

NOTICE OF INTENT TO REINSTATE WATER SHUTOFF POLICY FOR ALL ACCOUNTS – RESIDENTIAL, COMMERCIAL AND INDUSTRIAL

In March 2020, the City suspended late fees and water service shutoffs for all water accounts to help South Gate water customers manage the economic hardships brought on by the COVID-19 pandemic. The City also participated in the State Water Resources Control Board’s Water Arrearages Program and the Low-Income Household Water Assistance Program as an added effort to support our South Gate water customers with their delinquent water bills.

The federal COVID-19 public health emergency declaration expired May 11, 2023, and as a result, the City will resume assessing late fees and water shutoff proceedings for billing cycles starting **July 10, 2023**.

THIS SECTION IS FOR RESIDENTIAL ACCOUNTS ONLY:

To assist our residents experiencing financial hardship with their water bills, we have three options for you to choose from:

1. Elect up to \$500.00 in one-time COVID-19 relief assistance to be applied to your residential water account. The amount will be based on the outstanding balance on the water account at the time of payment. Please return the form below along with your payment to elect for the one-time assistance.
2. If you need additional assistance paying down the outstanding balance on your water account, you may be eligible for the Low-Income Household Water Assistance Program (LIHWAP), which is administered through the California Department of Community Services and Development (CSD). Contact your local LIHWAP service provider to learn more about how to apply by visiting <https://lbcap.org/energy-assistance-lihwap/> or by calling (888) 351-4061. The program ends August 31, 2023.
3. If you are unable to pay the full balance, you can contact us to arrange a repayment plan with Customer Service. To avoid disconnection, contact us at (323) 563-9586. By signing up for a repayment plan, you are agreeing to make payments as per the agreement, if a payment is missed, the past due balance is due immediately.

In accordance with the State Water Shutoff Protection Act (SB 998), the City may only shut off water service when an account is at least 60 days delinquent. To obtain a copy of the City’s comprehensive Water Service Shut-Off Policy, visit – www.cityofsouthgate.org.

Question: How do I know when late fees will be assessed?

Answer: The Billing Date section on your bill will help you to determine when late fees will be assessed. Use the chart below:

Billing Date	Due Date	Late Fee Assessed	Last Date to Avoid Shut off Date	Shutoff Date
7/10/2023	7/30/2023	8/14/2023	9/11/2023	9/12/2023
7/17/2023	8/6/2023	8/21/2023	9/18/2023	9/19/2023
7/24/2023	8/13/2023	8/28/2023	9/25/2023	9/26/2023
7/30/2023	8/19/2023	9/5/2023	10/2/2023	10/3/2023

For more information, please call the City of South Gate Water Customer Service at (323) 563-9586 or visit us at City of South Gate, City Hall, 8650 California Avenue, Monday through Thursday, from 7:00 a.m. to 5:30 p.m., excluding holidays.

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PLEASE FILL OUT THE FORM BELOW TO APPLY FOR ONE-TIME COVID RELIEF AND
RETURN FORM WITH YOUR PAYMENT.

Name on Account _____

Customer Account # _____

Residential Address _____

Customer Signature _____

Yes, I want to apply for the City of South Gate One-Time COVID-19 Relief Assistance of up to \$500 to be applied to my water account.