



Arrearage Payment Program FAQs

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.