY 4, 2022

Purpose of Today's Workshop

- Provide an overview of the draft Wastewater Arrearages Program guidelines, and
- Allow interested parties to provide feedback to staff and ask questions.
- This workshop is for informational purposes only and no formal action will be taken today.

All information provided during this Workshop will be available at:

https://www.waterboards.ca.gov/arrearage_payment_program/

Meeting Logistics

- This workshop is being recorded and webcasted.
- Questions will be answered to the best of staff's ability.
- This PowerPoint Presentation and the audio recording will be provided on the State Water Board Water's Wastewater Arrearage Payment Program webpage.

https://www.waterboards.ca.gov/arrearage_payment_program/

Meeting Participation Options

This meeting is being provided in two formats:

CalEPA webcast at <https://video.calepa.ca.gov/>

Email questions or comments to:

wwarrearages@waterboards.ca.gov.

Interactive Zoom Meeting

For Technical Support with Zoom, please contact:

wwarrearages@waterboards.ca.gov

Subject line: “Technical Support”

Questions & Comments

Participation via **Zoom**

1. Raise virtual hand to verbally ask a question or provide a comment; or
2. Type question or feedback in “Chat box”
Staff will read your question or comment
3. Staff will answer questions and listen to your feedback accordingly

Participation via **Webcast**

Email questions or comments to: wwarrearages@waterboards.ca.gov

Agenda

Program Background

Overview of Draft Wastewater Arrearage Program Guidelines

BREAK

Questions & Comments

Next Steps

Program Background

Arrearage: money owed to a water/wastewater system from nonpayment of residential and commercial accounts that accrued from completed billing periods during the COVID-19 pandemic bill relief period (March 4, 2020-June 15, 2021).

\$985 million allocated to State Water Board for drinking water and wastewater arrearages program.

\$350 million allocated for unpaid water bills.

\$600-\$700 million leftover for unpaid wastewater utilities.

Drinking Water Arrearage Program

21 Sep. 2021

Adopted Drinking Water Arrearage Program Guidelines

7 Dec. 2021

Adopted Amendments to Drinking Water Arrearage Program Guidelines

Deadline to submit application for drinking water arrearage

6 Dec. 2021

Wastewater Arrearage Program



Proposed Wastewater Arrearage Program Guidelines

Program Eligibility

- **Wastewater Treatment Provider** - city, county, special district, or joint powers authority that provides wastewater collection, treatment or disposal services through a publicly owned treatment works (POTW).
- **Wastewater Billing Entity** - a local government entity (city, county, or special district) that is the designated billing entity for a wastewater treatment provider.
 - Property Tax Rolls
- Includes above-mentioned entities that utilized customer assistance programs or have transferred arrearage debt to 3rd-party entity.

Period of Eligibility

Accrued residential and commercial customer arrearages during COVID-19 pandemic bill relief period.

March 4, 2020

June 15, 2021

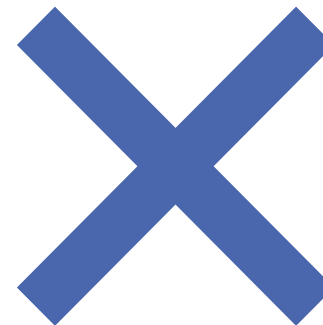
January 4, 2022



What is Covered Under Arrearages Program?



- Residential customer debt
- Commercial customer debt
- Administrative costs (max 3%), or up to \$1 million



- Commercial customers that include:
 - Industrial, agriculture irrigation, and landscape irrigation
- Late fees
- Interest

Wastewater Arrearage Program Requirements

Waiver late fees and interest

Allocate bill credits to customer accounts within 60 days of receiving payment

Notify customers of credited amount

Comply with terms and conditions of payment

Report on expenditures and customer credits

Supporting Documentation for Applications

The following forms will be provided by the State Water Board during the online application process:

- Record of customer accounts in arrears
- Disbursement Request Form
- Conditions of Payment Form
- Tax ID Request Form

Allocation of Funds to Customers

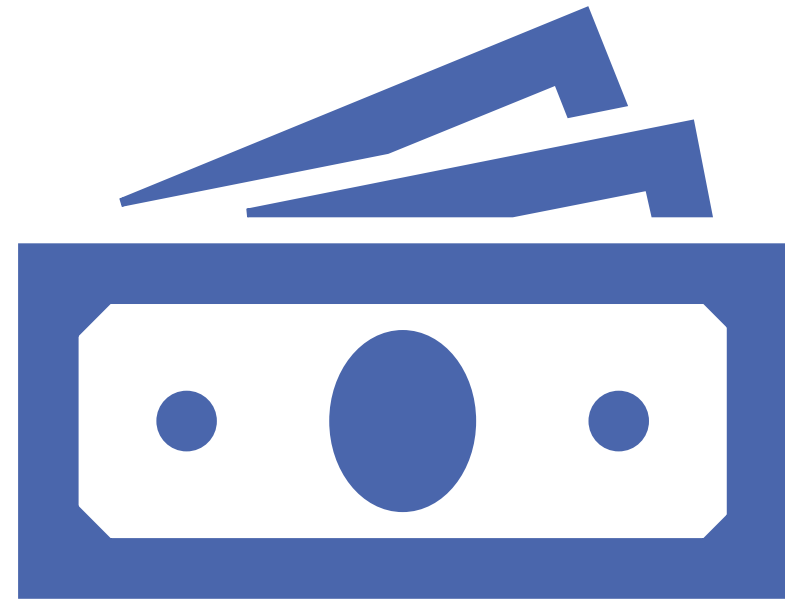
Direct credit to customer account within 60 days of receiving payment

Debt transferred to 3rd-party entities

- Direct payment to 3rd-party entity to eliminate/reduce debt
- Refund credited amount to customer
- Create positive balance for customers to apply toward future wastewater bills

Unallocated Funds

Approved applicants must remit any funds not credited to customers back to the State Water Board within 6 months of receiving payment.



Consumer Debt Reporting

Approved applicants must agree to not furnish information regarding arrearages for which credits have been provided to customers, to any consumer reporting agency.

- Already furnished information: Within 30 days of receiving payment, approved applicants shall instruct consumer reporting agency to delete information AND cease further furnishing of information



Questions & Comments

Participation via **Zoom**

1. Raise virtual hand to verbally ask a question or provide a comment; or
2. Type question or feedback in “Chat box”
Staff will read your question or comment
3. Staff will answer questions and listen to your feedback accordingly

Participation via **Webcast**

Email questions or comments to: wwarrearages@waterboards.ca.gov

Break

We will resume the Question and Comments session of today's workshop following the break.

We will resume at 1:40 p.m.

If you are participating via webcast, please email questions or comments to wwarrearages@waterboards.ca.gov.

If you are participating via Zoom, questions and comments can be asked following break.

Questions & Comments

Participation via **Zoom**

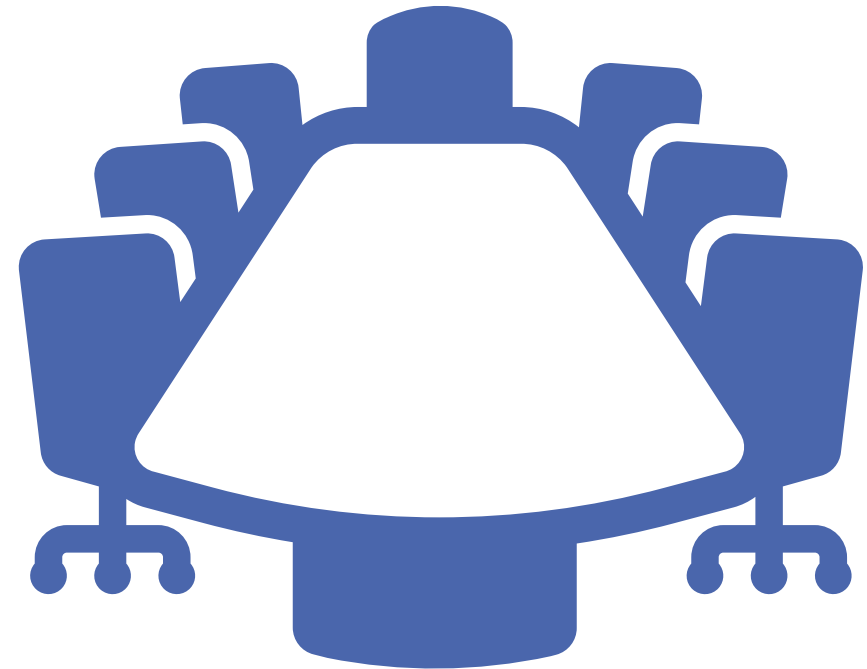
1. Raise virtual hand to verbally ask a question or provide a comment; or
2. Type question or feedback in “Chat box”
Staff will read your question or comment
3. Staff will answer questions and listen to your feedback accordingly

Participation via **Webcast**

Email questions or comments to: wwarrearages@waterboards.ca.gov

Next Steps

- Submit comments on draft Wastewater Arrearages Program by 12:00 p.m. (noon) on January 5, 2022.
- Consideration of Board adoption during the January 19, 2022 Board meeting.



Proposed Timeline Following Adoption



Additional Information

California Water and Wastewater Arrearage Payment Program
Webpage

https://www.waterboards.ca.gov/arrearage_payment_program/

State Water Resources Control Board Email Lists

Subscribe to the Arrearage Payment Program (COVID Relief) email list. See the “Drinking Water Topics” section and select “Arrearage Payment Program (COVID Relief)”.



Contact

Email:

wwarrearages@waterboards.ca.gov