

California Water and Wastewater Arrearage Payment Program (CWWAPP)



Frequently Asked Questions

1. What is CWWAPP?

The state recently modified the California Water and Wastewater Arrearage Payment Program (CWWAPP). It will help pay customers' water and wastewater bills that went unpaid between June 16, 2021 through December 31, 2022.

2. Do I need to apply for CWWAPP?

No. A customer application is not needed. Our staff has determined that you are eligible for CWWAPP based on the guidelines provided by the state of California. BWP has applied the funds directly to eligible customer accounts.

3. Can CWWAPP pay my entire bill?

If you still have a past due balance after your account has received the CWWAPP credit, BWP invites you to enroll in a payment plan. You also might be eligible for other assistance programs that can be applied toward your remaining balance.



You can find additional assistance programs at BurbankWaterAndPower.com/financial-assistance

Burbank Water and Power
Always There for You!

164 W. Magnolia Blvd. Burbank, CA 91502
(818) 238-3700 | Monday - Friday 8am - 5pm
BurbankWaterAndPower.com

Customer: JANE SMITH
JOHN SMITH

Account #: 230110000
PIN: 123456
Bill Date: 06/09/24

Previous Balance:	Payment(s) Made:	Current Charges:	Flash Pay (DO NOT PAY)	Funds Deducted On:
\$237.13	-\$237.13	\$227.01	\$227.01	01/31/22

California Water and Wastewater Arrearage Payment Program

This credit is courtesy of the California Water and Wastewater Arrearage Payment Program (CWWAPP), a program to help pay eligible past due water bills during the COVID-19 pandemic from June 16, 2021 through December 31, 2022.

Summary

Electric	\$144.46
Water	\$38.56
Solid Waste	\$18.33
Sewer	\$25.66
Other	-\$120.00
Total:	\$107.01

Electric (kWh) Service Address: 164 W MAGNOLIA BLVD, BURBANK CA 91502

Meter #:	Period:	Days:	Previous Read:	Current Read:	Total kWh:
2R012345	5/09/24-06/09/24	31	131,948	132,732	784

Meter Usage History (in kWh)

<p>Tier 1 (First 300 kWh)</p> <p>Tier 2 (Additional kWh)</p>	<p>Tier 1 (First 300 kWh): 300 kWh @ \$0.1144 34.32</p> <p>Tier 2 (All Additional kWh): 484 kWh @ \$0.1659 80.30</p> <p>Service Charge: 11.89</p> <p>State Energy Surcharge: 0.24</p> <p>Utility Users Tax: 8.86</p> <p>In-Lieu Transfer: 8.86</p> <p>Electric Service Total: \$144.46</p>
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Water (hcf) Service Address: 164 W MAGNOLIA BLVD, BURBANK CA 91502

Meter #:	Period:	Days:	Previous Read:	Current Read:	Total hcf:
12345	5/09/24-06/09/24	31	2,936.5	2,939	2.5

Meter Usage History (in hcf)

<p>Tier 1 (First 15 hcf)</p> <p>Tier 2 (Next 15 hcf)</p> <p>Tier 3 (Additional hcf)</p>	<p>Tier 1 (First 15 hcf): 2.5 hcf @ \$3.37 8.43</p> <p>Service Charge: 30.14</p> <p>Water Service Total: \$38.56</p>
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Pay your bill online at BurbankWaterAndPower.com. Please return this portion with your payment when sending a payment through mail. Do not send Cash. Make checks payable to: Burbank Water and Power.

Account Number:	Flash Pay (DO NOT PAY)	Funds Deducted On:	Project Share Donation:	Amount Enclosed:
1234567890	\$227.01	07/31/24	\$	\$

REMIT TO:
BURBANK WATER AND POWER
P.O. BOX 631
BURBANK, CA 91503-0631

JANE SMITH
JOHN SMITH
164 W MAGNOLIA BLVD
BURBANK CA 91502

Summary

Electric
Water
Solid Waste
Sewer
Other

Total:

Address: 164 W MA

4. How do I know when the credit has been applied to my bill?

You will see information on your bill when the CWWAPP credits have been applied to your account.

CWWAPP credits can be found under the "Other Charges" section on your bill.

5. I haven't been able to pay my bill in a while, so I might have late charges. Are late charges covered under the CWWAPP benefit?

Late fees charged for water and/or wastewater bills from June 16, 2021 through December 31, 2022, are covered under the CWWAPP benefit.

This is a sample bill. Your bill may only have some of the services shown.

6. I had trouble paying my bill in 2019. Will CWWAPP help me?

No. CWWAPP was established only to help with economic issues caused by the COVID-19 pandemic. The program originally covered a relief period from March 4, 2020, through June 15, 2021 and has now been expanded to cover a relief period from June 16, 2021 through December 31, 2022.

If you have had trouble paying your bill during other times, we can work with you on a customized payment plan or refer you to other assistance programs. Please contact BWP Customer Service at (818) 238-3700 from 7:30 am to 5:00 pm, Monday through Friday.

7. I'm behind on my bill and am worried my water will be shut off. If I receive utility bill assistance from CWWAPP, will you still shut off my water?

CWWAPP provides consumer protections. Once BWP applies funds to your account, a water shutoff cannot occur in the following 90 days. It is still your responsibility to pay your bill.

Remember: A customer shutoff is a last resort measure. If you still have trouble paying your bills after CWWAPP assistance, we can arrange a payment plan for you. Please contact BWP Customer Service at (818) 238-3700 from 7:30 am to 5:00 pm, Monday through Friday.

8. I received bill assistance from the state's Rental Assistance Program and I still have a past-due balance. Am I still eligible for CWWAPP?

Receiving other types of bill assistance does not exclude you from eligibility for CWWAPP benefits. However, you must have an outstanding past-due balance that is older than 60 days and within the June 16, 2021 through December 31, 2022, time period.

9. I received CWWAPP assistance, but it didn't cover my entire past-due balance for my water bill. What should I do?

The law creating the California Water and Wastewater Arrearage Payment Program requires BWP to offer a payment plan that will help customers like you pay down your remaining balance.

You may also be eligible for other state and local assistance programs, such as the Low-Income Household Water Assistance Program (LIHWAP), if you meet income eligibility requirements. You will, however, need to apply for the LIHWAP program.



You can find additional assistance programs at [BurbankWaterAndPower.com/ financial-assistance](https://BurbankWaterAndPower.com/financial-assistance)

10. Are commercial customers – such as restaurants and other businesses – eligible for CWWAPP assistance?

Yes. Commercial customers may be eligible for CWWAPP.

Commercial customers must have a BWP water account to be eligible and also have past-due bills of 60 days or more between June 16, 2021 through December 31, 2022.

11. There are other charges on my bill for energy and solid waste. Will CWWAPP pay all of it?

No. CWWAPP only pays for the water and/or wastewater (sewer) portion of your bill.

There was a separate and similar program called the California Arrearage Payment Program (CAPP) to help with the electric portion of your bill. There were slightly different rules for that program, but if you were eligible we automatically credited your account and provided notice in February 2022 and/or December 2022.

12. My account is now inactive, but still has an unpaid balance. Am I still eligible to receive relief from my unpaid balance?

Yes, the CWWAPP program can cover both active and inactive accounts that have unpaid balances based on the eligibility requirements.

13. What other programs are available to help with my bill?

BWP has other programs that may help reduce your bill, such as energy efficiency rebate programs and services.



Find out more on our website at BurbankWaterAndPower.com/rebates-and-incentives

14. I already contacted BWP and signed up for a payment plan/payment arrangement. Am I eligible to receive CWWAPP funding even though I have made this financial arrangement?

Yes. The CWWAPP program is intended to provide relief for residential and commercial customers, including those who already have signed up for a payment plan or are making payment arrangements.

15. Who do I contact if I have additional questions?

Please contact BWP Customer Service at (818) 238-3700 from 7:30 am to 5:00 pm, Monday through Friday.