

CHANGES TO PAYMENT ASSISTANCE PROGRAM

2025 Program Budget

- Funding increased to \$375K for 2025 (\$100k in 2024)
- Benchmark 0.5% of all revenue generated from the sale of water to retail customers

Highlights to Revised Program Structure

- ****NEW**** Require quarterly contribution from customers
- ****NEW**** Increase program awareness and marketing
 - Website, Bills, Events, Campaigns etc.
- ****NEW**** Removes requirement that account must be delinquent, with a past due amount of at least \$150.00
- ****NEW**** Eligibility criteria expanded. Now includes SNAP.

- ****KEEP**** Grant up to \$300 per 12-month period in 2025



THE CASE FOR INCREASED AND SPREAD-OUT ASSISTANCE

STATS

2023 Assistance - LIHWAP & Waterworks :

- 948 Accounts - \$507,510

2023 Certified: \$3,119,261

2023 Assistance and Certified:

- 341 Accounts - \$96,500
- Average Amount Certified: **\$283**
- 36% of those who received assistance

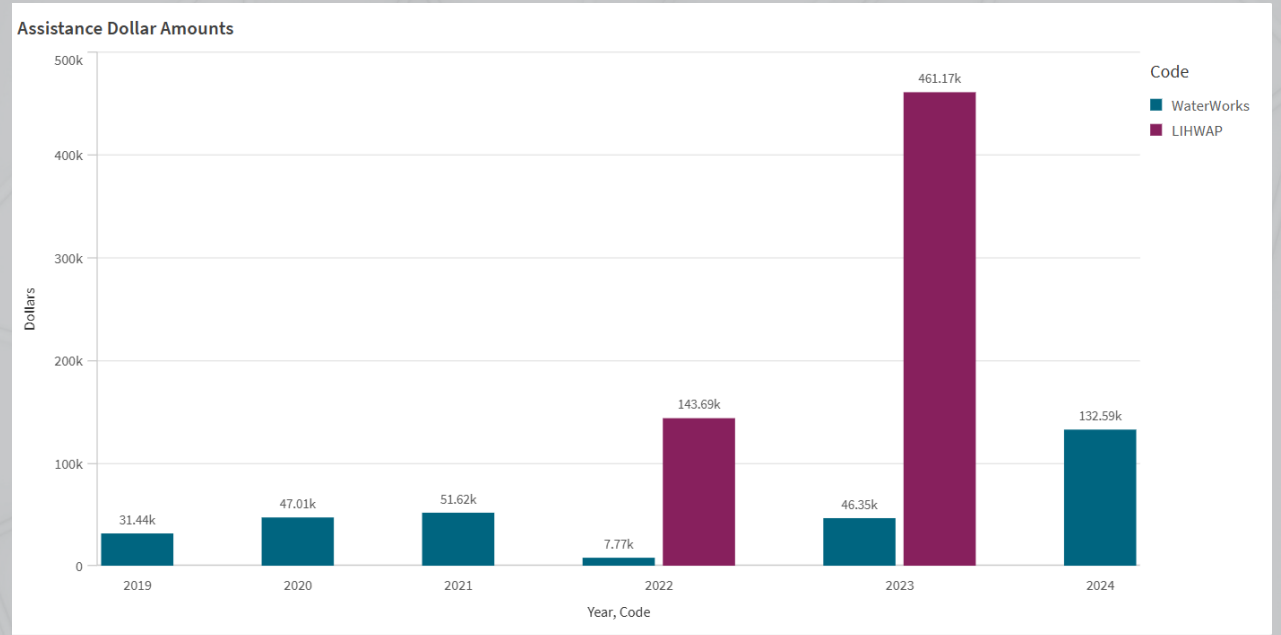
2024 Assistance - Waterworks:

- 484 Accounts - \$132.59k

2024 Certified: \$4,144,1982

2024 Assistance and Certified:

- 215 Accounts - \$130,593
- Average Amount Certified: **\$607**
- 44% of those who received assistance



HOW TO MAKE BILLS AFFORDABLE ALL YEAR

- SPRWS average annual bill in 2025: \$452.50
 - \$113/quarter. \$37/month.
- Drinking water represents about 50% of total bill.
 - Total estimated bill for 2025: ~\$900
- Maximum Water Works assistance: \$300.00
 - $\$300/\$452 = 66\%$ Reduction on Drinking Water
- Require that customer pay 2/3 of bill to receive 1/3 in assistance.
 - Help as least 1,250 customers ($\$375k/\300)
- \$900/year = \$225/quarter
 - Q1: \$150.00 Customer payment + \$75 Assistance
 - Q2: \$150.00 Customer payment + \$75 Assistance
 - Q3: \$150.00 Customer payment + \$75 Assistance
 - Q4: \$150.00 Customer payment + \$75 Assistance



POTENTIALS FOR FURTHER IMPROVEMENTS IN THE FUTURE

1

Increase total assistance amount per customer from the current amount of \$300. This could allow for 50/50 match opposed to 66/33 split and retain year-round support.

Unless we increase total available assistance available, this results in less customers helped.

2

Outreach/events to increase funding.

Potential need to partner with or start a non-profit.

3

Ongoing advocacy for state/federal support.

4

Re-evaluate what we charge for our billing services to organizations such as Saint Paul Public Works to include amount to be contributed to assistance program to offset their portion of the total bill.