

STATE OF CALIFORNIA
DEPARTMENT OF
COMMUNITY SERVICES AND DEVELOPMENT

REVISED LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM
(LIHWAP) GUIDELINES

PUBLIC MEETING

REMOTE ONLINE MEETING

TUESDAY, NOVEMBER 29, 2022

1:00 P.M.

APPEARANCESSTAFF

Kathy Andry, Deputy Director of Energy and Environmental Services, California Department of Community Services and Development

Kristen Hart, Assistant Deputy Director in the Energy and Environmental Services Division

Sarah Nowshiravan-Burrueal, Program Analyst, Environmental Services Division

Daphne Hunt, California Department of Community Services and Development

PUBLIC QUESTION/COMMENT

Doreen Sanchez

Veronica, CAP San Bernardino

Tulia Montes, Los Angeles Department of Water and Power
Michael

Renee Berrigan, El Dorado Irrigation District, Placerville

Kierstyn Reed, Butte Glen 211

Bob Beamont (Phonetic)

Helen Chang, Spectrum

Ann Alva

Michael Nelson, Castro Valley Sanitary District

Debbie Mackey

Michael Perlstein

Jackie Gibson

Maria Perez

April Scott

Fabiloa Lopez, City of Greenfield

Alfonso Chavez

James Scott

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P R O C E E D I N G S

1:00 p.m.

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3 MS. ANDRY: Good afternoon and welcome to today's
4 public meeting. My name is Kathy Andry and I'm the Deputy
5 Director of Energy and Environmental Services for the
6 California Department of Community Services and
7 Development. Today's public meeting will be recorded and
8 made available on our public website in the next couple of
9 days. CSD is holding the public meeting because we are
10 proposing to make a significant change to the low-income
11 Household Water Assistance Program, or LIHWAP, that's how
12 I'll refer to it throughout the presentation, to expand
13 program eligibility to households who do not have a past
14 due balance and are seeking financial assistance to help
15 offset the cost of their water or wastewater bill.

16 This public meeting is intended to obtain input
17 from the public specifically on the proposed modification
18 to expand eligibility for CSD to consider prior to
19 finalizing the revised program guidelines in implementing
20 this program change. I just wanted to announce that we did
21 extend the comment period to 5:00 PM on December 2nd. We
22 did release a formal notice of this extension, it was
23 released today. However, we very much welcome early
24 comments. So yeah, we just wanted to afford additional
25 time for receiving input.

1 I will be presenting the revised program
2 guidelines today. I have a couple of my colleagues who are
3 also on the call today to respond to questions and receive
4 comments. We have Kristen Hart, Assistant Deputy Director
5 in the Energy and Environmental Services Division, and
6 Sarah Nowshiravan-Burrel, who's a Program Analyst in the
7 Division who will be helping moderate our questions today.

8 You can go to the next slide.

9 Okay. Speaking of questions, we do encourage you
10 to ask questions or provide comments throughout the
11 presentation. There will be two options to do that.

12 First, at any time, you can submit a question or comment in
13 the chat box. You'll see the chat box at the bottom of the
14 screen, and CSD staff will try to answer questions as we go
15 along. We will also have time for questions and comments
16 at the end of the presentation. And at that time, after I
17 get through the presentation, we will open it up and Sarah
18 will call on you. You can raise your hand, raise your hand
19 feature, and Sarah will call on you to give you access to
20 unmute yourself. And after we get through the live
21 comments, Sarah will read off some of the questions or
22 comments from the chat if time allows.

23 We will be compiling all questions and comments
24 into a document that we will later share with everyone
25 attending this call. This document will also include any

1 comments we receive via email on the revised program
2 guidelines. We do respectfully ask that questions and
3 comments focus on the proposed modification to the program
4 to extend -- expand eligibility.

5 Okay, next slide.

6 Okay, agenda for today. I'm going to start off
7 with an introduction to CSD for those of you who are just
8 becoming familiar with the LIHWAP program. Want to provide
9 a very brief overview of the LIHWAP program, and again,
10 review the revised program guidelines where I'll solely
11 focus on the proposed changes to expand eligibility. And
12 then we'll open it up for questions and comments.

13 Okay. Next slide.

14 Okay. A little bit about CSD. Again, we're
15 California Department of Community Services and
16 Development, CSD, and we are under the California
17 Department of Health and Human Services Agency. Our
18 mission is to reduce poverty for Californians by helping
19 low-income families achieve and maintain economic security,
20 meet their home energy and water needs, and reduce their
21 utility costs through energy efficiency upgrades and access
22 to clean renewable energy.

23 We have several federal and state departments
24 that we administer to meet this mission, and a majority of
25 these programs are implemented through our partner network

1 of over 40 local service providers, and I'll refer to them
2 as LSPs throughout this presentation. LSPs are comprised
3 of nonprofit or government organizations throughout the
4 state and are generally responsible for the outreach to
5 low-income households, local coordination with community
6 partners. They conduct the intake and eligibility
7 determination of households applying for services.

8 Next slide please.

9 Okay. So just touch briefly on the LIHWAP
10 program. So, LIHWAP is a federally funded program overseen
11 by the US Department of Health and Human Services, and CSD
12 was designated as the administrator of the LIHWAP Program
13 for California. Our state was awarded approximately 116
14 million, of which 75 percent of that, or 87 million, is for
15 direct household benefits. CSD began LIHWAP services in
16 June of this year. And the overall goal of the program is
17 to ensure that low-income households have access to safe
18 and clean drinking water and wastewater services.

19 We can get into the next slide, please.

20 In developing the LIHWAP program, some of the key
21 guidelines or directives received from the US Department of
22 Health and Human Services are, again, that funds are to be
23 used to ensure that low-income households have access to
24 safe clean drinking water, wastewater services. Funds are
25 to be used to reduce arrearages in rates charged to

1 households, prioritizing customers with arrearages first
2 with addressing rates. And when we say rates, that is
3 defined as paying current bills where a customer does not
4 have a past due balance last.

5 In addition to the federal guidance, state
6 government code states that LIHWAP program funding shall be
7 prioritized for services that reduce the arrearages of
8 eligible households that have a past due balance. The
9 government code is referenced in our program guidelines if
10 you would like to refer to that for more details.

11 Additionally, benefits must be paid directly to
12 the owners and operators of public water systems. In
13 California, these systems are defined as community water
14 systems, wastewater treatment provider, sewer system,
15 corporations, and billing entities for these systems. The
16 definitions of these various systems are found in the
17 program guidelines, and I recommend you can refer back to
18 them if you want more details. Throughout this
19 presentation, I will refer to these systems as water or
20 wastewater systems.

21 The program is to be modeled over program models,
22 excuse me, such as the Low-Income Home Energy Assistance
23 Program, or LIHEAP, shall be used where practical. So just
24 some background on this last bullet. CSD is the
25 administrator for LIHEAP as well. We've been administering

1 LIHEAP for over 40 years through our network of local
2 service providers, and we did build off existing policies
3 and procedures for LIHEAP in the development of LIHWAP.

4 Okay, next slide.

5 Okay, so an update on implementation to date.

6 Again, consistent with the federal and state directives, we
7 did establish the LIHWAP program as an arrearage response
8 program. And we did model LIHWAP primarily after our
9 LIHEAP program where we've leveraged existing processes,
10 procedures, and systems that we use for our LIHEAP energy
11 assistance program. In April of this year, we issued
12 contracts to our network of LIHWAP local service providers.
13 who are also the same local service providers who
14 administer LIHEAP. And the release of this contract
15 supported their efforts for ramping up and getting ready
16 for direct service activities and doing some outreaching
17 and eligibility verification and application enrollment.

18 You can go to the next slide.

19 In June, we launched the program June 3rd of this
20 year, where LIHWAP payments began to be issued to eligible
21 households. For low-income households to be able to
22 participate, again as a requirement, their water or
23 wastewater systems or their billing entity must enroll in
24 our LIHWAP direct pay agreements. As of November, we
25 estimate that we have established LIHWAP direct pay

1 agreements with water systems representing approximately 90
2 percent of residential drinking water connections in
3 California. And as of November, we've issued-- again,
4 approximately 8.8 million has been issued to 10,874
5 households.

6 You can go to the next slide.

7 So, you know, CSD indicated in the program
8 guidelines that we issued earlier this year that we would
9 evaluate the need to expand eligibility to customers who
10 did not have a past due balance, and we would do this
11 evaluation within six months after we implemented the
12 program. CSD can maintain its commitment to uphold the
13 federal and state directives that prioritize services to
14 customers with past due balances, while at the same time
15 expanding LIHWAP eligibility to assist households
16 struggling to pay current bills for households who are not
17 past due. Our understanding, this need also exists across
18 the state. You know, for example, according to a report
19 by the State Water Resources Board issued in 2020, the
20 average family is paying 45 percent more for water in 2015
21 than in 2007. Water and wastewater costs continue to rise,
22 and this change will address water affordability challenges
23 for low-income households.

24 We are informed by our local service providers
25 who have been implementing this at the local level, that

1 there is a strong demand for services from customers who
2 are seeking assistance and are not past due on their water
3 bill. There has been low grant expenditures over the first
4 five months of service delivery and there is a need to
5 maximize this one time LIHWAP expenditures through August,
6 2023, which is the end of the federal grant period. As I
7 mentioned, we've expended 8.8 million in direct household
8 benefits. We still have approximately 78.4 million to
9 expend in less than nine months or the funds will revert
10 back to the federal government. It is also our hope that
11 by expanding eligibility to include current bills, outreach
12 efforts will be less confusing to the customer and
13 ultimately more effective.

14 Okay, next slide.

15 Okay, so these next two slides will provide an
16 overview of the benefit amounts for the arrearage
17 assistance program component and the new non arrearage
18 assistance, the new proposed non arrearage assistance
19 program component. So, the arrearage assistance program
20 component will remain the same. The overall goal, again,
21 of this program is to provide financial relief to
22 households to restore services or prevent disconnections.
23 And by arrearage, we mean money owed to a water or
24 wastewater system from non-payment of residential account,
25 and the account has a past due balance. Or, it's money

1 owed to a landlord from non-payment of rent that is past
2 due where the residential water or wastewater costs are
3 included in rent.

4 So, here's some details. The customer can
5 receive up to \$2,000. This is a one-time benefit provided
6 on a first come first serve basis. This amount can either
7 be applied to drinking water or wastewater, including
8 stormwater service charges. The customer will have to
9 select the bill they want the benefit to be applied to. If
10 water or wastewater costs are bundled on a bill, then the
11 benefit can cover the cost of both services including
12 stormwater charges. The benefit cannot cover non-water
13 charges such as garbage or recycling. The benefit amount
14 is intended to cover the customer's past due balance,
15 current charges, and fees associated with the water and
16 wastewater costs including late fees, reconnection fees,
17 and to cover taxes.

18 UNIDENTIFIED SPEAKER 1: There's now 206
19 participants.

20 MS. ANDRY: Yeah, could everyone please mute
21 themselves? Kind of hearing some conversations. Thank
22 you. And let's see the next slide please.

23 Okay. The goal of the non-arrearage assistance
24 program component is to provide financial relief to
25 households who are not past due and, you know, are

1 struggling to pay their bill. The program is similar to
2 CSD's LIHEAP Home Energy Assistance program that provides
3 onetime financial assistance to customers who are not
4 behind on their energy bill. And by non-arrearage we mean
5 a money owed to a water or wastewater system from a
6 residential account that does not have a past due balance,
7 or money owed to a landlord for rent that is not past due
8 where residential water wastewater costs are included in
9 rent.

10 Okay. So, the benefit amount for the non-
11 arrearage program is -- ranges from 200 to up to 1,030.
12 It's a one-time payment, it's first come first serve.
13 Customers with an arrearages will be prioritized over
14 customers without an arrearage. This will be particularly
15 important as funding levels decrease.

16 The benefit amount is a set amount per household,
17 and I will go into an example of the benefit formula and
18 walk you through that. And, similar to the arrearage
19 program, it can be applied to drinking water or wastewater
20 costs. A customer will select the bill to apply it to.
21 Same as arrearage; if a water or wastewater cost are
22 bundled in one bill, then the benefit can cover the cost of
23 both services including stormwater. Again, the benefits
24 cannot cover non-water charges such as garbage or
25 recycling.

1 The benefit amount, again, is current charges.
2 And it can cover future charges for water or wastewater
3 including stormwater if a credit remains. So, for example,
4 if a customer comes in and their current bill is \$100 and
5 they're eligible for 200, then they will receive or be
6 approved for a \$200 benefit that can cover their current
7 charges and remain as a credit on the bill to cover future
8 water or wastewater charges. It also can cover the fees
9 and taxes.

10 Okay, next slide.

11 Okay, so this gets into the benefit formula, the
12 non-arrearage benefit formula. In accordance with the
13 federal requirements, the benefits are structured to
14 provide the highest amount of assistance to households with
15 the lowest income and highest water cost or need, taking
16 into consideration household size. This is a requirement,
17 again, of the federal government that we establish a
18 benefit amount. And so, we definitely leveraged the LIHEAP
19 program in the development of this benefit formula for
20 LIHWAP.

21 And the benefit calculation formula includes
22 three elements. We've used the published 2021 Housing and
23 Urban Development, or HUD, water and sewer allowances for
24 each county. And we increased the allowances by 20 percent
25 to account for annual rate increases since 2021. CSD did

1 deem the HUD data to be the best available data that
2 included allowances for both water and wastewater. The
3 second element is, you know, there's -- we've established a
4 target number of months of assistance based on four
5 household income categories, and we'll refer to them as
6 poverty groups, and you'll see that as I walk through the
7 formula. And lastly, we've established a minimum benefit
8 restriction of no less than 200 within any county.

9 Okay. Now the next slides, 12 through 16, I'm
10 going to walk you through an example. Okay, so this
11 example we're taking factor one, which is the HUD Water and
12 Wastewater Allowance. And we're going to times that by the
13 poverty group coefficient, and that will basically get us
14 to the benefit amount by county for a household size of
15 one. And then the last step is that we'll add additional
16 dollar amount per household member.

17 So, we'll go to the next slide.

18 So, I'm going to use Yuba County as an example.
19 And I know in the program guidelines we did provide an
20 example of the benefit levels for a household size of one.
21 So, for Yuba County, the data point, again, is the HUD
22 utility allowance. We selected the utility allowance for a
23 house with three bedrooms based on census data that
24 indicates a prevalence of three-bedrooms in California.
25 So, in this example the -- for three-bedroom, water

1 allowance is \$53, for sewer, it's 52, for a total of 105.
2 And then we increased that by 20 percent, again, to account
3 for annual rate increases since 2021. And for Yuba County,
4 the allowance in increased to 126.

5 You can go to the next slide.

6 So, the next factor is what we term as a poverty
7 group coefficient. And this is similar to our LIHEAP
8 formula. We have the same factor where we have four
9 poverty groups. And you'll see the poverty groups are --
10 poverty group one, it's a hundred percent federal poverty
11 level and so on, 125 for poverty group two, 150 for poverty
12 group three. And then for poverty group four, it's a
13 maximum of 60 percent state median income. And I just want
14 to be really clear that these percentages are just to
15 establish the benefit amount. It's not for household
16 eligibility. To be eligible for the program, we use a 60
17 percent state median income guidelines for the program.
18 This is just being used to determine the benefit amount.

19 Okay. So for -- or to establish --can you go
20 back? I'm not -- yeah, thank you. So, what this poverty
21 group coefficient represents, is that it's the estimated
22 number of months of water and wastewater assistance that we
23 are establishing for each poverty group. So obviously
24 poverty group one is the lowest income, so we want to
25 ensure that they're getting the highest benefit. And so,

1 we are establishing an estimate of three months of
2 assistance. Poverty group two, you'll see, is 2.5, three
3 2.2, and poverty group four is 1.9.

4 Okay, we're going to go to the next slide.

5 So, the formula is, we take the hundred and 26
6 times the three. And so, for a household size of one,
7 it'll be \$378 that they will receive, be approved for.
8 Poverty group 2, 315, poverty group three is 277, and
9 poverty group four is 239.

10 And go to the next slide.

11 The last step in the formula is because we have
12 to take into consideration household size and we know that
13 more family members in the home, the more usage they will
14 have for water. So, we established an additional \$11 after
15 starting with household size two, it's the add-on. And we
16 -- the source of that data, we did look at the 2019 State
17 Water Board Needs Assessment and took a look at the average
18 water cost data in there, and then we divided it by four.
19 So, we came up with an additional \$11 per household member.
20 So, if you go back to the poverty group one, I think it was
21 -- can you go back to the last slide? I think it was,
22 yeah. So, 378 you'd add in another,

23 MS. SANCHEZ: Excuse me, excuse me. Ma'am? Who
24 is --why are you referring to poverty? Who are that? What
25 does that mean? What does that mean?

1 MS. ANDRY: Ok -

2 MS. SANCHEZ:: Poverty.

3 MS. ANDRY: Doreen, I'm almost done. If I could
4 just finish and --

5 MS. SANCHEZ: I got a -- yeah, but I keep - lis--
6 hearing that word and it's-- I'm getting more and more
7 angry, and I just don't understand how this educated force
8 of individuals in a beautiful state of California cannot
9 come up with another term for human beings.

10 MS. ANDRY: Okay, I respect that. I definitely
11 respect that.

12 MS. SANCHEZ:: Thank you.

13 MS. ANDRY: Thank you, Doreen for calling that
14 out. Definitely noted. Appreciate that. So, the next --
15 so we added on, so for 378 you would add on another \$11 to
16 that. So, 389 for example, for household size two. And
17 then you can go to the next slide.

18 And so, then you would add on another \$22.
19 Another for household size three, household size four is
20 \$32, household size five is an extra 44, household size six
21 is an extra \$55. So, this is essentially our benefit
22 formula that we're using to establish benefits to assist
23 customers with needs to help take care of their bill when
24 they're not behind or not past due.

25 And so, we can go to the next slide.

1 And so, what we're looking at for implementation
2 is June 3rd. Again, we launched the program, we released
3 the revised program guidelines to expand eligibility to
4 obtain public input, which is our meeting today. And
5 again, we have until December 2nd to get written comments.
6 And then December, our goal is to finalize the revised
7 program guidelines and to begin issuing benefits. Our goal
8 is to strive for January to start issuing benefits to
9 eligible customers. And again, just a reminder but it may
10 be February depending on how, you know, the time it takes
11 to finalize the guidelines, et cetera. And then again, a
12 reminder, the program ends August 31st, 2023.

13 Next slide.

14 So, I know we have a well-attended webinar today
15 and I really appreciate all of you being here today and
16 welcome your input. Just wanted to provide some contact
17 information here. We have a LIHWAP inbox. That
18 information is there, and we also provided links to our
19 public facing pages for the customer and to provide more
20 information on the LIHWAP program. Comments are due by
21 5:00 p.m. December 2nd, 2022.

22 Now I'm going to hand it over to Sarah. If you
23 do have any verbal comments you would like to make, we
24 would like to prioritize those comments first. If you could
25 please raise your hand. The raised hand feature is in the

1 reaction button, right? I believe -- yes. I believe so.

2 MS. NOWSHIRAVAN-BURRUEL: Correct.

3 MS. HUNT: And Kathy, can I jump in for one
4 moment? Thank you. Hi everyone. I'm Daphne Hunt, also
5 with CSD. And just wanted to encourage folks to please
6 prioritize their questions and comments regarding the
7 change being discussed today, which is the expansion of
8 LIHWAP eligibility to include current bills. I see there
9 are a number of other questions, and we certainly want to
10 help get to those. But I think given that the focus of
11 this meeting today is about this program change to cover
12 current bills, I'd ask that folks please prioritize those
13 questions first. And then with any remaining time we can
14 address additional questions. Thank you.

15 MS. NOWSHIRAVAN-BURRUEL: Okay, I see Darrell
16 Johnson has his hand up.

17 MS. ANDRY: Is Darrell unmuted?

18 MS. NOWSHIRAVAN-BURRUEL: I just asked him to
19 unmute so he should be able to right now.

20 MS. ANDRY: Darrell, I think you can unmute
21 yourself. There you go.

22 MS. NOWSHIRAVAN-BURRUEL: Okay. Go ahead
23 Darrell, you're unmuted.

24 VERONICA: Hi, this is actually Veronica, but I'm
25 registered under Darrell.

1 MS. ANDRY: Okay.

2 VERONICA: --CAP San Bernardino. I have a
3 question. Will the water companies be advised of the new
4 changes with now having the access to, you know, not only
5 past due accounts but regular accounts?

6 MS. ANDRY: Yes, we intend to hold some
7 information office hours with the utilities to answer their
8 questions. We definitely made sure to inform the utilities
9 enrolled of this program change and that they received the
10 program Notice for today's public meeting. We do intend to
11 have some sessions with them separately.

12 VERONICA: Okay, great. And then I have one more
13 question. We had a scenario, so I want to make sure that I
14 have the right information moving forward. We had a client
15 who was eligible for the funding, and unfortunately had to
16 close the account about 45 days after they were already
17 approved. So, the question from the water company was, are
18 we allowed to refund the remaining of the benefit to the
19 client or should that money go back to CSD?

20 MS. ANDRY: I think I would need to have more
21 specific details on that particular program question,
22 because I don't know all the scenarios. If that's specific
23 to -- if the account is closed, they can, you know, take
24 care of whatever past due balance is owed at the time and
25 then they return any remaining balance to CSD. I don't

1 know if that answers your question on that.

2 VERONICA: Okay. Yes. So, if a partial payment
3 was applied and they wanted to know the remaining. So,
4 then it would be correct to tell them to send it back to
5 the state. Correct?

6 MS. ANDRY: Yeah, that's correct. But if they
7 have a direct question, they can then definitely reach out
8 to CSD or Horn, our third-party disbursement partner to get
9 that clarification.

10 VERONICA: Okay. Thank you

11 MS. HUNT: To your question. I did put the
12 LIHWAP email address in the chat, and so any questions that
13 you have that are specific about situations that are
14 occurring with LIHWAP, you might want to just send to that
15 email box, and we can address that with you directly.

16 MS. NOWSHIRAVAN-BURRUEL: Okay. The next
17 individual with their hand up is Tulia Montes.

18 MS. MONTES: Hi there, this is Tulia Montes,
19 thank you, from Los Angeles Department of Water and Power.
20 Just wanted to say thank you for the proposed change. Many
21 of our customers who are in most need are-- actually pay
22 their bill on time, so we appreciate this upcoming change.

23 Just had a quick question because obviously the
24 goal is to try to get as many customers to apply who are
25 eligible, but in regards to the processing of those

1 applications by the LSPs, what information is being given
2 to them? Because we're getting conflicting information
3 that the LIHEAP is being given priority on their end and
4 that's why there's a delay with the LIHWAP applications.

5 MS. ANDRY: I don't know if I can -- I can't
6 speak for the local service provider, but you know
7 definitely one of the things that we encourage with our
8 providers, and definitely provides efficiency, is that they
9 are leveraging the LIHEAP program to do dual enrollments.
10 So, if a customer has a need with their energy bill, then
11 they try to also enroll the customer for the LIHEAP
12 program. So, I don't -- I can't speak for the local
13 service providers, but we definitely are encouraging that
14 we are serving customers as much as possible, you know,
15 given the fact that this program will be ending in August.

16 MS. MONTES: Okay, thank you. Just we're not
17 what we're hearing from our LSPs. But thank you for that.

18 MS. ANDRY: Thank you.

19 MS. NOWSHIRAVAN-BURRUEL: All right. Is there
20 any other questions? We don't have anybody with their hand
21 up, remem-- oh, we do. All right. There's one. Michael,
22 it's your time.

23 MICHAEL: Thank you. I'm wondering if you can
24 speak a little more about the prioritization of arrearage
25 applicants versus non-arrearage. Given that it sounds like

1 applications will still be processed on a first come first
2 serve basis, how would you prioritize within that?

3 MS. ANDRY: Thank you. Okay, so thank you for
4 your question. So, certainly right now we have ample
5 funding in most areas. So, we anticipate it will still
6 continue to be first come, first served. However,
7 obviously the customers coming in with past due or their
8 services are not, you know, are disconnected already,
9 they'll prioritize the application and review process at
10 the local level. But we still would be issuing funding to
11 both those who are past due and not past due. Where
12 prioritization will become probably more critical is when
13 funding does decrease. And then, really trying to ensure
14 that, you know, funding is going towards those who are past
15 due or need-- or services that are disconnected.

16 MS. NOWSHIRAVAN-BURRUEL: Okay, the next person
17 with their hand up is Christiata.

18 MS. ANDRY: Christiata, if you can unmute
19 yourself?

20 MS. BERRIGAN: Hi there, can you hear me?

21 MS. ANDRY: Yes.

22 MS. BERRIGAN: Okay. So actually, my name is
23 Renee Berrigan. I'm with El Dorado Irrigation District in
24 Placerville. Thank you so much for the presentation so far
25 today. We are looking forward to being able to assist

1 people with non-arrearages, like you said. or somebody else
2 had said. A lot of our low-income people will figure out a
3 way to pay the bills. So, it's great that we're able to
4 expand this and help people who are not past due.

5 My main question on the non-arrearage payment is,
6 you know, we're going to be potentially getting a payment
7 that causes a credit on the account, and that credit could
8 stay there for a number of months just depending on the
9 amount and the bills that come out. My main concern is if
10 a tenant were to move out, or the property sells and we
11 close the account, and then we are left with a credit which
12 could be some months after we've received the payment. My
13 concern is what we're supposed to do with that credit. So
14 that's just a big part of this non-arrearage one. Creating
15 a credit on the account is eventually if we need to give
16 that credit back. Where would that go? Would be my
17 concern.

18 MS. ANDRY: Yes, definitely. And the direct
19 payment agreement that you have indicates to follow your
20 normal processes when accounts are closed later. So, you
21 can refer back to that agreement. Definitely when we have
22 our focus sessions with the utilities, we can, you know,
23 address those concerns.

24 MS. NOWSHIRAVAN-BURRUEL: Okay. The next
25 individual with their hand up is Kierstyn Reed.

1 MS. REED: Hi, thank you. Kierstyn Reed with
2 Butte Glen 211. I just had a question about -- you
3 mentioned that the LIHWAP can cover money due to landlords
4 where the costs are included in the rent. Is that
5 currently a feature of LIHWAP, or is that going to be for
6 just non-arrearage?

7 MS. ANDRY: No, that's currently a fe-- that is
8 a-- currently applicants or households with utilities
9 included in rent are currently-- can apply for the program.
10 They just have to provide additional documentation and they
11 have to, you know, additional documentation to apply for
12 the program.

13 MS. REED: Okay. And that's for LIHWAP and
14 LIHEAP

15 MS. ANDRY: For the water assistance program, for
16 the arrearage program, which is currently in place. And
17 it'll be for the non-arrearage program that we're
18 proposing.

19 MS. REED: Great, thank you.

20 MS. NOWSHIRAVAN-BURRUEL: Alright, the next
21 individual is Bob Beamont (Phonetic).

22 MR. BEAMONT: Hi, can you hear me?

23 MS. ANDRY: Yes.

24 MR. BEAMONT: Yeah. I'm just a customer here.
25 So, am I the only one? I get the LIHEAP benefits. We get

1 those. Certainly, the water is really appreciated. I know
2 how to do the LIHEAP application. Is this the same? Is
3 this a different? I guess my question is when can we
4 apply? And how do I go about doing it? I'm familiar with
5 the LIHEAP system but not so much here.

6 MS. ANDRY: Sure. So, you would contact the
7 local service provider, which -- do you mind if I ask what
8 county you're in?

9 MR. BEAMONT: Sure. It's Long Beach Gas, I think
10 Gas and water, LB Gas.

11 MS. ANDRY: So, the local service provider in
12 your area would be in obviously Los Angeles. You can go to
13 our website. We have a customer facing website link here,
14 you'll see here. And you can locate your provider. And in
15 Los Angeles it would be by zip code, and then you would
16 contact them and you would submit an application for
17 services similar to how you apply for LIHEAP energy
18 assistance.

19 MR. BEAMONT: There's something out in this area
20 that's called oh, I can't think of it, that they kind of
21 handle it for Long Beach.

22 MS. MONTES: Is it Long Beach CAP, LBCAP?

23 MR. BEAMONT: Yeah.

24 MS. MONTES: Okay. Yeah, they would be the same
25 individual, the same organization you would go to.

1 MR. BEAMONT: Okay, perfect. Hey, appreciate it
2 guys. Thanks so much.

3 MS. MONTES: You're welcome.

4 MS. ANDERSON: Thanks, Tulia.

5 MS. NOWSHIRAVAN-BURRUEL: Okay, next question is
6 from Helen Chang

7 MS. CHANG: --community services, the LSP for
8 Alameda County. My question is can you--

9 MS. NOWSHIRAVAN-BURRUEL: Hi Helen, could you
10 turn up your volume a little volume a little bit? It's a
11 little hard to hear your question.

12 MS. CHANG: How's this? Is this any better? Is
13 this any better?

14 MS. ANDRY: It's a little better, yes.

15 MS. CHANG: Okay. Sorry about that. I'd like to
16 have a little bit more detail about the timing of the
17 rollout of the expanded program. At what point can local
18 service providers start accepting applications for current
19 bill benefits? And I know this is still, again, this is
20 not finalized yet. But I'd like to know at what point can
21 we start accepting applications for current bill payment?

22 MS. ANDRY: So, I know that may vary locally.
23 But I know we, again, to your point, we are in a program
24 change and it's going to require us to finalize the program
25 guidelines and get our systems ready. And we are targeting

1 trying to move aggressively to make this change by January.
2 And when I say by January, where we'll be able to issue
3 benefits to customers who are eligible with their -- to
4 issue benefits to pay current bills. I don't have a
5 definitive answer for you. But January will be here pretty
6 quick. I would, you know, perhaps contact your local
7 service provider and to find out when they may be accepting
8 applications.

9 MS. CHENG: I am the local service provider.

10 MS. ANDRY: Oh, Helen.

11 MS. CHENG: Yes, with Spectrum.

12 MS. ANDRY: Okay, well I thought you were a
13 customer, Helen, so my apologies. And so that would be at
14 your discretion, as to when you would want to start
15 accepting applications.

16 MS. CHANG: Would it be possible to start
17 accepting applications now for current bill pay, you know,
18 on the assumption that the program will be expanded?

19 MS. ANDRY: Well, CSD certainly will support
20 that. I think we need to take that back to see if we need
21 to offer any flexibilities. You know, definitely look at
22 flexibilities for LSPs to start accepting those
23 applications. We do support LSPs wanting to obtain those
24 applications now.

25 MS. CHANG: Excellent. Thank you so much.

1 MS. ANDRY: Thank you.

2 MS. NOWSHIRAVAN-BURRUEL: Alright. The next
3 individual with their hand up is Ann Alva.

4 MS. ALVA: Hi, can you hear me?

5 MS. NOWSHIRAVAN-BURRUEL: Yes.

6 MS. ALVA: Okay. Hi, I'm with the City of Santa
7 Fe Springs Water Department and I have just a couple of
8 questions. I was thinking that when we were talking about
9 non-arrearage it was about having an amount due, but that
10 it was not yet past due. And someone else mentioned about
11 having no amount due at that moment still requesting
12 assistance. Is that what this change is? They don't have
13 to have an amount due at all.

14 MS. ANDRY: Well, it's money owed for - some
15 background noise I'm getting.

16 MS. ALVA: I apologize. Ok, I can mute it while
17 you answer.

18 MS. ANDRY: Okay.

19 MS. ALVA: But--

20 MS. ANDRY: So, it's an amount owed for their--
21 it's an amount that they owe on their bill. So, they're
22 just, they're not past due and they could be eligible for a
23 benefit if they--

24 MS. ALVA: And that would be, that benefit could
25 possibly be more than they owe on the current bill?

1 MS. ANDRY: Yes, exactly.

2 MS. ALVA: Okay, so that's how a credit comes
3 into play.

4 MS. ANDRY: Yes.

5 MS. ALVA: Okay. And then you guys mentioned
6 about funds being available in January, maybe February, for
7 benefit payments? But I understood that -- is that just
8 for the new facet to this? Or is that just in general?
9 Because I thought once the customer gets approved that we
10 would get the funds a couple of weeks after that?

11 MS. ANDRY: Yes. So let me just really clarify.
12 Funding is available now. It's just that it's limited to
13 customers with a past due balance. We're just wanting to
14 expand customer access to this program to customers who
15 don't have a past due, but struggling. And so that change
16 will -- we're looking at January, no later than February.
17 So once that change is made, now customers who are current
18 can submit an application and if they meet all the other
19 eligibility requirements can receive a benefit.

20 MS. ALVA: Oh, okay. So then when it comes to
21 being past due, is it just a matter of if they're current
22 and then by next month they're going to be past due? The
23 current bill will past due, but they have all this other
24 past due amount that still have not been paid. So as soon
25 as they become in the delinquent status, that's when they

1 can apply as a past due? And/or someone that's in
2 arrearage? And then they can get a higher benefit than
3 those that apply when they're not past due?

4 MS. ANDRY: So just to make sure I'm tracking --
5 so if they're past due they can apply now and we will pay
6 up to the amount of the past due plus current charges, late
7 fees, et cetera. So that's currently in place.

8 So, if someone comes in and their current, the
9 benefit structure is different. And so, it's not based on
10 what their current charges are, it's a fixed amount that
11 we've established by-- for each county, which is a
12 requirement of the program. And so, they can come in and
13 if they, you know, whatever income level and household size
14 they fall into, they would get that benefit amount.

15 MS. ALVA: And so that would -- and you mentioned
16 the 200 to 1,030, that was the range for a non-delinquent
17 account?

18 MS. ANDRY: It's a range and so I don't know if
19 you had an opportunity to look at the payment tables that's
20 linked into the program guidelines. So, there's benefit
21 amounts established for each county. So that doesn't mean
22 that you can go up to 1,030. That just means from all the
23 counties in the state, the range can be from \$200 to 1,030.

24 MS. ALVA: Okay, so--

25 MS. ANDRY: So, for example, Sacramento County

1 has its own payment table and the range for Sacramento
2 County could be 200 to 500. And again, it's based on the
3 formula that we just walked through for the, you know, the
4 high utility costs allowance that we have for each county
5 is different.

6 MS. ALVA: Okay. So, another question. Thank
7 you. Another question real quick, is when it comes to
8 closing accounts, a customer is in the process, someone
9 mentioned that, and then they have to close the account,
10 they're in the process of applying. Or even if they're not
11 in the process of applying, someone owed a large amount,
12 they had to move out, and now there's this bill that they
13 have. Can they apply for assistance with a newly closed
14 account?

15 MS. ANDRY: So, if they apply for assistance, the
16 account would be active at that time. And so, we would
17 issue a benefit. And by the time the benefit hits the
18 account, the account is closed, you can use whatever money
19 is needed to resolve the past due account and then you have
20 to return the credit.

21 MS. ALVA: If the account closes before they
22 apply, they're not allowed to apply on a closed account.
23 Is that correct?

24 MS. ANDRY: Correct.

25 MS. ALVA: And one last question. I understand

1 that this is a forum for the changes and this new
2 situation. Is there-- where is the best place to get a
3 contact other than the local provider that I can get some
4 questions answered because I'm having trouble?

5 MS. ANDRY: Yes, if you can reach out to us. And
6 I'm going to look into your question a little bit more and
7 I know we'll answer that question through the Q&A. But if
8 you have direct questions like these, please send them to
9 the LIHWAP inbox. You see the contact there?
10 LIHWAP@csd.ca.gov. We monitor the inbox daily.

11 MS. ALVA: The one that's says slash water bill?

12 MS. HUNT: Yes.

13 MS. ALVA: Or not the water bill?

14 MS. HUNT: That's the website.

15 MS. ANDRY: That's the website.

16 MS. HUNT: I'll put the LIHWAP inbox in the chat
17 again.

18 MS. ALVA: Okay, I appreciate that because I'm
19 just really concerned that I've not been able get any
20 payments whatsoever sent to us and -- I need to get the
21 payments in and there's nothing that's been in so far and
22 so I'm having trouble with that. Thank you.

23 MS. ANDRY: Please reach out to us.

24 MS. NOWSHIRAVAN-BURRUEL: Okay. The next
25 individual with their hand up is Michael Nelson.

1 MR. NELSON: Yeah. Hi. Thanks everybody, Kathy.
2 for the presentation today and for the program. We've been
3 participating in it. I'm with the Castro Valley Sanitary
4 District since April. I'm just -- and I see Helen is the
5 Alameda LSP. So, it's good to see her on here.

6 I'm just -- I'm looking for a little bit of
7 clarity cause I'm hearing two different things. One, I'm
8 hearing that our local LSP can begin to accept applications
9 for this, kind of, expanded customer base now. But then
10 you're saying the program won't roll out to the expanded
11 base till January or February. So, I'm just, I'm a little
12 confused. I'm hearing two different things. One, like our
13 customers can start applying now but then they should wait
14 till February when the change is made. So, I'm just
15 looking for a little bit of clarity on when we can notify
16 our customers that this change has been made. Thank you.

17 MS. ANDRY: No, thank you Michael. I know that
18 can be a little confusing. And really, it's at the
19 discretion of each of our local service providers as to
20 when they begin accepting these applications. So you know,
21 it all really hinges -- their decision hinges on when we
22 finalize our program guidelines and that we get everything
23 implemented into our system. We have to make some system
24 changes to modify the program.

25 We are targeting to have everything finalized in

1 January. I know that there's going to be a need to develop
2 some outreach materials to customers so that they're aware
3 that they can start applying. So, timing of doing that
4 outreach can be different at the local level. I know we're
5 going to be hosting some sessions with the utilities and we
6 can get into more conversations about, you know, what's
7 good timing for the utilities to notify customers. I think
8 we need to be coordinated because again, it is contingent
9 on when the local service providers will begin as well.

10 MR. NELSON: Thank you.

11 MS. ANDRY: You're welcome.

12 MS. NOWSHIRAVAN-BURRUEL: Okay, there's no
13 questions at this time or hands up.

14 MS. ANDRY: We still have a whole hour so I guess
15 we can go to the chat. Or did you guys answer everything
16 in the chat?

17 MS. HUNT: We did not. There's a lot of
18 questions.

19 MS. ANDRY: Okay. Well, I'm going to -- so how
20 do you want to manage the chat questions?

21 MS. HUNT: We can just start at the top, see the
22 ones that we didn't get a chance to--

23 MS. ANDRY: To answer.

24 MS. HUNT: -- to answer. Answered that,
25 customers and close counts. We already discussed the

1 closed accounts situation, so that's been answered. We
2 answered the public water system. This question was, "Does
3 LIHWAP and/or LIHEAP application approval affect those that
4 utilize ACP already?" And ACP was defined as Affordable
5 Connectivity Program.

6 Maria, I'm not sure if you want to unmute and ask
7 your question.

8 MS. PEREZ: Yeah, hi. Thank you. This was for
9 me as a customer who applied for LIHEAP over the summer.
10 And I had received the Affordable Connectivity Program for
11 my cell phone service. However, because of the LSP that
12 helped me I was now signed up with them, which took away
13 the ACP through my cell phone, which made my, you know, the
14 bill to go higher. And I went through a lot of going back
15 and forth through the ACP and Metro PCS, which is the cell
16 phone provider, to find out what's going on.

17 But they said it's me, it's my address. We
18 thought it was someone who stole my identity. You know, we
19 would just try to figure it out. And now for the past few
20 months I have been paying the full cellphone amount, not
21 getting the ACP credit any longer. And I'm still signed up
22 as through the LSP. And so, I thought perhaps that is
23 something that was affected. Does that make any sense?

24 MS. HUNT: Yeah, that shouldn't impact that. But
25 if you can send us an email through the LIHWAP inbox, we

1 can try to help you offline and connect you with the LSP,
2 kind of figure out what happened there. But that doesn't
3 have anything to do with the LIHWAP or the LIHEAP program
4 in general.

5 MS. PEREZ: Okay. Okay. Thank you. I
6 appreciate that.

7 MS. HUNT: Absolutely. Let's see what messages.

8 MS. PEREZ: I un-muted myself again. I did have
9 a second question and that's when you guys had said please
10 keep it specific to the revision that are being changed.

11 MS. HUNT: Yes, please.

12 MS. PEREZ: But I was wondering if it would be
13 okay to just ask it anyhow. This is for my question. It
14 is professionally for families who don't have a social
15 security number, if that's something that you guys were
16 changing. And that was one of the main reasons for me
17 wanting to attend this to see if that was a change for
18 those families that were not eligible before because of
19 that.

20 MS. ANDRY: We're not modifying that program
21 requirement.

22 MS. PEREZ: Okay. Okay. 'Cuz on the application
23 it does ask for a social, and they were not being accepted
24 through the LSP without a number being provided. But if a
25 customer who doesn't have one, they're not able to get the

1 LIHWAP or the LIHEAP benefit. So that's what -- something
2 I was hoping for but thank you for answering my question.

3 MS. ANDRY: Okay, thank you Maria

4 MS. HUNT: I think, Kathy, you already addressed
5 this question on what it means for arrearage applicants to
6 be prioritized over non arrearage, if it's first come first
7 serve. There's a question from Debbie Mackey that you just
8 asked. "If you could explain in more detail how the rent
9 aspect you covered?" I'm not sure what that question is.

10 MS. ANDRY: So yeah, for customers with utilities
11 included in rent they can certainly apply. They just have
12 to provide additional documentation, and they have to have
13 a landlord agreement where the landlord confirms the amount
14 that's past due as part of the rent, et cetera. So those
15 details of those requirements are in the program
16 guidelines.

17 MS. NOWSHIRAVAN-BURRUEL: Okay Kathy, we got one
18 question directly to the Energy Division through chat. The
19 question was, "Will we receive an updated outreach kit to
20 let our customers know of this change?"

21 And the second question is, "Also, is there a way
22 to see the number of our customers who have participated in
23 the program so far locally?" And this was from Michael
24 Nelson.

25 MS. ANDRY: Okay. Yes. We actually have a

1 updated social media toolkit on deck that we'll be
2 releasing soon as part of this program change. And I think
3 the next question is, you're wanting to know the number of
4 customers that have been served by your utility? If that's
5 your question, I'm not sure if it is or not, but if you
6 could send us that inquiry through the LIHWAP inbox so we
7 can look to see what data we have.

8 UNDENTIFIED SPEAKER FEMALE: Kathy, this is just
9 a quick question. That new deck will be in both English
10 and Spanish as well?

11 MS. ANDRY: I believe our last -- yes, I think we
12 did that both in English and Spanish the last time. So
13 yes, we will make that available in Spanish.

14 UNDENTIFIED SPEAKER FEMALE: Thank you.

15 MS. HUNT: There is a question. "Why is the
16 additional household member allowance of \$11 applied after
17 the multiplier? Wouldn't it make more sense to calculate
18 the full household benefit and then multiply?"

19 MS. ANDRY: Not sure if I'm tracking. But the
20 full household benefit, we determine the base benefit,
21 again, by the allowance times of poverty coefficient, which
22 is, you know, either three months, two and a half months.
23 And then we're adding on additional household amount per
24 household member after two. So that's how we've structured
25 it. I don't know if I don't understand what the

1 recommendation is. If they want to speak up?

2 MS. HUNT: Michael Perlstein, that was your
3 question. Kind of seems like that is how it was done. It
4 was calculated and then it was add-- then we are just
5 adding an \$11 per person.

6 The next question is, Jackie Gibson asked how
7 they apply with Rowland Water). I'm not sure, do you work
8 for Rowland Water or are you currently a customer with
9 Rowland Water? I'm not sure. If you're a customer, then
10 you would apply through your local service provider. If
11 you work with Rowland Water, then you would have to sign up
12 through our third-party funds disbursement partner, Horn.
13 And you could send us an email to the LIHWAP inbox and we
14 can help you with that sign up.

15 Let's see. Just looking to see which ones
16 haven't been answered.

17 Michael Perlstein again says, "This question
18 isn't about a specific eligibility change, but about the
19 challenge of using up 78 million before August. It seems
20 clear that the primary challenge causing low program
21 utilization is not a lack of customers as there are still
22 so many outstanding accounts, but a difficult application
23 and burdensome level of documentation required. Has there
24 been any conversation about how to improve that process to
25 make it easier for customers to access assistance without

1 making enrollment easier? It seems the increasing -- that
2 increasing the number of eligible customers will only have
3 a limited impact towards increasing program utilization."

4 We're really hopeful that through the dual
5 application of LIHEAP and LIHWAP that customers will be
6 able to sign up and get both benefits, especially once the
7 current bills start getting paid. So, hopefully that will
8 lessen that burden on customers applying for these
9 services.

10 Let's see, "The website's not working. Did not
11 open for me this morning. I'm not sure which website was
12 it? CSD's website?" Oswald Tello. I have the website open
13 now, so I'm not sure if there was just an issue this
14 morning or if you're talking about another website.

15 The next question, "Will there be a link to the
16 meeting's recording? If so, where will it be located?"
17 Yes, we will be linking to the recording, doing a link to
18 this meeting's recording. Kathy, do you know where that is
19 posted? Does that go to our public site?

20 MS. ANDRY: Public site.

21 MS. HUNT: Public site. So, it will be on the
22 public site. Not a hundred percent sure yet where exactly,
23 but it should be on the public site in the next few days.

24 "When and where are we going to be able to look
25 at the calculation by household benefit table by county?"

1 Kathy, was that sent out with the public announcement?

2 MS. ANDRY: Yeah. There's a footnote in the
3 revised program guidelines, and you'll see a link to the
4 payment tables. Now, that payment table, it shows the
5 payment amount for each group for-- you'll have to take a
6 look. It's for household size one. You'll see that by
7 county.

8 MS. HUNT: Question, "How often is the LSP
9 allocation calculated? I ask because our city will be
10 implementing a 10.75 percent increase that will become
11 effective in January." The allocations are out to the LSPs
12 and that's where they're at right now.

13 MS. ANDRY: Yeah, we have issued-- all of the
14 funds for this federal program have been allocated.

15 MS. HUNT: Question, "Will we prioritize shutoffs
16 over past due bills like LIHEAP? Or is it first come first
17 serve when it comes to past due bills?"

18 MS. ANDRY: Well prioritization right now -- I
19 know a lot of providers still have ample funding, so it's
20 definitely first come first serve for both programs.
21 However, if you do have customers coming in that have --
22 you know, are disconnected or are almost going to be
23 disconnected that those applications are processed first
24 over the non-arrearage applications, or those customers who
25 are not past due.

1 MS. HUNT: "What is the status of CSD's pursuit
2 of getting third party billing entities enrolled? We have
3 a very large customer base who are renters with utilities
4 included in rent. But in reality, they pay for those
5 utilities to a third-party billing entity such as
6 Conservice. Our hands are tied in serving these clients
7 because the third-party billing entities are not enrolled."

8 Absolutely. Linda, we have been doing all that
9 we can to enroll as many third-party billing entities as
10 possible. They're absolutely-- those that are eligible and
11 those that are interested in enrolling. Unfortunately, if
12 they are not interested in enrolling those customers
13 unfortunately would not be able to be served. I think
14 you're finding that in your service territory,
15 unfortunately, with some of the systems that are in there
16 that don't appear to be interested in participating.

17 Kathy, anything else on that?

18 MS. ANDRY: No, we are -- we're doing all that we
19 can to try to outreach to those types of services to get
20 them enrolled. We do acknowledge that that is a challenge
21 for those who do receive services through these billing
22 entities and cannot access the LIHWAP program to provide
23 assistance.

24 MS. HUNT: Question, "Can you explain what you
25 mean by dual application for LIHWAP and LIHEAP?" I just

1 meant more of a dual enrollment. So as customers come in
2 and apply for LIHEAP or LIHWAP, the same information is
3 asked for and requested for both. So, the same information
4 can be used to apply for both of the programs if they can
5 apply for them at the same time.

6 Let's see. "Before the LIHWAP application was
7 not available in Spanish, is it now?" I believe that all--
8 they've been translated into several languages. I can
9 double check that while we're going through the rest of
10 these questions. But yeah, they should be available in
11 Spanish and some other languages.

12 Alfonso Chavez asked a question regarding multi-
13 family water bill, "Please advise, are we able to provide
14 service?" Again that-- I apologize, I probably just
15 responded to Alfonso directly, but if the question was
16 about -- I'm trying to get back to it. "What if multiple
17 families live at a property with a single water account?
18 For example, a three-unit property with three different
19 tenants, but the account is only in the owner's name. The
20 owner charges the tenants for water, then can each family
21 apply for the arrearage or non-arrearage program?"

22 My response was if the utilities are included in
23 rent and they're charged that way, then absolutely they
24 would just need to fill out the paperwork. The landlord
25 would fill out some paperwork to provide information so

1 that the cust-- for the applicants to apply for benefits as
2 utilities included in rent.

3 MS. ANDRY: And just to clarify, add on to that,
4 the utility still needs to be enrolled in the LIHWAP
5 directly-

6 MS. HUNT: Yeah.

7 MS. ANDRY: --as well. So that's a requirement
8 of the program for the customer to receive benefits.

9 MS. HUNT: There's a question, "Is there a way
10 for us to access a list of participating third party
11 billing entities?" Looks like this is Kiersten Reed. Are
12 you LSP?

13 MS. ANDRY: Well, we do have--go ahead.

14 MS. HUNT: No, no, no, go ahead.

15 MS. ANDRY: We do have posted on our public page
16 and customer facing page, a list of the water systems who
17 are enrolled in LIHWAP direct pay. So, you can find out if
18 they're not listed on there, then they're not
19 participating. So that includes all of the water systems,
20 wastewater systems, and any billing entities.

21 MS. REED: Great, thank you. Yeah, I do. I'm
22 with 211, so we get callers looking for-

23 MS. ANDRY: Gotcha.

24 MS. REED: --billing and rental assistance. So,
25 I just wanted to make sure that we have the right

1 information to let them know if their third-party billing
2 entity is cooperating or not.

3 MS. HUNT: Okay.

4 MS. ANDRY: Thank you.

5 MS. HUNT: Let's see. "When I fill out an
6 application, where do I get water, waste and sewer store
7 water figure?"

8 MS. ANDRY: When you apply for services, you're
9 required to-- if you're a customer, the process would be
10 that you would have to provide a copy of your bill. So,
11 the-- whatever bill you wanted paid, and then the local
12 service provider will determine the amount that is owed in
13 looking at all of those costs on your bill. I'm not sure
14 if you're a customer, Jackie.

15 MS. HUNT: There is a question from an LSP asking
16 if they can get additional funds once they spend out. As
17 Kathy stated earlier, at this point everything is allocated
18 out. The local service provider funding is allocated out.

19 MS. ANDRY: We can reach out to you, to LSPs that
20 I know were trying to ensure there's continued funding
21 until we are able to implement our state funding program,
22 which will be next year. And we will be working with LSPs
23 to see how much additional funding they may need.

24 I'm not seeing anything else coming through, but
25 we'll hang out for a little bit.

1 UNIDENTIFIED SPEAKER 2: I apologize. I'm
2 looking for the inbox still and I know someone said they
3 going to put on the chat, but I'm not sure.

4 MS. ANDRY: Oh, the LIHWAP@csd.ca.gov?

5 UNIDENTIFIED SPEAKER 2: Right. So, I'm there at
6 that site. And then there's a lot of information, there's
7 a lot of headings of programs, find assistance, news
8 search, contact us. So, in contact us there's an inbox?

9 MS. ANDRY: Yeah, it's the LIHWAP@csd.ca.gov.
10 It's on this -- you'll see it on this presentation.

11 UNIDENTIFIED SPEAKER 2: Okay, so I am there. I
12 am at that website.

13 MS. ANDRY: Okay. It's at the website. Are you
14 wanting to email us? You wanna send us an email?

15 UNIDENTIFIED SPEAKER 2: Yes. I mean don't have
16 to. If I have-- if there's a phone number I can contact?
17 And I know this is a specific individual situation and I
18 apologize, but I'm at a loss. I see the call center and so
19 forth. I just want the best number to call because I was
20 not the original contact pursuant to process payments and
21 so forth. But the person that was heading this left us in
22 September. So now I'm doing this, and I need to know how
23 do I get signed up as the person to contact and process
24 payments.

25 MS. ANDRY: So, if you could send us an email,

1 the LIHWAP@CSD.ca.gov, let us know that you want us to
2 contact you and then give us your phone number and we can
3 give you a call.

4 UNIDENTIFIED SPEAKER 2: Okay. So that's the
5 email address. LIHWAP@csd.ca.gov?

6 MS. ANDRY: Yes.

7 UNIDENTIFIED SPEAKER 2: Ok. Alright.

8 MS. ANDRY: Mm-hmm

9 UNIDENTIFIED SPEAKER 2: Thank you.

10 MS. ANDRY: I see Doreen, you have your hand up.
11 Yep.

12 MS. SANCHEZ: Yes. Thank you. I was wondering
13 if the public was going to be invited to some of the
14 outreach meetings you were indicating or in service? I'm
15 not sure the meetings you were going to have, you're
16 referring to?

17 MS. ANDRY: Well, we're holding this public
18 meeting to make a change to this program. And any future
19 meetings, the public will definitely be invited. If you're
20 signed up through our listserv, you will see-- receive
21 notifications of any future public meetings similar to this
22 one.

23 MS. SANCHEZ: Thank you.

24 MS. HUNT: There is a question. "If a customer
25 is billed through a separate entity for wastewater and has

1 already received an arrearage funding through their water
2 agency, would they be eligible to receive funding for a
3 current wastewater bill?"

4 At this time the answer is no. This is a one-
5 time funding program. Again, similar to LIHEAP it's one
6 time.

7 The last date to submit comments is Friday,
8 December 2nd, at five o'clock.

9 MS. MONTES: So, sorry, I just wanna clarify that
10 last question. If it is not LIHWAP funding, they are still
11 eligible for it? Correct. So, they didn't state that
12 funding was from LIHWAP they just said it was from their
13 entity, their agency.

14 MS. HUNT: So yes, LIHWAP funding is only
15 available at one-- one time. So, if they received that
16 through another funding source, then yeah, that-- it
17 wouldn't impact LIHWAP. But if they received that through
18 LIHWAP, then yes. That-- they're only eligible for It one
19 time.

20 MS. ANDRY: Does that clarify? In other words,
21 if they receive financial assistance from other programs
22 that are not LIHWAP, that doesn't impact their ability to
23 apply for LIHWAP.

24 MS. MONTES: This is Tulia, yes, that's clear.
25 Hopefully that is what Greg was asking.

1 MS. ANDRY: Thank you.

2 MS. HUNT: Question. "I work at an LSP. Just
3 curious as to what the feedback is from the water
4 companies, if any, in regards to why they're choosing to
5 not sign-- or why they are not choosing to sign up for
6 LIHWAP?"

7 MS. ANDRY: I know some of the feedback that
8 we're getting is they do not have the staffing resources to
9 support the program. Seems to be the primary reason that
10 we're getting feedback as to not participating. We are
11 also seeing some water companies who originally said
12 they're not participating, but now they're signing up. So,
13 we are seeing an uptick in water systems that are enrolling
14 in wastewater.

15 MS. HUNT: And just to confirm that the LIHWAP
16 intake form is translated into I think 11 languages,
17 including Spanish.

18 I don't see any new questions in the chat.
19 Kathy, Sarah, is there any hands raised?

20 MS. NOWSHIRAVAN-BURRUEL: Nope. No hands raised
21 at this time.

22 MS. ANDRY: Okay.

23 MS. NOWSHIRAVAN-BURRUEL: Well--

24 MS. PEREZ: I have a question. You guys were
25 looking on the website and I'm so sorry, I stepped away.

1 But to see if you have the LIHWAP application available in
2 Spanish and other languages now?

3 MS. HUNT: Maria, yeah it is available in, like,
4 11 languages including Spanish.

5 MS. PEREZ: I appreciate that. And that'll be on
6 the website you gave earlier, correct?

7 MS. HUNT: It is on the agency website. And the
8 local service providers can make that available to
9 customers.

10 MS. PEREZ: That's great. I'll appreciate-- I
11 appreciate that. Yeah, I will check their website as well,
12 because I remember they have a lot of useful information on
13 their website. But like I had also said in my chat I
14 didn't check in the past couple of months and so it's
15 possible it was updated. So, I wanted to just be
16 forthcoming in that. Thank you so much.

17 MS. HUNT: Absolutely. Yeah, no worries. And if
18 there's a problem, again, you can send us a message in the
19 LIHWAP email box, and we can help you access that.

20 MS. PEREZ: I appreciate that. Yeah, I think
21 I'll direct my other question to you. Just it's me
22 advocating for families because, you know, in these hard
23 economic times, we're really appreciative for all the
24 programs you guys are providing. So, I just want to say
25 thank you.

1 MS. HUNT: Thank you. Appreciate that. Okay,

2 MS. NOWSHIRAVAN-BURRUEL: There's one question
3 one hand raised, April Scott.

4 MS. SCOTT: Hi. Thank you. I know that you
5 reiterated a few times that it is a one-time program. Do
6 you think that since the program ends in 2023, August, that
7 if funding is still readily available, it's not being
8 utilized, that that may change in the spring? I mean, we
9 have some customers that applied for the program that may
10 be used two or \$300 of the available \$2,000 because that
11 was their need at the time. And maybe in June, suddenly
12 they need assistance again but the program's no longer
13 available because they received that funding previously.

14 MS. ANDRY: Thank you, April, for the question.
15 This program is funded by US Department of Health and Human
16 Services, and it will end in August.

17 MS. SCOTT: Right.

18 MS. ANDRY: Yeah, there's not an opportunity to
19 extend it. However, we do have a-- it's still federally
20 funded, but it's a state program that will be for-- to
21 continue to provide water assistance that will be starting
22 up late summer next year or late sort of mid-summer next
23 year. So please look out for information about that
24 program. So, for example, if a customer received a benefit
25 under this program, they can then, once that program, the

1 next program becomes available, they can apply for services
2 under that program.

3 MS. SCOTT: Okay, perfect. And I just want to
4 say, I saw somebody's post said that they felt it was
5 ludicrous that water agencies do not participate. And I
6 will have to say, as a customer service manager of a water
7 agency and managing the program for the agency, it is
8 actually quite simple. It's not that time consuming that I
9 agree it really should be -- agencies need to sign up
10 because it's-- you make it very easy for us to assist our
11 customers.

12 MS. ANDRY: I appreciate that feedback from your
13 perspective. We're trying to get, you know, as many
14 systems enrolled as possible, and we continue to do
15 enrollments and do some outreaching as well.

16 MS. SCOTT: Yeah, I think the application's a
17 little cumbersome for some of the customers, but as far as
18 on our end, once they do apply, it's quite easy to manage
19 the process.

20 MS. ANDRY: Thank you.

21 MS. NOWSHIRAVAN-BURRUEL: Okay, the next question
22 is from Fabiola Lopez.

23 MS. LOPEZ: Hello. Thank you. I think it might
24 be similar to the previous comment. I work -- we-- the
25 city of Greenfield, we have our water system here. And

1 so, we've been working with, for example, the ERAP,
2 Emergency Rental Assistance program and we still have some
3 funding for utilities through that. And I wonder if in the
4 future with the other program, possible funding that you
5 mentioned, if for example, we would be able to apply as the
6 agency distributing these funds for, you know, not only
7 Greenfield but also agencies near-- cities nearby. I just
8 wonder if that would be something where us as a city could
9 apply for funds like that to be this local service
10 provider.

11 MS. ANDRY: The way the program will be set up is
12 to essentially replicate the current model, and we would be
13 working through our existing local service providers as we
14 are now for the program for the next round of funding.

15 MS. LOPEZ: I see, thank you.

16 MS. ANDRY: You're welcome.

17 MS. HUNT: Question, "Is there a guide on how to
18 determine poverty groups by state or county?"

19 MS. ANDRY: You're referring to, and I know
20 Doreen doesn't like this term, and I agree, but how we are
21 terming it is "poverty groups," and we're defining those by
22 their income levels. So, it's federal poverty income
23 levels. So, it would be a hundred percent federal poverty
24 income, 125 percent for the group two, and group three is
25 150 percent. So, it's just the income level. And that

1 would be by state, it's not by county.

2 So, for example, the hundred percent, you know it
3 would be at current-- we're currently using the 2022
4 federal poverty levels. It would be a \$1,000-- and 1,073
5 is-- you know, that's what that income threshold would be.

6 MS. HUNT: And Kathy, just -- the income is also
7 some of the income -- it's not by the poverty groups, but
8 the income levels are listed on the CSD website as well.

9 MS. ANDRY: And just to really be clear to-- you
10 know, the income eligibility for the program is 60 percent
11 state median income. And you can find that information on
12 the customer facing page if you go there, or you can just
13 go to our website and you can just click on "Need
14 Assistance for Water." You just click on that button,
15 it'll take you there. And we have the income guidelines on
16 our website.

17 MS. HUNT: I don't see any additional questions
18 in the chat.

19 MS. ANDRY: Okay. It is 2:30, so we can end
20 this. We can give you guys-- we can do like one more
21 minute just to see if there's anything else. And then we
22 can wrap up the public meeting.

23 Well, we certainly thank you all for attending.
24 This was a very well attended public meeting, and really
25 appreciate the input and insights that you bring to the

1 table. And we look forward to continuing to serve
2 Californians, and really help them, you know, offset their
3 water bills.

4 People are struggling. It's very real. And I
5 appreciate those of you who are customers here and the
6 utilities and other public members who joined us today to
7 provide your perspective. Very much welcome that, and
8 again, we look forward to implementing this change coming
9 up. And I think that just wraps it up. And I just really
10 want to thank everyone. And I think we're going to sign
11 off. And you guys have wonderful holiday season.

12

13 (Whereupon the meeting was adjourned)

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CERTIFICATE OF TRANSCRIBER

I do hereby certify that the testimony in the foregoing hearing was taken at the time and place therein stated; that the testimony of said witnesses were transcribed by me, a certified transcriber and a disinterested person, and was under my supervision thereafter transcribed into typewriting.

And I further certify that I am not of counsel or attorney for either or any of the parties to said hearing nor in any way interested in the outcome of the cause named in said caption.

I certify that the foregoing is a correct transcript, to the best of my ability, from the electronic sound recording of the proceedings in the above-entitled matter.



MARTHA L. NELSON, CERT**367

December 28, 2022