



FOR IMMEDIATE RELEASE

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Subject: Moratorium on penalties set to end June 30, 2021

At the onset of the coronavirus pandemic, the City of Los Banos halted water service shut-offs due to non-payment for residential and business customers. The City also suspended utility bill late payment penalties in February 2021, but that suspension will expire on June 30, 2021. The moratorium was designed to help customers avoid additional hardship; however, several hundred customers remain eligible for disconnection. Many of those customers may be eligible for the new deferred payment plans offered by the City.

In anticipation of ending the moratorium on water service shut-offs due to non-payment, the City of Los Banos would like to announce the implementation of a payment plan to assist customers with their past due accounts. Payment arrangements are intended to prevent shut-offs and allow customers a reasonable amount of time to bring their past due accounts to current status.

"We understand the need for water and we will do everything we can to assist customers that seek our help. We need delinquent account holders to contact us to avoid a disruption of service for non-payment."

~Council Member Refugio Llamas

The City is offering payment arrangements to get customers back on track and they are encouraged to utilize the payment arrangement option to avoid disruption in water services. Once a customer's services are disconnected, the total past due amount must be paid in full to reinstate services.

"We understand the financial hardship that was placed on some of our customers and we want to assist them where we can to ensure they have continued access to running water."

~Acting City Manager, Gary Brizzee

Residents with a past due balance can set up a payment plan by contacting the Finance Department at 827-7000 and selecting option 1, or by visiting City Hall at 520 J Street. City Hall hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.