

# Water Affordability Coalition

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*April 27, 2023*



# Welcome Commissioner Jim Nash



# Meeting Agenda

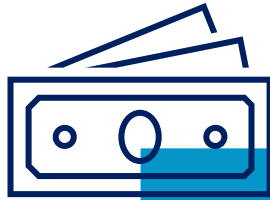
- People-First Policies
- Statewide Water Affordability Program
- Hardship Assistance Program
- Open Discussion with Q&A

# People-First Policies

## Kelsey Cooke



# Water Loss Adjustment Policy



## Former Policy

- Bill adjustment made if leak is discovered and repaired.
- Evidence required for leak repair. Example: Paid labor and material invoice.
- Adjustments are calculated using the wholesale water rate (what WRC paid to provide the water to the home).
- Once in a lifetime adjustment.



## New Policy

- Bill adjustment made if leak is repaired or if high usage returns to normal (unexplained water loss).
- Evidence required if available (if a repair can be determined by reviewing usage history documentation is not required).
- Adjustments are calculated to reflect typical or average use for similar period.
- As needed.



# Owner-Requested Water Shutoff

- New form for property owner to submit to WRC Billing Services Office
- Vacancy required
  - WRC will no longer shut off water service to an occupied home when the owner is not the occupant
- Full payment for the shutoff service is required by the property owner and will not be added to the water bill payment

Form DC-102

Request for Water Service Shut Off

## REQUEST FOR WATER SERVICE SHUT OFF

Oakland County Water Resources Commissioner, 2636 Dixie Highway, Waterford, MI 48328  
Phone: 248/858-1110, Fax: 248/858-8162

PROPERTY SERVICE ADDRESS: \_\_\_\_\_  
CITY, VILLAGE, OR TOWNSHIP: \_\_\_\_\_  
CURRENT OCCUPANT NAME: \_\_\_\_\_  
DATE OF VACANCY: \_\_\_\_\_ DATE: \_\_\_\_\_  
ACCOUNT #: \_\_\_\_\_  
PHONE: \_\_\_\_\_  
(Proof of Vacancy Required)

**PROPERTY OWNER'S INFORMATION**  
Copy of Photo ID Required to Verify Ownership (Ownership will be verified with Oakland County Property Gateway)

Owner's Name (please print) \_\_\_\_\_  
Mailing Address For Copy of Bill (required) \_\_\_\_\_ Phone \_\_\_\_\_ E-mail address (optional) \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
NOTE: If a property management company is making a request for water service shut off on behalf of an owner, written verification of the property management company's authority to authorize water service shut off must be provided with this form.

Property Manager's Name (Please Print) \_\_\_\_\_ Phone number \_\_\_\_\_ E-mail address \_\_\_\_\_

I attest that I hold legal title as property owner and that the property is, or will be, vacant and unoccupied at the time water service to the property is shut off. I request that water service to the property (choose only one):

☐ Be immediately shut off and water service discontinued from the property until further notice for the following reason(s):  
\_\_\_\_\_

☐ Be shut off on the following date \_\_\_\_\_ due to temporary property vacancy and that water service be restored on the following date \_\_\_\_\_ when the property will be occupied.

**NOTICE OF WATER SERVICE SHUT OFF REQUEST WILL BE SENT TO ANY OCCUPANTS AT THE PROPERTY ADDRESS.**

**PAYMENT INFORMATION**  
A \$75 non-refundable fee is required to shut off and discontinue all water service. A \$75 non-refundable fee is required to restore water service after shut off. Payment in full is required before water service will be shut off or restored. Payments may be made online at oakgov.com/water or by phone at 248-858-1110. Cash payments are accepted at any PayNearMe location listed on our website. Check payments can be mailed to WRC, One Public Works Drive, Waterford, MI 48328 or delivered to the WRC drop box located at 2636 Dixie Highway, Waterford, MI 48328.

Payment Amount: \_\_\_\_\_ Payment Method: ☐ CASH ☐ CHECK ☐ CREDIT CARD  
WRC USE ONLY: Received by: \_\_\_\_\_ Date: \_\_\_\_\_

Property Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

OAKLAND COUNTY WATER RESOURCES COMMISSIONER  
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# Next Steps

- Implement SpryPoint, our new billing software, to provide customers with:
  - Online billing portal for bill pay and account management
  - Text message notifications about bill and other important information
- Develop payment plan options to help customers pay their water and sewer bills without being threatened with a shutoff notice

# SpryPoint

# Statewide Water Affordability Program

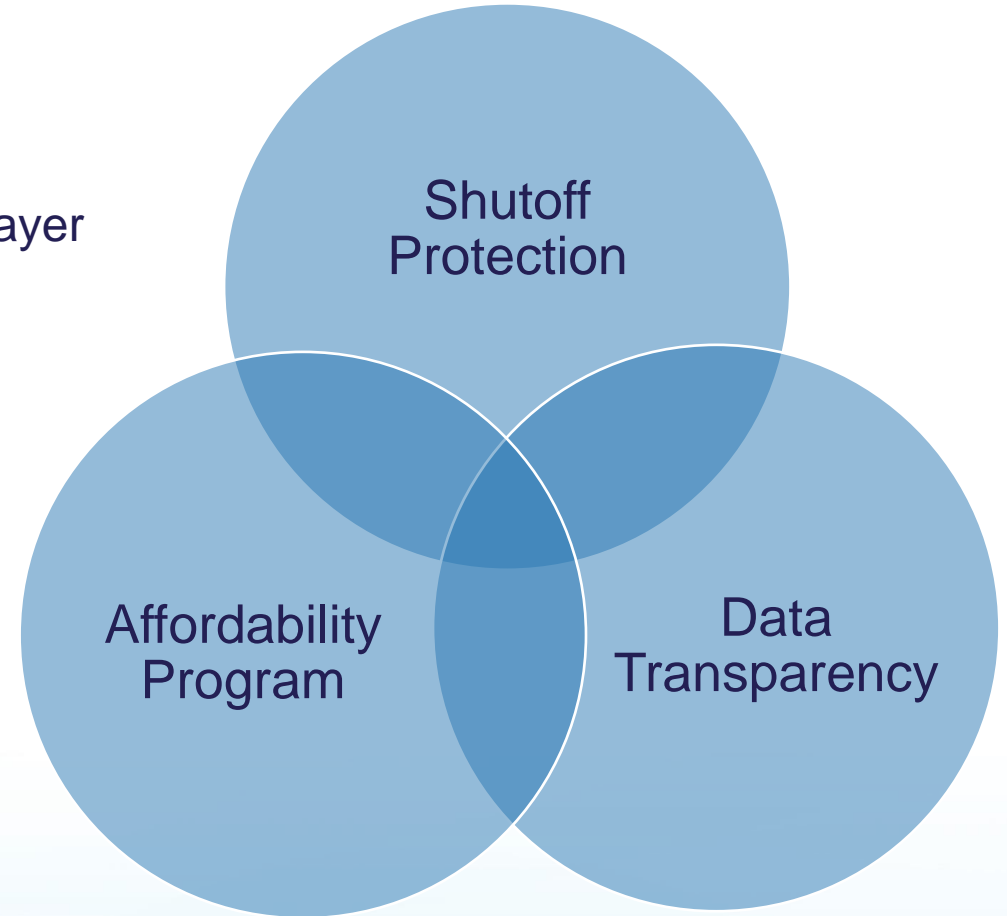
## Sara Rubino





# Statewide Water Affordability Legislation

- Water Bill Packages of 2017 & 2021
- Human Right to Water Act (SB-25), Senator Rosemary Bayer
- Senator Stephanie Chang's Workgroup
- 2023 Water Bill Package



# Funding a Statewide Affordability Program

**\$25M**

In a supplemental spending bill to develop a water shutoff prevention fund

**\$40M**

Additional funding in Governor's proposed budget

**\$100M**

WRC's initial request to seed fund statewide affordability program

# Call for Permanent Federal LIHWAP Program



# **Hardship Assistance Program**

## **Water Affordability Coordinator Demar Byas**



# Hardship Assistance Program

A path to water affordability



# Hardship Assistance Program



Countywide  
program



Customers  
experiencing  
hardship that fall  
within 200-300%  
poverty level



Applications will  
be processed on  
a first-come, first-  
served basis  
based on current  
funding



Residents may  
apply once every  
12 months



Benefits include  
plumbing repairs,  
up to three  
months of water  
services, and/or  
water debt  
forgiveness



Program  
administered by  
United Way of  
Southeastern  
Michigan

# Q&A: Open Discussion



# Next Meeting

*July 27, 2023, at 11 a.m. EST*



# Thank you!

