

H₂O HELP 2 OTHERS

Board of Public Utilities
Budget Subcommittee
July 16, 2019



Santa Rosa Water | Our Future in Every Drop



Our mission:

Protecting public health
by sustaining water
resources, infrastructure
and the environment



Where Did We Start?

- How much can we help
- Who do we target
- What level of assistance do we provide
- How else can we help
- What rules do we adopt
- What resources will it take
- How will we measure success



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Program Approval

- Pilot
- Approved by BPU
- Delegated authority to Director
 - Program modifications
 - Implementation



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Participation

- Customer participation requirements
 - Income eligibility screening
 - Water use efficiency audit
 - Bills must be paid on time
 - Budget class with CAP
- Total customers currently – 318
 - Not enough to expend funding



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H₂OHELP2OTHERS

El programa H2O (Help to Others) de Santa Rosa le ofrece descuentos en la factura de agua a los clientes residenciales que reúnan los requisitos.



Las personas que necesitan ayuda pueden recibir una reducción en una parte de sus cargos mensuales en su servicio de agua y drenaje sanitario:

- 50% de descuento* en el cargo fijo mensual por servicio de agua
- 50% de descuento* en el cargo fijo mensual por servicio de drenaje

*Un descuento de aproximadamente \$17 al mes (ahorros combinados calculados sobre la base de las tarifas de agua y drenaje en 2016)

H₂OHELP2OTHERS

Do you qualify for assistance with your water bill?



Individuals in need of assistance can receive a reduction on a portion of their monthly water and sewer service charges:

- 50% off* the monthly fixed service charge for water
- 50% off* the monthly fixed service charge for sewer

*Approximately \$17 discount per month (estimated combined savings based on 2016 water and sewer service charges)

CITY OF SANTA ROSA INCOME GUIDELINES

Effective June 1, 2018

Household income must not exceed income guidelines to qualify

Number of Persons in household	Total combined gross annual income
1	\$34,400
2	\$39,300
3	\$44,200
4	\$49,100
5	\$53,050
Each additional person add	\$3,300

The total combined gross income should be less than or equal to the amount shown in the table.

for more information



capsonoma.org/h2o
(707) 535-3395

PROGRAMA H2O DE LA CIUDAD DE SANTA ROSA

del julio de 2016

deben exceder los requisitos de ingresos.

Total de los ingresos brutos combinados
\$28,850
\$33,000
\$37,100
\$41,200
\$44,500
\$3,300

los combinados deben ser igual.

información

capsonoma.org/h2o
(707) 535-3395

Current Income Levels

Number of Persons in Household	Total combined gross annual income
1	\$34,400
2	\$39,300
3	\$44,200
4	\$49,100
5	\$53,050
6	\$57,000



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H₂O HELP 2 OTHERS

**Do you
qualify for
assistance
with your
water bill?**



for more information



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(707) 535-3395**

Funding Budgeted by Year

FY	Budgeted
2016/17	\$237,868
2017/18	\$258,857
2018/19	\$269,772
2019/20	\$282,006

- Current account balance - \$677,200



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Program Evaluation

- Assist more customers
 - Increase income levels to increase volume
- Provide additional assistance to existing customers
 - Help customers that have the most need
- Either could increase participation



Water Bill Assistance

- Current assistance
 - 50% of Water and WW fixed charges
 - \$19.28
- Increased assistance
 - 100% of Water and WW fixed charges
 - \$38.56



Effects of Increase

- Staffing for required audits
- Funding limitations
- Additional workload for CAP financial review



Maximum Participants

FY	*Fixed Rate Benefit Monthly (5/8" meter)	**Total Possible Customer Benefit
2016/17	\$17.26	521
2017/18	\$17.89	600
2018/19	\$18.55	628
2019/20	\$19.28	657
2019/20 Proposed Change	\$38.56	329

- Assisting 318 customers
- Basis - budget minus administration costs divided by single account benefit
 - Administrative costs – CAP agreement / 1 staff member

Partnerships

- Santa Rosa Cares – three donation options
- All donation forms received by Recreation & Parks staff



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Legislation

- AB 401 Overview
- Will likely change H2O as currently designed
- Funding sources will be identified
- Current funding should hold us over until legislation is finalized



Implementation

- Effective this month
 - Increase assistance to full fixed charges
 - Currently \$38.56
 - Allow audits to occur after beginning participation
 - If staff is unavailable



DISCUSSION / QUESTIONS?



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CONNECT WITH US!

CALL: 707.543.4200

EMAIL: SRWATER@SRCITY.ORG

VISIT: SRCITY.ORG/WATER



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