



California State Utility Relief Funds

*California Arrearage Payment Program
(CAPP)*

*California Water and Wastewater
Arrearage Payment Program
(CWWAPP)*

Frequently Asked Questions

How does this program help LADWP customers?

In July, 2021, the State of California passed the State Budget Act of 2021. This Act used a combined \$2 billion from the federal American Rescue Plan Act of 2021 to establish the California Arrearage Payment Program (CAPP): <https://www.csd.ca.gov/Pages/CAPP.aspx> and the California Water and Wastewater Arrearage Payment Program (CWWAPP): https://www.waterboards.ca.gov/arrearage_payment_program/), where Californians, including LADWP customers, can receive financial help with their past-due utility bill balances.

Who is eligible?

The State of California has set the guidelines and priorities for the distribution of funds. Please visit the California Arrearage Payment Program (CAPP): <https://www.csd.ca.gov/Pages/CAPP.aspx> and the California Water and Wastewater Arrearage Payment Program (CWWAPP): https://www.waterboards.ca.gov/arrearage_payment_program/ for details regarding eligibility.

What utility bills are covered by these programs?

The State has defined what unpaid balances are eligible. LADWP has applied credits to accounts with unpaid electric debt incurred between March 4, 2020 and December 31, 2021. LADWP is applying credits to accounts with unpaid water and wastewater debts incurred between March 4, 2020 and December 31, 2022.

Do I need to apply for this assistance?

LADWP customers DO NOT need to apply to receive this assistance. If your account is determined eligible — 60 days or more behind on payments incurred during the noted time period— a credit has been or will automatically be applied to your bill. You will be notified of the credit amount both on your bill and via mail.

The credit amount that will be applied to each eligible customer's account depends on availability of funds, and the combined need of all LADWP customers. For more information, visit the State's program website at the CAPP program website: <https://www.csd.ca.gov/Pages/CAPP.aspx> or the CWWAPP website: www.waterboards.ca.gov/arrearage_payment_program.



Is the money free?

Yes.

Do I have to pay this money back?

No. We will not ask you to repay this money.

How much money does LADWP expect to receive from the State for LADWP customers?

LADWP is expected to receive approximately \$202.8 million from the State for unpaid electric charges and approximately \$220 million from the State for unpaid water and wastewater charges.

When will I know if I am eligible to receive a bill credit?

LADWP sends notices through the USPS to customers identified as potentially eligible for a bill credit.

When will the credit be applied to my bill?

Some credits have already been applied in 2022 and 2023. Additional funding available for water and wastewater bill credits is in progress and is expected in early 2024.

I had trouble paying my bill prior to the COVID-19 pandemic, and/or after December 31, 2022. Will the money LADWP receives from the State help me?

No, per the State-defined prioritization, funds cannot help in this instance. The State established these two programs to help with economic issues caused by COVID-19. The programs only cover unpaid debt of over 60 days incurred between March 4, 2020 – December 31, 2022.

If you had trouble paying your bill during other times, we recommend you enroll in a payment arrangement for your remaining outstanding balance, and/or determine your eligibility and apply for other available State financial assistance programs, including the Low Income Home Energy Assistance Program (LIHEAP):

<https://www.csd.ca.gov/Pages/LIHEAPProgram.aspx>), or the Low Income Household



Water Assistance Program (LIHWAP): <https://www.csd.ca.gov/Pages/LIHWAP.aspx>).

I'm behind on my bill and am worried my power will be shut off. If I receive state assistance for my utility bill, will you still shut off my power?

If you have trouble paying your utility bill, we can arrange a payment agreement to avoid future disconnection of service.

LADWP applied Utility Relief Funding to my account, but it didn't cover my entire past-due balance for my bill. What should I do?

There are other State and local assistance programs, such as the Low-Income Home Energy Assistance Program (LIHEAP): <https://www.csd.ca.gov/Pages/LIHEAPProgram.aspx>) and the Low Income Household Water Assistance Program (LIHWAP): <https://www.csd.ca.gov/Pages/LIHWAP.aspx>), if income eligibility requirements are met. These state programs require an application. If you are not eligible for these programs, or still need additional assistance, please contact us to establish a payment agreement on your account.

Are commercial customers — such as restaurants and other businesses — eligible for the State funding that LADWP is receiving?

The State law establishing the funding LADWP is receiving included the guidelines and priority for the distribution of funds. Funds are distributed to eligible customers who have qualifying past-due balances.

There are other charges on my bill for sanitation. Will these credits pay all of it?

State funding for wastewater charges will only be applied to eligible customers. You may be responsible for those charges, depending upon your eligibility as determined by the State.

What about those of us who have been struggling but paying our bills this entire time? Can this State funding help us?

Thank you for continuing to pay your utility bills during these unprecedented times. We know that every dollar counts, and we are grateful you understand that reliable and safe electric and water service is important.

The State-approved utility relief programs have specific eligibility requirements. Under the State programs, your account does not qualify. We are required to implement the programs as directed by State law. However, we have other programs that may help reduce your bill, such as energy efficiency and water conservation rebate programs and discounts. Find out more at ladwp.com/save

