

Why a Customer Assistance Pilot?

- ~2,300 Residential water customers with arrears greater than 90 days, owing ~ \$980,000
- Do not know the circumstances for these customers
- At risk of water service disconnection
- Close to half of the accounts are consuming more than average household
- Average of \$2.1M in annual write offs, with a ~15% increase per year since 2015

November 19, 2018

UCS2018-1193

2



Outcomes of the Pilot

- To understand who these customers are and why they are not paying their bills: low-income, experiencing temporary hardship, choosing not to pay?
- Can we improve water efficiency to the benefit of individual customers and The City as a whole?
- Can we reduce lost revenue?



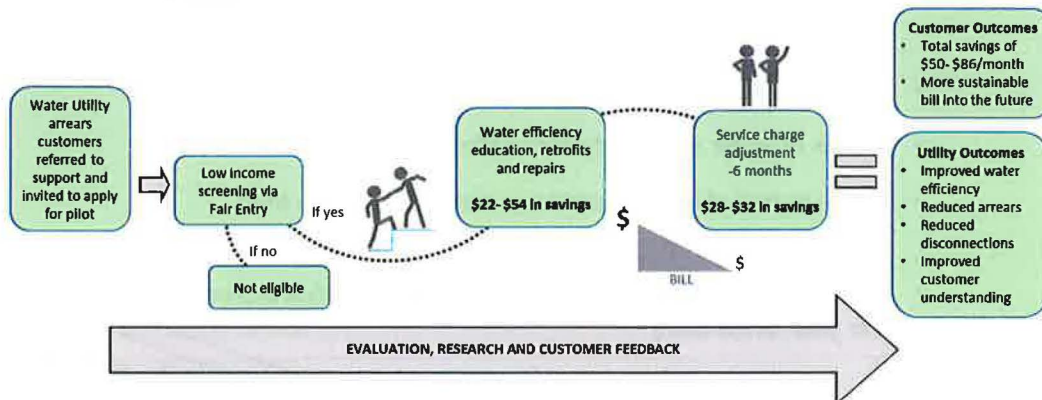
November 19, 2018

UCS2018-1193

3



Process and Anticipated Outcomes



November 19, 2018

4



Principles guiding our approach

- Will maintain alignment to utility principles of Financial Sustainability, Fairness & Equity to Customers, natural resource management
- Will maintain alignment to City of Calgary strategies and programs
- Will continue to pursue opportunities with the Province
- Will pursue sponsorships and partnerships with private sector to reduce cost



Previous Recommendation

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

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