

# California American Water Offers Ventura County Customers Additional Help after Mountain Fire

## Emergency Protections Enacted for Customers Impacted by Fire and Damage to Property

THOUSAND OAKS, CALIF - (December 10, 2024) – California American Water is activating its customer protection program for residents in its Ventura County District. Customers in the company’s Las Posas Estates water system were impacted by mandatory and recommended evacuations during the recent Mountain Fire, with many losing homes and businesses or incurring damages from the fire.

Customers who are struggling with property damage or displacement are encouraged to participate in our customer protection program. These protections are currently in effect and are designed to relieve the stress from families recovering from the impacts of the Mountain Fire and disruptions to their lives.

“The recent once-in-a-generation Mountain Fire had serious impacts on our communities,” said Jessica Taylor, Director of Operations, Southern Division, California American Water. “Assisting our customers impacted by the Mountain Fire will help relieve any stress and displacement they may have experienced.”

For all customers in the Las Posas Estates system, California American Water is extending the following relief measures:

- Suspending disconnections for non-payment through March 2025
- Waiving fees for late payment through March 2025
- Offering adjusted customer payment options for up to one year
- Offering bill adjustments for extraordinary water use resulting from the fire

California American Water recognizes that some customer homes may have been damaged because of the fires, and for those customers it will also:

- Waive water bills for those who lost their homes or have homes rendered uninhabitable
- Waive reconnection or facilities fees for affected customers when they are ready to rebuild
- Suspend deposits for affected customers who must reconnect to the system
- Offer a process to reduce water bills for the time period that a house is unlivable, even if the reason for it not being uninhabitable is not loss of water service

Customers are encouraged to contact California American Water at 888-237-1333 if they need billing assistance.

### About California American Water

California American Water, a subsidiary of American Water, provides high-quality and reliable water and wastewater services to approximately 700,000 people. For more information, visit [www.californiaamwater.com](http://www.californiaamwater.com) and follow California American Water on [LinkedIn](#), [Facebook](#), [X](#), and [Instagram](#).