

Water Affordability Coalition

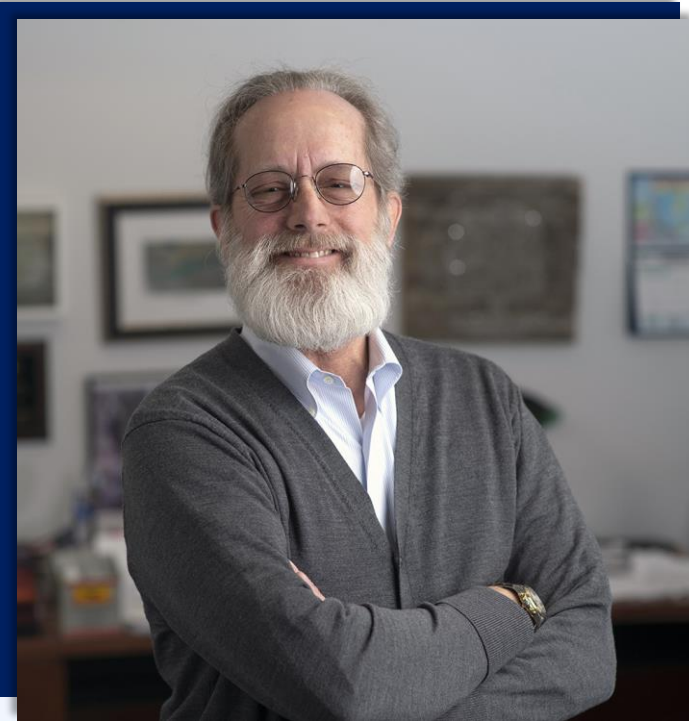
Affordability and Planning Grant

October 27, 2022



Desired Meeting Outcomes & Agenda

- Welcome and Introductions
- Overview of the Report
- Communication of Report
- Recap of Objectives
- Update on Income-Based WRAP
- Awareness of LIHWAP Funding
- Seeking Continuous Feedback



Welcome & Introduction Commissioner Nash

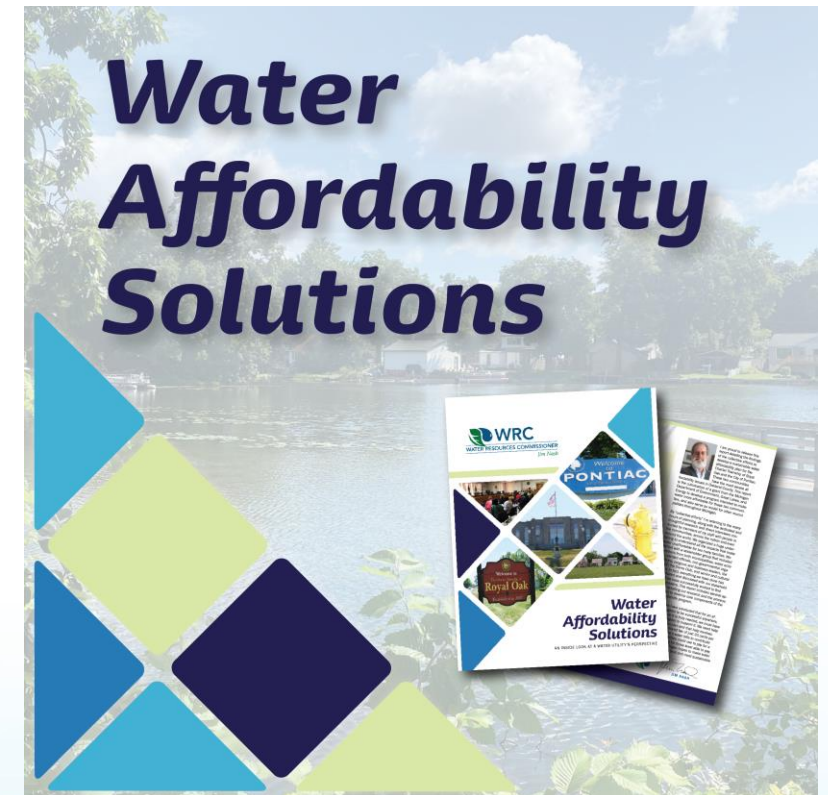


Overview of Water Affordability Solutions Report

Chapter 1: Water Affordability Solutions
Chapter 2: Key Findings
Chapter 3: Existing Challenges to Water Affordability
Chapter 4: Affordability Planning Goals and Objectives
Chapter 5: Project and Report Overview
Chapter 6: Creating Community Water Partnerships
Chapter 7: A Path to Resolving Water Affordability
Chapter 8: Broad-Based Institutional Support
Chapter 9: Summary of Findings and Proposed Solutions
Chapter 10: Framework and Gap Analysis
Chapter 11: Affordability Plan Summary and Implementation
Chapter 12: Step-by-Step Guide for Utilities to Develop a Water Affordability Plan
Chapter 13: Water Terms Glossary

Appendix A: Pontiac Background and Affordability Plan
Appendix B: Charter Township of Royal Oak Background and Affordability Plan⁴⁵
Appendix C: Research and Findings
Appendix D: Legal Analysis and Mitigation Measures
Appendix E: Community Water Partnerships, Public Outreach and Communication
Appendix F: People-First Policies
Appendix G: Landlord-Tenant Relationships
Appendix H: Rate Structures and Affordability Planning
Appendix I: Gap Analysis
Appendix J: Michigan AWWA MI-ACE 2022 Presentation

www.oakgov.com/affordability



Communication of Affordability Report

- Website Affordability Page
- Email Blast
- Facebook Post
- Oakland County Blog
- Business card design with QR code to the report on our website



Recap of Affordability Plan Objectives

Key Objective	Program Considerations
Reduce Arrearages	There are existing programs that provide arrearage assistance to customers in Pontiac and Royal Oak Township, but program enrollment is low and program funding is not fully utilized. Communication and outreach efforts should be increased to promote enrollment and leverage existing programs to help reduce or eliminate arrearages. Eliminating past water debt provides a foundation to help customers manage current water bills.
Work to Eliminate Intentional Service Interruption	Water equity requires the elimination of water shutoffs based on an inability to pay. Maintaining continuous access to water services is essential for the health and safety of customers and the community. Uninterrupted access provides water security to customers and reduces costs to the utility. The utilization of threats of terminating service to force payment does not make water more affordable. Other methods must be implemented to help connect customers with assistance.
Provide Fixed Monthly Bills Based on Income	Providing low-income customers fixed monthly bills that are based on household income prioritizes sustained affordability over short-term assistance. The WRC designed an affordability program that would provide tiered discounts based on federal poverty levels to reduce water bills to a fixed amount that is not more than approximately 4% of household income. A funding source is needed to recover this discount and implement this plan.
Utilize a Partner to Administer Programs	Outsourcing program administrative tasks can reduce utility costs and resources, while increasing the level of services to customers. Utilizing existing community action agencies that administer other affordability programs, will result in greater customer convenience and expand program enrollment.
Provide a Conservation and Household Plumbing Repair Program	If mandatory minimum bill requirements are not in place, water conservation may help customers reduce monthly bills. A plumbing repair program can also provide technical knowledge and resources to find and repair household leaks.
Identify and Obtain External Funding Sources	Restrictions on utility rate revenue and absent or insufficient local funding necessitate securing permanent and sustainable funding from sources outside of the utility.

Update on Income-Based WRAP



LIHWAP Funding

September 2023 End Date



Report Feedback

***We are seeking continuous feedback on our Water Affordability Solutions report.
Visit www.oakgov.com/affordability to complete the Public Comment Form.***



Water Affordability Plan Public Comment Form

We are seeking feedback from the public on our Water Affordability plan. Our plan is comprised of a variety of short-term and long-term water assistance programs and policies designed to balance the amount of funding needed to maintain healthy, safe, and reliable water services, at a cost that all customers can afford.

You can find further details at www.oakgov.com/affordability.

Are you interested in receiving information from us via email? *

- ☐ Yes, please add me to your email distribution list.
- ☐ No, do NOT add me to your email distribution list.

Please share you comments on our water affordability plan: *


Your answer

Thank You!

 **Questions:** affordability@oakgov.com

 **Jim Nash**
Water Resources Commissioner
248-842-6185
nashj@oakgov.com

 **Kelsey Cooke**
Attorney & Special Projects Manager
248-296-1406
cookek@oakgov.com

 **Sara B. Rubino**
Attorney
248-410-9968
rubinos@oakgov.com

 **Demar Byas**
Affordability Coordinator
248-214-2838
byasd@oakgov.com

 **Julia Ruffin**
Community Liaison
248-791-4367
ruffinj@oakgov.com

 **Mike Kasanic**
WRC Billing Supervisor
248-858-0330
kasanicm@oakgov.com