

WINTER STORM EVENT BRIEFING

Water Forward Task Force | June 15th 2021



Bill Relief

- 💧 **Rate Reduction**
- 💧 **Monthly Fee Reduction**
- 💧 **Bill Adjustments**
- 💧 **Wastewater Averaging**
- 💧 **Emergency Cut-off Fees Waived**



Bill Relief

💧 **Estimated Reads**

- February/March bills based on estimated reads
- March/April bills based on actual reads beginning March 19
- Residential rates reduced temporarily to mitigate high bills resulting from catch up reads

💧 **Meter read data review**

- Review of actual reads to proactively apply leak adjustments and wastewater averaging adjustments

💧 **Wastewater Average**

- Estimated consumption will apply to wastewater averaging calculation to mitigate wastewater average concerns



Bill Relief

💧 **Residential Rate Relief**

- Temporary rate relief savings - \$4,585,335

💧 **Commercial and Multifamily Bill Adjustments**

- Commercial bill adjustments applied - \$953,091
- Multi-family bill adjustments applied - \$1,052,600

💧 **Total Relief as of 5/31/21: Over \$6.5 Million**



Other Relief

- 💧 **Emergency Home Repair Program**

- Committed \$1 million for emergency plumbing repairs

- 💧 **Plus 1 Payment Assistance Funding**

- Providing additional \$5 million in residential payment assistance funding



Community Recovery

- 💧 Plumbing Repair Coordination
- 💧 Public Water Stations
- 💧 Bulk Water Hauling Distribution
- 💧 Fixed Location Tank
- 💧 Water Totes (275-gallon) Distribution



Next Steps

- 💧 **Enterprise Resiliency Strategic Initiatives**
- 💧 **After Action Report**



A photograph of four men in safety gear (hard hats, high-visibility vests, and face coverings) standing in front of a dense bamboo grove. A semi-transparent blue banner is overlaid across the middle of the image, containing the title and date.

Questions and Discussion

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