

From: lyris@swrcb18.waterboards.ca.gov
To: [Jordan Dietz](#)
Subject: Information on COVID Emergency Water Shut Offs Moratorium
Date: Wednesday, January 05, 2022 5:06:49 PM

 **This is a message from the State
Water Resources Control Board.**

Many water systems have been reaching out with questions on water shutoffs now that the December 31, 2021 date has passed, and asking what that means for their system and customers. The law states that community water systems cannot discontinue water service due to nonpayment of past-due bills **before either of the following dates, whichever date is later** ([Health & Saf. Code, § 116773.4, subd. \(e\) \(2\).](#)):

- i. **December 31, 2021**
- ii. For a customer that has been offered an opportunity to participate in a payment plan, the **date the customer misses the enrollment deadline for, or defaults on, the payment plan**. Note that **all** community water systems are required to notify customers of the opportunity to enter into a payment plan and that they have at least 30 days from the date of the notice to enroll in the payment plan. A community water system may not discontinue water service to a customer that remains current on a payment plan.

All community water systems regardless of size, whether participating in the Arrearage Program or not, must adhere to the Water Shutoff Protection Act ([Health & Saf. Code, § 116900 et. seq.](#)) notice and shutoff rules for discontinuing residential service due to arrearages accrued during the COVID-19 pandemic bill relief period.

If you have additional questions, please send them to dfa-communitywatersystemscovidrelief@waterboards.ca.gov. Thank you.

You are currently listed to drinkingwater_public_water_systems as: jwdietz@cvwater.com.

Division of Drinking Water Website: http://www.waterboards.ca.gov/drinking_water/

This email is being sent to you because you were identified by your agency as the Administrative Contact or Carbon Copy Contact for your water system. If you are not the Administrative Contact or Carbon Copy Contact for your agency, please contact the local Division of Drinking Water (DDW) District Office or your regulating agency.

For a map of the district offices, please go to

http://www.waterboards.ca.gov/drinking_water/programs/documents/ddwem/DDWdistrictofficesmap.pdf.