

## CA State Utility Bill Assistance

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No application necessary to receive State of California relief funds

Some customers fell behind on their utility bills due to the COVID-19 pandemic. To assist, the State of California created two relief programs:

1. California Arrearage Payment Program (CAPP)  
Learn more *here*.
2. California Water and Wastewater Arrearage Payment Program (CWWAPP)  
Learn more *here*.

The City of Soledad has/will receive nearly \$120,000 in state funds that will support nearly 500 customers. The funds are being applied as automatic credits to eligible customer's bills. Distribution of the credits has already begun. Eligible customers will be able to see the amount(s) on their printed utility bill or by logging into their online City of Soledad utility account.

These credits will only address customer debt accumulated between March 4, 2020 to June 15, 2021. To address any remaining past due balance, we recommend you explore your options through available non-City debt relief programs.

### Other CA State Assistance Programs

**Application is required for all below programs.**

In addition to the CAPP and CWWAPP programs, the programs below are available to qualified City of Soledad customers to help pay their utility bill.

1. LIHWAP  
Low Income Household Water Assistance Program

LIHWAP assists with residential water utility costs for low-income Californians. California was allocated \$116 million in one-time federal funding to provide this assistance.

Apply *here*.

## 2. LIHEAP

Low-Income Household Energy Assistance Program

LIHEAP helps low-income households who pay a high portion of their income on energy bills. This program recently received nearly \$500 million in new federal funding.

Apply *here* or call (866) 674-6327 for a local provider.

For a listing of other agencies that provide information and referral services to customers in need, contact 211 by dialing 2-1-1. 211 Monterey County has Community Resource Advisors on duty to communicate in English and Spanish. You can also visit the 211 Monterey County website at [www.211/](http://www.211/).

Additional helpful information can be found on the California Public Utilities Commission – Consumer Information Website at <http://consumers.cpuc.ca.gov/consumerprograms>.