



SCV
WATER

Outreach for COVID-19 Rent and Utility Relief Program

Public Outreach and Legislation Committee

October 21, 2021

Two Programs



- Website
- Water Currents e-newsletter
- Social Media
- Customer Care



- Postcard
- Letter

CA COVID-19 Rent/Utility Relief program

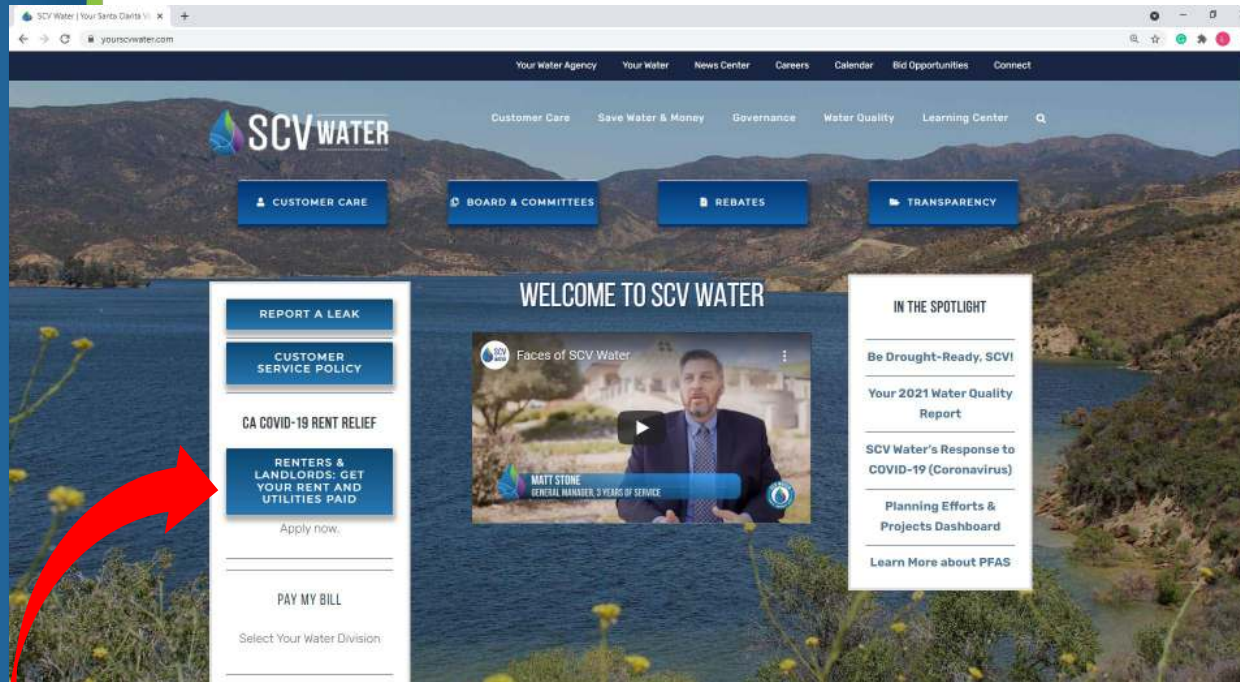
Overview

- **Eligibility:** income-eligible renters and landlords
- **Timeline:** April 1, 2020 - September 30, 2021
- **Assistance:** 100% of rent and utilities paid
- Applications managed by city first; then state

[HousingIsKey.com](https://www.HousingIsKey.com)



WEBSITE



- Originally posted in June 2021
- Highlighted on Customer Care page and added to home page Oct. 1



PRESS RELEASE & WATER CURRENTS

SCV Water Customer Care Lobby Set to Re-open July 6

- Press Release: June 1
- Water Currents: June and July

SCV Water Customer Care Lobby Set to Re-open July 6

New Safety Measures in Place, Including Plexiglass Dividers and Hand Sanitizing Station



With the COVID-19 vaccine available and the state's plans to move away from its tier system if certain conditions are met, SCV Water is gearing up to re-open its Customer Care lobby located at 24631 Avenue Rockefeller in Valencia on Tuesday, July 6. The lobby will be open Monday to Thursday from 7:30am – 5:30pm and alternating Friday's until 4:30pm.

"The health and safety of our customers is our top priority," said SCV Water's General Manager Matt Stone. "At the time of our July re-opening, we will follow state and county guidelines for social distancing and face masks; we've also introduced

new safety measures in our lobby."

Here's what our customers can expect:

- New safety measures in place, including plexiglass dividers, floor markers and a hand sanitizing station.
- An external drop box that is available 24/7 for payments.
- Flexibility to still do business online at yourSCVwater.com or by phone, 661-294-0828.
- Option to conveniently pay their water bills in cash at participating 7-Eleven or CVS Pharmacy locations.

Late fees and shut-offs due to COVID-19 are still suspended in the near term, but SCV Water encourages customers who are behind on their water bills to set up a payment plan through Customer Care by contacting 661-294-0828. Eligible customers can also apply for state assistance with their unpaid utility bills and rent by visiting, HousingIsKey.com or calling 833-430-2122 for more information and to verify eligibility.

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- For more info, visit our [Customer Care](#) page.

Water Currents - July

YOURSCVWATER.COM



Water Currents - June

SOCIAL MEDIA

- Facebook, Twitter and Instagram
- May 22 and June 17
- Sept. 17 and 21 (English/Spanish)
- Oct. 5 (English/Spanish)

Get 100% of your rent and utilities paid.

Apply before eviction protections end on September 30, 2021.

The CA COVID-19 Rent Relief program is an official State of California sponsored program.

Apply Now: HousingIsKey.com or call 833-430-2122

CA COVID-19 RENT RELIEF

Reciba el 100% de su renta y servicios públicos pagados.

Aplique ahora: HousingIsKey.com o llame al 833-430-2122

AYUDA CON LA RENTA DE COVID-19 DE CALIFORNIA

A local organization can help you apply for rent and utility relief!

- ✓ Don't have a computer or internet access?
- ✓ Need help filling out an application?
- ✓ Need assistance in another language?

Call 833-687-0967 to schedule an appointment or visit HousingIsKey.com.

CA COVID-19 RENT RELIEF | Local Partner Network

¿Una organización local puede ayudarle a aplicar para ayuda con la renta y los servicios públicos!

- ✓ ¿No tiene una computadora o acceso a internet?
- ✓ ¿Necesita ayuda llenando una aplicación?
- ✓ ¿Necesita ayuda en otro idioma?

Llame al 833-687-0967 para hacer una cita o visite HousingIsKey.com.

AYUDA CON LA RENTA DE COVID-19 DE CALIFORNIA | Red De Socios Locales

HOUSING IS KEY | SCV WATER

COVID-19 Tenant Relief Act

Utility Assistance

Eligible renters may also receive assistance for unpaid utilities and future payments. Unpaid utilities accumulated from April 1, 2020 through March 31, 2021 will be compensated at 100% of cost, limited to a total of 12 months.

Applications must include all required information, along with necessary verification items.

Once an application has been successfully processed, both the landlord and renter will be notified about the application status.

The CA COVID-19 Rent Relief program is not on a first come, first served basis. Applications will be accepted on an ongoing basis. For all applications received, the state will first review and commit funds to applicants who are eligible and meet the priority requirement having income at or below 50% of Area Median Income (AMI) to ensure those most in need receive assistance.

What Can I Do to Get Ready?

1. Find out if you are eligible to apply
2. Gather the paperwork/information you will need to apply
3. Monitor this website for updated information



CUSTOMER CARE

- Next bill message
- Monthly A/R call campaign (started 10/4)
- Next A/R mailing (starts 10/18)



CA Water and Wastewater Arrearage Payment Program

Overview

- **Eligibility:** community water systems that accrued residential and commercial customer arrearages during the COVID-19 pandemic
- Customers do not have to take action nor qualify
- **Timeline:** March 4, 2020 - June 15, 2021
- **Assistance:** SCV Water anticipates receiving 100% of requested funds, approximately \$630,000

waterboards.ca.gov/arrearage_payment_program

Planned: POSTCARD



- Details:
 - Explanation of the arrearages program
 - Invitation to enroll in payment plan for balances
 - Info on CA COVID-19 Rent/Utility Relief program
- Distribution:
 - Two-sided
 - English/Spanish
 - Approximately 3,000 accounts
 - Week of 10/25

Planned: LETTER

- Date TBD - based on actual receipt of funds
- Details:
 - DDW to provide specific language for the individual notices of funds being applied to applicable accounts
 - Customer Care to provide supplementary language
 - Will also include CA COVID-19 Rent/Utility Relief program info

