

Water Affordability Coalition

Affordability and Planning Grant

March 24, 2022





Welcome & Introduction Commissioner Nash



Desired Meeting Outcomes

Update on WRC Project Team's efforts

Debrief from MSU-Extension's shut-off discussion

Open discussion

Introductions

Kelsey Cooke



Agenda

-  Welcome WRC Affordability Coordinator – *5 minutes*
-  Update on Income-Based Assistance Program – *5 minutes*
-  Customer Interview Discussion – *5 minutes*
-  Affordability Model by NRDC and Roger Colton – *5 minutes*
-  Debrief Shut-Off Discussion – *5 minutes*
-  Open Discussion – *25 minutes*



Demar Byas

WRC Affordability Coordinator



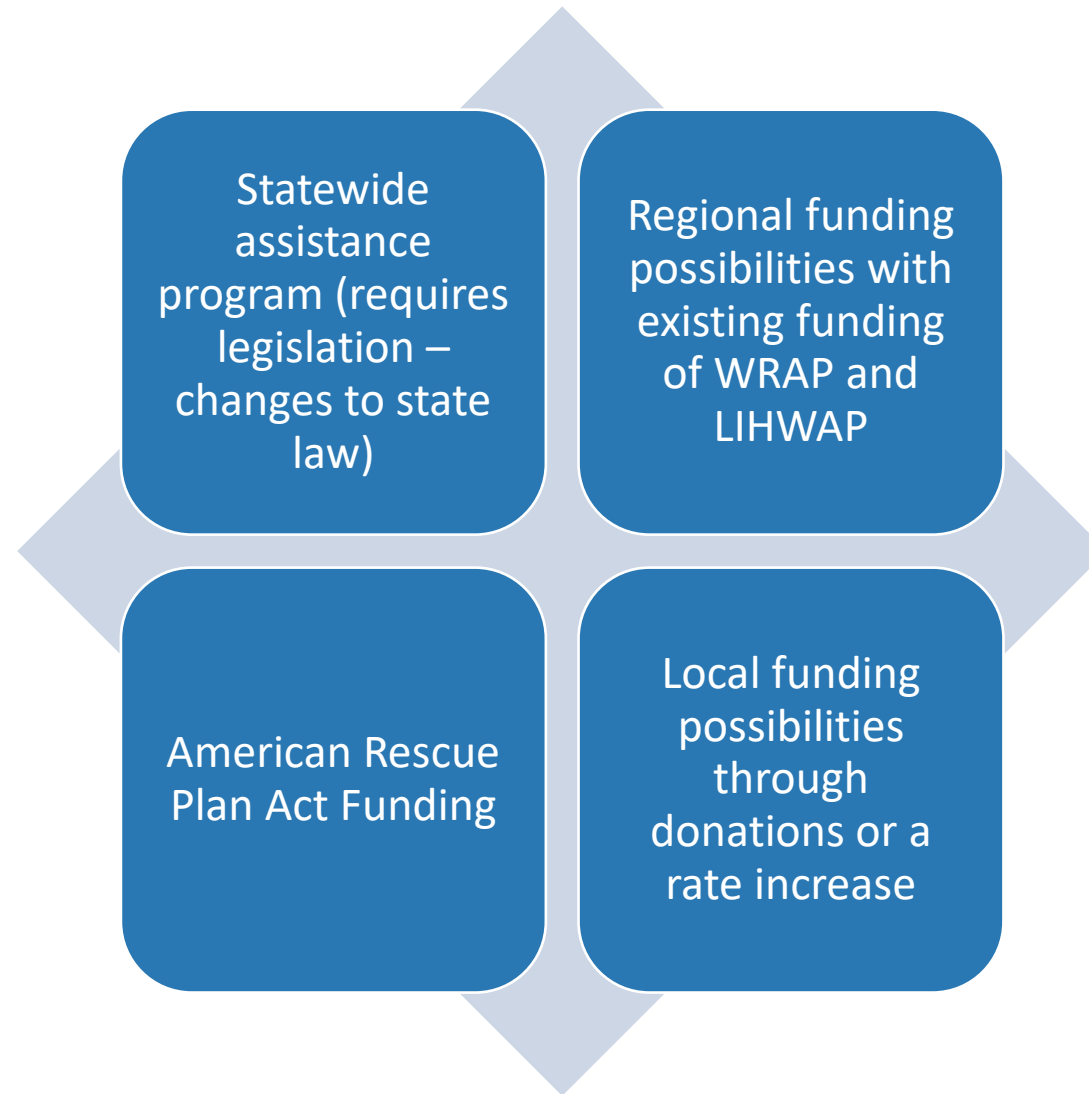
Income-Based Assistance Program Draft Preview

Pontiac (POC) - Monthly Income Based Assistance Program Annual Funding Estimate					
Household Income	Estimated Enrollment (1)	Monthly Payment 4% of Household Income	Avg Monthly Discount per Household (2)	Avg Annual Discount per Household (2)	Annual Funding Estimate
0 - 50% FPL	557	\$30	\$70	\$840	\$467,758
50 - 100% FPL	675	\$50	\$50	\$600	\$404,929
100% - 150% FPL	515	\$80	\$20	\$240	\$123,681
150% - 200% FPL	536	\$115	\$0	\$0	\$0
POC Total	2283	n/a	n/a	n/a	\$996,368

Royal Oak Twp (ROT) - Monthly Income Based Assistance Program Annual Funding Estimate					
Household Income	Estimated Enrollment (1)	Monthly Payment	Avg Monthly Discount per Household (2)	Avg Annual Discount per Household (2)	Annual Funding Estimate
0 - 50% FPL	24	\$30	\$108	\$1,290	\$30,900
50 - 100% FPL	27	\$50	\$88	\$1,050	\$28,258
100% - 150% FPL	28	\$80	\$58	\$690	\$19,445
150% - 200% FPL	24	\$115	\$23	\$270	\$6,467
ROT Total	103	n/a	n/a	n/a	\$85,070

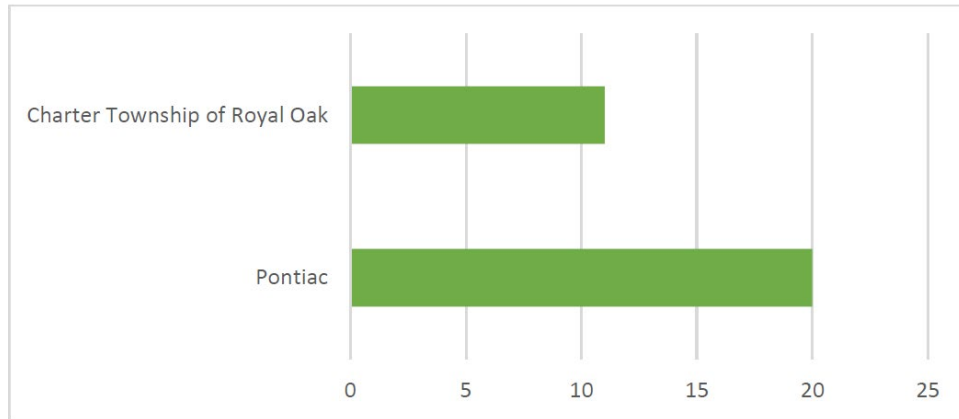
POC & ROT Total	2386	n/a	n/a	n/a	\$1,081,438
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Income-Based Assistance Funding Avenues



Customer Interviewee Demographics

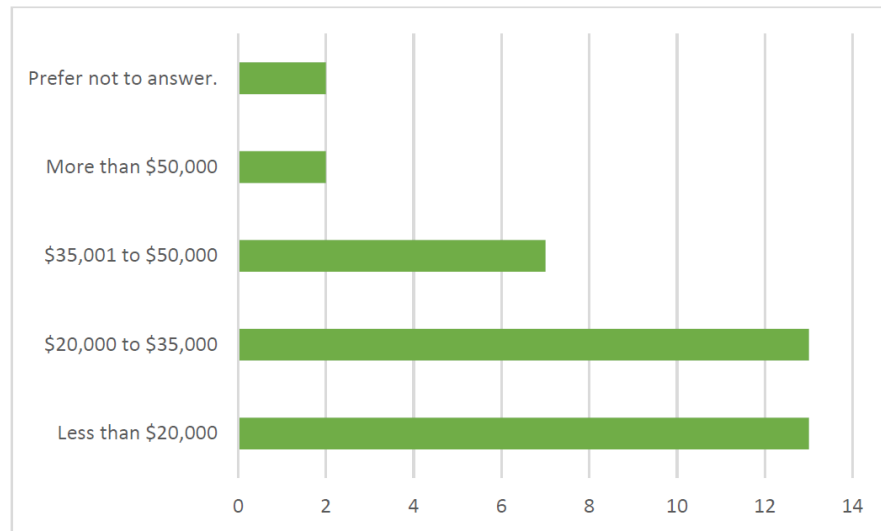
Location



Landlord-Tenant Population

Type	%	Count
Homeowner	65%	24
Landlord	3%	1
Renter	33%	12

Household Income



Household Characteristics

	Average	Minimum	Maximum
Number of people in the household	2.24	1	6
Number of household members under 18	0.57	0	3
Number of household members over 65	0.59	0	2
Number of household members receiving income-based benefit	1.11	0	4

Customer Interview Highlights

- “As a participant I enjoyed it [*the survey*], there are options they’re trying to understand citizens’ concerns.”
- “I think it should be easier to apply (filled out a lot of documents, had to get lots of comprehensive billings) and during the pandemic, while taking care of an elderly parent. They should make it more of a streamlined process and not so comprehensive, especially during a pandemic.” [*referencing OLHSA*]
- “Took a while to get appointment but was helpful. Assistance was sufficient.” [*referencing OLHSA*]
- “I have used assistance programs before and they were helpful, although some were not. A friend recommended me to WRC.”
- “Not good, if you can’t pay your bill and you can’t make the commitment needed to be successful. WRC charges fixed fees that are expensive, they charge to disconnect water, they charge to connect water and fixed charges even if the water is off—This isn’t right. Contacting customer service for WRC is a challenge as well.”
- “Yes, the program is efficient, I like the program. I had to show my paystubs and I spoke with them on the phone and they verified with the WRC about the bill. A week later they said I was approved and gave me the amount I was approved for.” [*referencing OLHSA*]

Overall Impressions:

- The respondents trust the WRC.
- The findings demonstrate that respondents want to pay their bill.
- Additional clear communication is critical.

NRDC Income-Based Affordability Model

-  Under development by Roger Colton
-  Beta test to provide feedback and further refine the model
-  Outputs provide cost to utility to implement
-  Percentage of Income Program



Shut-off Discussion Debrief

Open Listening Session

Next Meeting

April 28, 2022, at 11 a.m. EST



Thank you!

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