



California Water Arrearage Payment Program

Frequently Asked Questions

1) What is the California Water Arrearage Payment Program?

The California Water and Wastewater Arrearage Payment Program (Program) provides financial relief for residential and commercial water bill accounts that experienced financial hardships due to the COVID-19 pandemic.

2) Who is eligible for the Program?

Past-due residential and commercial water bills accrued during the eligible funding period between March 4, 2020, and June 15, 2021. All active or inactive residential and commercial accounts are eligible, including accounts that have payment plans or payment arrangements.

3) Do I need to apply for the Program?

The City of Stockton (City) applied for and was approved for the Program. The water utility accounts in the City's water service area (excluding the California Water Service Company service area) who meet eligibility criteria will receive a credit to pay for past-due water bill charges accrued during the COVID-19 pandemic period between March 4, 2020, and June 15, 2021.

4) How will I know if I received a credit as part of the Program?

The City will notify all eligible customers, in writing, that their water account will receive a credit as part of the Program. Contact the Utility Billing Customer Service Center at (209) 937-8295 for more information on when the account will be credited, or to ask questions, contest, or appeal utility bill charges.

5) How do I appeal a utility bill or to confirm if I am eligible for Program funds?

Contact the Utility Billing Customer Service Center at (209) 937-8295 to for questions about or to appeal utility bill charges.

Requests for adjustment of water bill charges and refunds will be determined in accordance with Title 13, Chapter 13.04, Section 13.04.160 of the Stockton Municipal Code.

6) How soon will my water bill be credited?

The City has 60 days to credit and notify impacted customers after receiving funding from the Program. The City received Program funds on February 16, 2022, and must credit eligible accounts by April 17, 2022. Customers may contact the Utility Billing Customer Service Center at (209) 937-8295 for more information.

7) Are late fees and penalties covered by the Program?

The Program requires the City to waive customer late fees for qualifying water arrearages accrued during the eligibility period.

8) What happens if I have water debt that is not covered by this Program?

The Program requires customers who receive the credit and have additional utility debt accrued outside the eligibility period to enroll in a payment plan within 30 days.

Customers who have water bill debt that does not qualify for Program funds may also enroll in a payment plan by contacting the Utility Billing Customer Service Center.

Additionally, community members who need assistance paying down any remaining water debt may be eligible for other State or Federal assistance programs. One of those programs is the Low Income Household Water Assistance Program (LIHWAP), scheduled to begin May 2022. Learn more about the LIHWAP eligibility requirements at www.csd.ca.gov/waterbill.

9) I received rental assistance from the Emergency Rental Assistance Program (ERAP). Am I eligible to receive funds as part of this Program?

Water bills already paid under the Emergency Rental Assistance Program will be excluded to eliminate any duplication of credit. Credit would only be applied to match the remaining arrearage balance due to each account.

10) Does the funding provided through this Program have to be used for water bill arrearages, or can it be used to cover other financial losses or costs?

Program funds may only be used to cover residential and/or commercial water arrearages that have accrued during the relief period.