

Dear Sativa Water System Customer,

In response to the COVID-19 pandemic and the associated financial impact, the Los Angeles County Board of Supervisors implemented customer protection measures to ensure that Los Angeles County residents continued to receive uninterrupted water service. During this water utility shutoff moratorium, late fees and non-payment disconnections were deferred from March 2020 through August 30, 2022.

Effective October 1, 2022, Sativa Water System will resume assessment of late fees, and accounts will once again be subject to non-payment disconnections.

Should you have an inability to pay your outstanding water bill, we would like you to know that resources are available.

The California **Low Income Household Water Assistance Program** (LIHWAP) offers assistance to residents that are experiencing challenges with unpaid/past due water utility bills. To apply for the LIHWAP, please visit <https://www.caliheapapply.com> or call (800) 906-4651.

Additionally, Sativa Water System offers a customer payment plan to allow customers additional time to pay their past due balances and avoid disruption in service. Please call (310) 631-8176 to speak to our customer service team who are here to assist you.

Thank you,
Sativa Water System