

California Arrearage Payment Program (CAPP)

The City of Healdsburg is proud to announce a billing credit has been applied to qualifying customer's utility bills! City utility staff applied for and received California Arrearage Payment Program (CAPP) funds designed to help qualifying utility customers who fell behind on electric and water bills due to the impacts of the COVID-19 pandemic. To qualify, customers had to have a past due balance for services provided between March 4, 2020, and June 15, 2021. Electric CAPP credits were provided by the State of California Department of Community Services and Development, Water CAPP credits were provided by the State Water Resources Control Board using federal American Rescue Plan Act 2021 (ARPA) funds. The City of Healdsburg's Utility Department received nearly \$300,000 in funding that has been directly applied to qualified customer utility accounts.

What is the California Arrearage Payment Program Bill Credit?

The California Arrearage Payment Program, or CAPP, is a program to help pay customers' eligible past due water and/or energy utility bills that were incurred during the COVID-19 pandemic. CAPP reduces qualified customers' unpaid water and/or energy balances by directly applying a credit to their utility account. Customers do not need to apply for CAPP and assistance will be disbursed by utility companies electing to participate in CAPP.

CAPP Credits were provided by the California Department of Community Services and Development and the State Water Resources Control Board. The funds are targeted to help utility customers that fell behind on their water/energy bills because of the economic impacts of the COVID-19 pandemic. Customers may qualify for a CAPP credit if they had an unpaid energy utility bill over 60 days past due incurred between March 4, 2020, and June 15, 2021.

How will I know if I qualified for CAPP?

Utilities that applied for and received CAPP funds are responsible for distributing CAPP benefits to eligible utility customers. Customers that qualified for a CAPP benefit will automatically receive a credit on their utility bill. The credit is labeled "Water CAPP Credit" and/or "Electric CAPP Credit". Customers have also been notified through a utility bill insert. Utility customers didn't need to apply to receive CAPP credits. The City of Healdsburg Utility Department applied on behalf of all eligible customers. Eligibility for a CAPP benefit and the amount of a bill credit will vary depending on the program rules.

What if I still owe money on my energy bill after CAPP?

Under CAPP, your utility company is required to offer payment plans to customers with a remaining balance after a CAPP benefit has been applied to their account. Contact the City of Healdsburg Utility Department to learn about payment plans and other programs that may be available to help you pay your bill and reduce your utility costs.

In addition to CAPP, the State of California may also be able to help through the following programs:

- *Low Income Home Energy Assistance Program (LIHEAP)* – provides financial assistance to help low-income households pay their energy bill. Apply here: <https://www.csd.ca.gov/energybills>
- *California COVID-19 Rent Relief Program* – provides financial assistance for rent and utilities to income-eligible California renters and their landlords who have been impacted by COVID-19. Apply here: https://housing.ca.gov/covid_rr/

CAPP provides consumer protections for customers that received a CAPP credit.

Utilities that applied for CAPP funding are required to:

- Suspend disconnecting a CAPP recipient's utility service for 90 days after a CAPP benefit is applied, regardless of the balance owed.
- Notify customers of the option to enter into an extended payment plan, with late fees and penalties waived, if they received CAPP benefit and have a remaining balance after that benefit is applied.

In addition to the terms above, the City:

- Suspended disconnecting service and accessing late fees for customers with arrearages accrued during the COVID-19 pandemic bill relief period while CAPP applications were being reviewed and approved.