



“Citrus Capital of the World”

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City of Santa Paula

April 15, 2022

Service Address: «SERVICE_ADDRESS»
Account Number: «ACCOUNT»
Subject: Notice of Water Credit

«NAME»
«Mailing_Address_1»
«City_State_Zip»

Dear «NAME»,

The City of Santa Paula recently applied for funding from the State Water Resources Control Board (SWRCB) to assist residential and commercial customers who incurred water utility debt as a result of the COVID-19 Pandemic. The funding came from the California Water and Wastewater Arrearage Payment Program (CAPP) using federal American Rescue Plan Act (ARPA) funds and covered the utility billing period from March 4, 2020 to June 15, 2021.

A credit of «CREDIT» has been applied to the outstanding water balance portion of your account. Any remaining outstanding balance on the account not covered by CAPP, will remain the customer’s responsibility. Please also note the City has not imposed late fees or penalties since the March 2020 consumption period, in order to assist customers that may be experiencing a financial hardship.

CAPP funding protects customers from shutoffs provided the customer enrolls in a payment plan within 30 days of this notice, and does not default on the payment plan. This does not apply to debt accrued before or after the COVID-19 pandemic relief bill period (March 4, 2020 to June 15, 2021). Additional restrictions on residential water service termination for non-payment of a water bill, including dispute forms and written policies can be found at <https://spcity.org/423/Customer-Billing---Utilities>.

To set up a payment plan **please submit the attached payment plan form in person**, along with proof of identification and account ownership, to the Utility Billing counter at 970 E. Ventura St., Santa Paula CA 93060. To speak to a customer service representative please call 805-933-4211 and choose option 2 when prompted.

If you need assistance paying down any remaining water utility debt, you may be eligible for other State or Federal assistance programs including the Low-Income Household Water Assistance Program (LIHWAP), which is administered by the California Department of Community Services and Development (CSD) and is scheduled to begin in May 2022. For additional information on LIHWAP eligibility requirements, please visit their website at <https://www.csd.ca.gov/waterbill>.

Additional information on possible tax implications of these funds can be found at <https://www.irs.gov/newsroom/frequently-asked-questions-for-states-and-local-governments-on-taxability-and-reporting-of-payments-from-coronavirus-state-and-local-fiscal-recovery-funds>.

Christy Ramirez
Finance Director