



October 3, 2025

Marina Coast Water District Launches S.A.F.E. Program to Support Furloughed Federal Employees

Marina Coast Water District (MCWD) today announced the launch of its S.A.F.E. Program (Supporting Affected Federal Employees). This program offers temporary financial assistance and flexible account support to federal employees affected by the ongoing government shutdown.

MCWD recognizes the challenges that many individuals and families are facing during this uncertain time and is committed to ensuring that no federal employee customer goes without essential water service.

Program Highlights. The S.A.F.E. Program offers the following support measures for qualifying customers: flexible, temporary arrangements to spread payments over time, no service shutoffs for affected customers during the shutdown, and no late fees or penalties will be imposed while the program is in effect.

Eligibility. Any customer listed on a Marina Coast Water District account who is a federal employee directly impacted by the government shutdown may request assistance. To verify eligibility, applicants must provide one of the following: a federal employee ID card or badge, a recent federal pay stub (issued within the past 60 days), or other official documentation confirming federal employment.

How to Apply. Customers may submit verification documents in one of two ways: by emailing a scanned copy to customerservice@mcwd.org. Or in person by visiting the Customer Service counter at 920 2nd Avenue, Suite A, Marina, CA 93933 where our staff will scan them into your account. Once documentation is received, MCWD will review and update accounts within 2–3 business days.

Program Duration. The S.A.F.E. Program will remain available throughout the duration of the government shutdown. Once federal operations resume, established payment plans will remain in place, but the District will no longer offer new plans.

For more details or personalized assistance, customers are encouraged to contact MCWD's Customer Service team by phone at (831) 384-6131 or (831) 883-5900, or by email at customerservice@mcwd.org

The District's office hours are Monday to Friday, 8:30 AM – 5:00 PM, and closed every other Friday; with the schedule available at www.mcwd.org)

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