

Water Utilities Update

Low – Income Oversight Board

Water Division

March 24, 2022

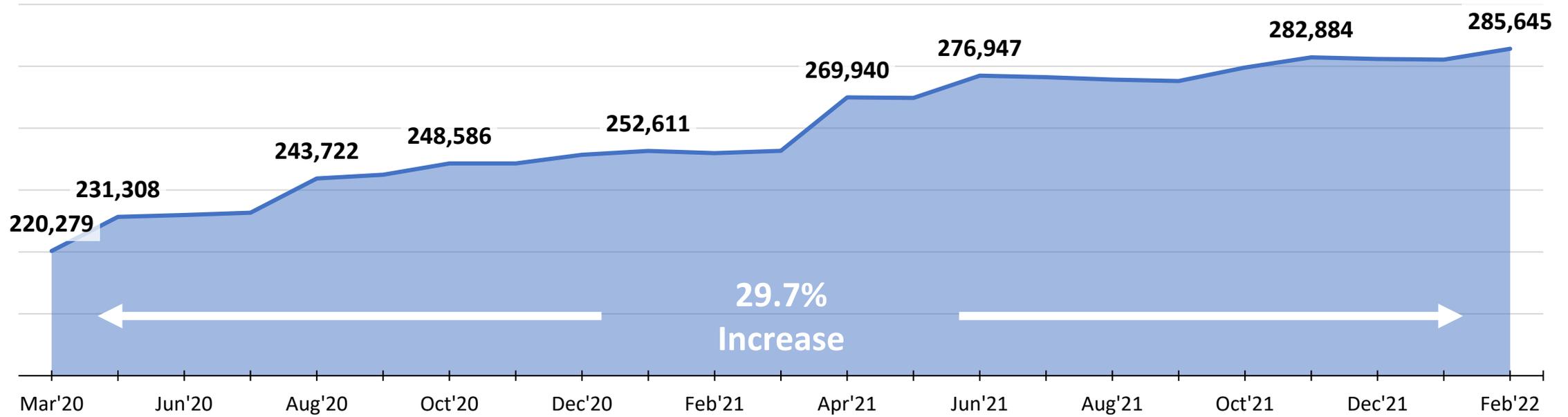


**California Public
Utilities Commission**

Overview

- Customer Assistance Program (CAP) Enrollment
- Bill Arrearage Assistance
- Disconnection Moratorium

Total CAP Enrollment



- Currently 23% of total residential customers enrolled in CAP
- Data Exchanges will occur four times in 2022
- Recertification of eligibility have restarted for some Class As

California Water and Wastewater Arrearage Payment Program

- State Water Resources Control Board paid over \$300M statewide
 - Covers water debt accrued between March 4, 2020 and June 15, 2021
 - Residential and Commercial customers
 - Completed payments in January 2022
- **Water Investor-Owned Utilities (IOUs) received \$54.8M**
 - About \$35M in arrearages remain between June 15 and December 31, 2021
 - CAP customers
 - Represent 33% of total customers in arrearage
 - Account for 25% of total arrearage amount

Disconnection Moratorium

- Moratorium for Water IOU customers **ended February 1st**
 - Standard late payment, reconnection, or other customer fees will resume
 - Utilities may begin shutting off water for late payment starting April 2nd
 - Notices have been sent to customers through multiple platforms
- Customer protections still in place
 - SB 998 – Water Shutoffs Protection Act (Dodd 2018)
 - Prohibits disconnections until 60 days after delinquent bills
 - Bills are delinquent after 19 days of nonpayment
 - SB 155 – Public Resources Trailer Bill (2021-2022)
 - Prohibits disconnections to customers currently on payment plans