



**FOR IMMEDIATE RELEASE**

**Date of Release:** September 22, 2021

**Contact:** Sonya Williams, Finance Director  
(209) 827-7000  
[Sonya.williams@losbanos.org](mailto:Sonya.williams@losbanos.org)

**Subject:** Moratorium on water shutoffs set to end October 1, 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 ended June 30, 2021. The State of California is expected to end the utility shutoff moratorium on October 1, 2021 which means utility bills, including water, will need to be paid in order to avoid service disruptions.

These moratoriums were designed to help customers avoid additional hardship; however, several hundred customers remain eligible for disconnection. Over the past several weeks, all past due account holders received a hand-delivered courtesy notice regarding their outstanding balances. Once a customer's services are disconnected, the total past due amount must be paid in full to reinstate services. The City of Los Banos understands COVID-19 has created a difficult time for many of our residents and the Finance Department is ready and willing to help.

The City is offering payment plans to those who have an overdue balance and requests that customers contact the Finance Department immediately at 827-7000 or by email at [finance@losbanos.org](mailto:finance@losbanos.org) in order to receive help with their bill. In addition to assistance from the City, the State may be able to help as well. Please visit <https://covid19.ca.gov/get-financial-help/> or call the COVID-19 contact help center at (833) 430-2122 for additional information.