



FOR IMMEDIATE RELEASE

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Subject: Moratorium on Water Shutoffs Extended

UPDATE: New California law has extended the temporary moratorium on water shutoffs until December 31, 2021. The moratorium should be considered a grace period for customers to catch up on their bill and obtain financial assistance.

If you experienced a loss of income due to the COVID-19 pandemic and are behind on your utility bill, we ask that you consider taking the steps listed below to help reduce your balance. Remember, the moratorium will not pay your utility bills. Any unpaid balances will be due after the moratorium ends.

There are immediate steps you can take to avoid future service disruptions:

- **Ask for a deferred payment agreement**

The City of Los Banos will allow you to pay your arrears in affordable, installment payments. Please call the Finance Department at 209-827-7000 to start your deferred payment agreement.

- **Pay what you can**

While your account may be protected from shutoff, you are still responsible for the charges for services. Paying what you can afford now will help you avoid a larger bill later.

- **Apply for assistance**

Renters and landlords can get financial help from the State of California. To get help with your application, call the COVID-19 rent relief contact center at 833-430-2122. It is open 7 days a week, 7:00 AM to 7:00 PM Pacific Time. You can also visit www.covid19.ca.gov/get-financial-help/#rent-help

- **Don't wait until it's too late**

These temporary protections end December 31, 2021.