

# **THE ELK GROVE WATER DISTRICT WANTS TO HELP WITH YOUR WATER BILL**

On March 4, 2020, the Governor of the State of California proclaimed a State of Emergency to exist in California due to COVID-19. As a result of this proclamation and further actions taken by the Governor, we know customers may be experiencing a financial hardship during this time and we want to help.

Here are 3 things we are going to do:

## **1. NO SHUT OFFS FOR NON-PAYMENT**

Starting April 1, 2020, and until further notice, we will not terminate your water service due to non-payment. We want to ensure all our customers have access to safe and clean water at this time.

## **2. WAIVING LATE PAYMENT PENALTIES, DOOR TAG FEES AND OVER THE PHONE PAYMENT FEES**

Starting April 1, 2020, and until further notice, we will be waiving all late payment penalties, door tag fees and over the phone payment fees. Customers will **not** be required to repay any fees or penalties that are waived during this time period.

## **3. PROVIDING FLEXIBLE PAYMENT OPTIONS**

For customers who may have difficulty paying their bill during this State of Emergency, we are offering payment arrangements. Customers can set up installment payments and divide it over several months. To set up a payment arrangement, call and speak to one of our Customer Service Representatives at 916-685-3556.