



Water California
can count on.

Caring for Customers While Protecting Essential Water Service

Regulated drinking water providers are committed to keeping water service affordable, reliable and accessible, especially for households facing financial challenges.

Water remains one of the most affordable essentials in daily life, delivering extraordinary value for public health and safety. At the same time, regulated drinking water providers understand that affordability is personal and that households experience costs differently.

That understanding shapes how rates are designed and how customers are supported. Tiered rate structures encourage conservation and give customers more control over their water use, while dedicated assistance programs provide meaningful help to low-income customers and ensure access to essential service when it is needed most.

Customer Assistance in Action

California regulated water providers continue to help families facing financial challenges through ongoing Customer Assistance Programs, which provided more than \$54.3 million in monthly drinking water bill discounts in 2024 alone.

In addition, customers of California regulated water providers benefited from more than \$12.2 million in temporary LIHWAP assistance, helping households maintain access to essential water service.

Why This Matters

Drinking water suppliers must continue investing in modern, resilient infrastructure to provide reliable, high-quality drinking water while ensuring services remain affordable.

Without assistance programs, rising costs can disproportionately impact vulnerable households, increase unpaid balances and create financial instability for drinking water suppliers.

By the Numbers



Customer Assistance Programs
provided more than

\$54.3 MILLION

in monthly drinking water bill
discounts in 2024 alone.



California regulated water provider
customers benefited from more than

\$12.2 MILLION

in temporary LIHWAP assistance,
helping households maintain access
to essential water service.

A permanent assistance program benefits both customers and drinking water suppliers by:



Helping families maintain access to essential drinking water services



Preventing shutoffs and mounting customer debt



Supporting public health and sanitation



Providing financial stability for local drinking water suppliers



Enabling continued investment in safe, reliable infrastructure

Affordability is not just about the cost of water.

It is about making sure families can maintain access to the essential service they rely on every day, while ensuring drinking water suppliers can continue delivering safe, reliable water to the communities they serve.

JOIN IN OUR MISSION



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Contact

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