

## Staff Report

### Leak Adjustment Policy follow-up

April 10, 2019

The Board opted to layover Resolution No. 19-444 on March 12, 2019. Direction was given to Saint Paul Regional Water Services staff to research options to assist customers that experience a catastrophic leak toward a goal of developing guidelines for use by the legislative hearing officer in making recommendations or proposing settlements related to such leaks.

Marcia Moermond, the Board's legislative hearing officer, is knowledgeable of our billing and collection processes and understands how a water meter works. She has stated she has enough information to move forward. Because her role allows for flexibility on her recommendations to the Board, she has stated she does not need any additional guidelines.

Staff recommends it be directed to investigate adjustment of catastrophic water bills for qualifying low-income accounts. This would include a review of its current Water Works program along with alternatives for expanding program funding, reviewing maximum grant limits, etc.

Staff is currently exploring alternative funding sources to finance the costs of leak adjustments to water bills for qualifying, low income accounts. A meeting has been scheduled with the City of Saint Paul Office of Financial Empowerment April 18th to discuss possibilities. Staff is also reaching out to the Community Action Partnership of Ramsey & Washington Counties which is the administrator of the WaterWorks program.