



21760 Ottawa Rd., Apple Valley, CA 92308

Liberty

T: 760-247-6484

libertyenergyandwater.com

<<DATE>>

<<CUSTOMER NAME>>

<<ADDRESS>>

<<CITY, STATE, ZIP>>

Dear <<CUSTOMER NAME>>,

Liberty is dedicated to the delivery of safe water and reliable service to our communities. We recognize the financial impact COVID-19 has had on many of our customers. To reduce the financial burden caused by the pandemic, we applied for funding from the State of California to help offset customers' past-due balances incurred during the pandemic.

You are receiving this information because your Liberty account had an eligible past-due balance. Please note that no action is required on your part; we will automatically apply the <insert amount> credit to your Liberty account within the next 60 days.

Now that the moratorium on water shutoffs has ended, we want your water bill to be one fewer thing for you to worry about. Read on for more information about this program and credit. If you need additional help with your bill, please contact us to learn about our payment assistance programs.

Sincerely,

Amy Ellison

Director, Customer Experience



## Frequently Asked Questions

### **What is the Arrearage Payment Program?**

The State of California established the Water and Wastewater Arrearage Payment Program to help customers with past-due water bill balances incurred between March 4, 2020 and June 15, 2021. Credits are being provided through the California Water and Wastewater Arrearage Payment Program through funding from the State Water Resources Control Board using federal America Recovery Plan Act (ARPA) funds. Utilities were able to apply for these funds to reduce customers' eligible account balances.

The funds were recently dispersed directly to utilities by the State. Within the next 60 days, Liberty will credit your account for the eligible balances. You will then see the credit on your Liberty bill.

### **How will customers know if they qualified for funds?**

Customers receiving this informational mailer will receive a credit on their account as part of the program. No additional action is needed on your part, as the credit will automatically be applied to your bill.

### **Why are only balances incurred between March 4, 2020 and June 15, 2021, included?**

This was the time period identified by the State of California as qualifying for state assistance due to COVID-19.

### **I believe my past-due balance to be incorrect. How do I appeal it?**

Please call your local Liberty office to speak with a representative.

### **What if I still have a past-due balance after these funds are credited?**

If you have unpaid bills that pre-date the time period identified by the State of California or were incurred after June 15, 2021 and need help, we urge you to contact your local Liberty office to prevent service disconnections due to non-payment. Liberty offers:

- Penalty-free and interest-free payment plans (also called payment arrangements)
- Penalty-free and interest-free payment extensions



- A Customer Assistance Program, which discounts a portion of the monthly bill, for those who meet maximum income guidelines
- Water conservation rebates and programs to help you save water and money

You may also be eligible for other state or federal assistance programs, including the Low-Income Household Water Assistance Program (LIHWAP), which will be administered through the California Department of Community Services and Development (CSD) and is scheduled to begin in **May 2022**. For more information on LIHWAP and to learn more about the eligibility requirements, visit CSD's website at [www.csd.ca.gov/waterbill](http://www.csd.ca.gov/waterbill).