




Calgary

Water Utility Customer Assistance Program
 UCS2018-1193
 ISC: Unrestricted

Standing Policy Committee on Utilities and Corporate Services
 October 10, 2018



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.

CITY OF CALGARY
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 IN COUNCIL CHAMBER

NOV 19 2018

ITEM: 9.3.1 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

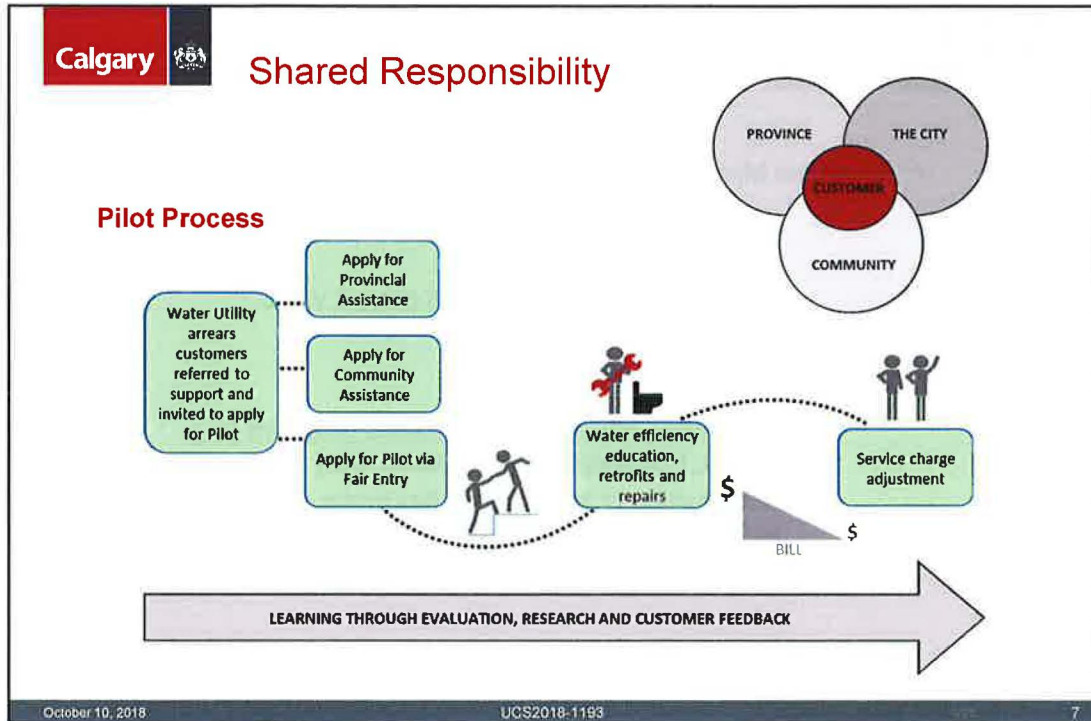
- Canadian Municipalities
 - Toronto – rebate for seniors and those living with disability
 - Halifax – one time adjustment every 2 years
- US Municipalities
 - 228 utilities offering 365 assistance programs (e.g. Detroit, Philadelphia, San Antonio, etc.)
 - Combination of bill discount, flex terms, 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 m³ per household / month
- ~\$22 - \$54 per household / month

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Adjustment to Basic Service Charges

- Additional assistance by reducing the fixed Basic Service Charges (Water, Wastewater and Drainage)
- Bill adjustment amount is calculated on LICO-BT income threshold and number of persons in the household
- 6 months of bill adjustment

Estimated Customer Savings:

~ \$28 - \$32

per household / month

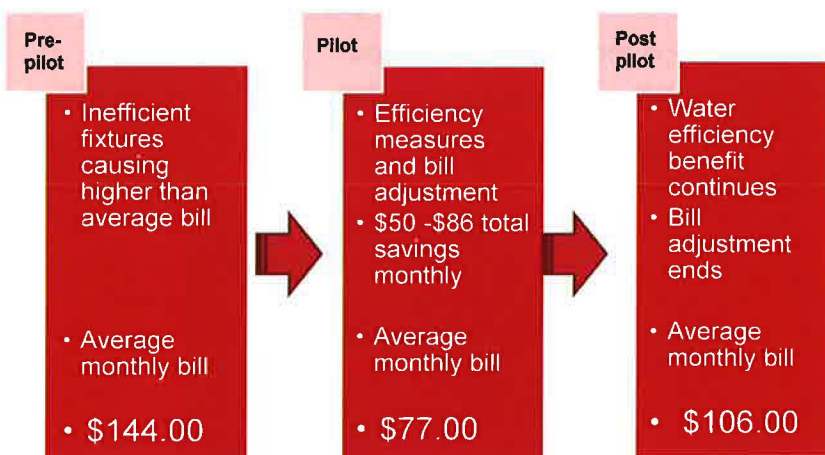
WATER		Provided by		Calgary	
DATE BILLED:	05	RATE	READING	DATE	READING
WATER #	8123456789	WCBM	1264 000	JAN 01	1279 000
New Charges					
Water Charge	11 000 m3	at \$ 1.8652000 / m3			\$ 18.32
Water Basic Service Charge					\$ 15.33
Summary					\$ 33.65
WASTEWATER AND DRAINAGE					
Provided by		Calgary			
New Charges					
Sewer Charge	11 000 m3	at \$ 1.4832000 / m3			\$ 16.34
Sewer Basic Service Charge					\$ 25.69
Drainage Service Charge					\$ 15.05

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Potential Savings for Participants



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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





Recommendations

That the Standing Policy Committee on Utilities and Corporate Services recommend that Council Direct Administration to:

Proceed with a Pilot Water Customer Assistance Program as proposed and report back to Council no later than end of 2020 on results and learnings and recommendation for next steps.