



**Calgary**
P&A

## Previous Council Direction

February 26, 2018, Council approved the recommendation to:

*Identify the requirements for an assistance program for low income customers and bring to Council for consideration in 2018 as part of the Utility's 2019-22 business planning.*

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**RECEIVED**  
IN COUNCIL CHAMBER  
  
OCT 10 2018  
ITEM: UCS2018-1193  
Distribution  
CITY CLERK'S DEPARTMENT

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## Low Income Customers

- ~1 in 10 Calgarians considered low income
- ~2,300 Residential water customers with arrears greater than 90 days and at risk of water service disconnection



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## Loss of Essential Water Service

- Mandate of the Water Utility is to protect public health.
- Temporary hold on disconnecting customers to better understand customer need and explore assistance program.



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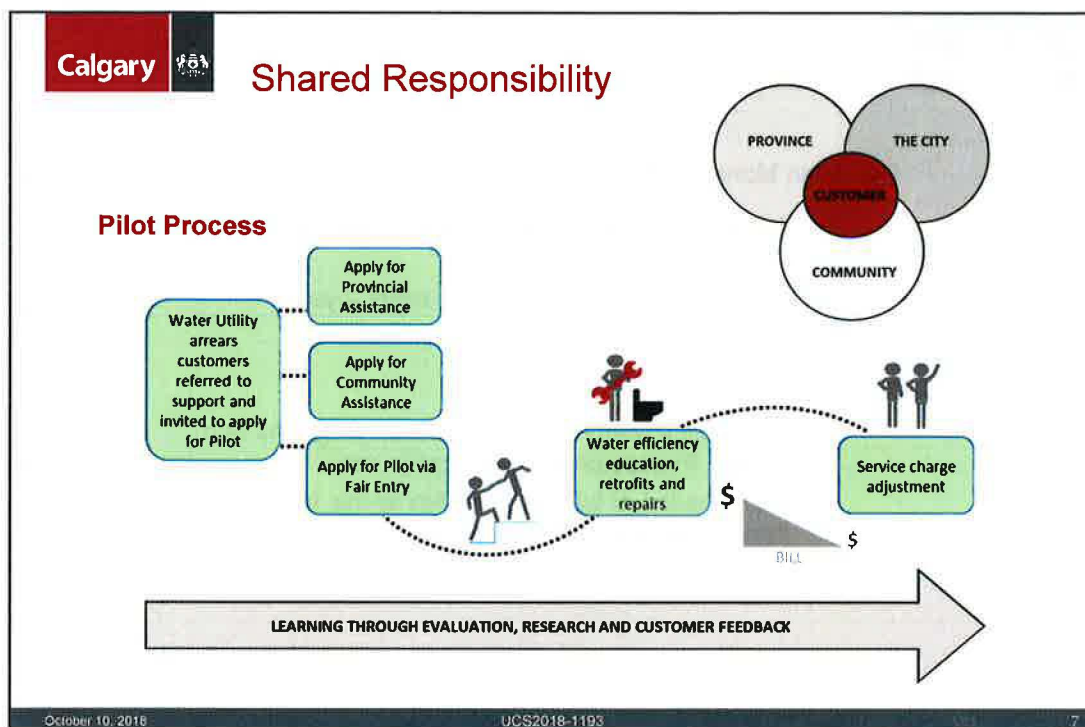
## Water Utility Experience


- Canadian Municipalities
  - Toronto – rebate for seniors and those living with disability
  - Halifax – one time adjustment every 2 years
- US Municipalities
  - 228 utilities offering 365 assistance programs (e.g. Detroit, Philadelphia, San Antonio, etc.)
  - Combination of bill discount, flex terms, temporary assistance, water efficiency assistance

## A Pilot Water Customer Assistance Program

- Assist our low income customers who are at greatest risk of losing essential water service
- Explore what type of assistance is needed and most meaningful for our customers







**Calgary**  **Water Efficiency**

- Previous Water Efficiency Programs may have left low income customers behind
- Assistance Program will provide in-home toilet and faucet repairs or replacements

Estimated Customer Savings:

- ~ 7 - 17 m<sup>3</sup> per household / month
- ~\$22 - \$54 per household / month

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## Program Cost and Timeline

### Investment

- Estimated up to \$2.8 million over 3 yrs
  - Water Efficiency program \$2.35 M
  - Bill adjustments \$450,000
- Accommodated in indicative rates
- Water savings = financial savings for all customers

### Timeline

- Program set up to commence immediately
- Intake for customers to program from Q2 2019 – Q3 2020



## The Customer Experience

- Want to hear from pilot participants
- Experience with the process
- Was the assistance meaningful
- Opportunities for improvement

