

SUBJECT

BOARD RESOLUTION NO. 25-302

Pertaining to an amendment to the WaterWorks agreement with Community Action Partnership of Ramsey and Washington Counties.

STRATEGIC PLAN GOALS: Excellent Customer Experience and Financial Stability

The Board and CAPRW have previously entered into an agreement to establish the WaterWorks program to assist financially needy customers of the Board with payment of their water and sewer bills dated on January 11th, 2000. Since 2009, the WaterWorks Program has assisted 1,671 customers by providing \$576,201 of financial assistance to customers experiencing difficulty paying their water utility bills.

To maximize the allocation of funds available to the WaterWorks program, and to support the goal of the financial assistance being used to pay their water bill in whole, staff is seeking to amend the WaterWorks Agreement to expand the eligibility criteria and to modify the financial assistance amount by requiring a matching contribution from the customer with the intent of the financial assistance to be used to pay the entirety of the water bill. By having a financial assistance program designed to encourage the payment of the entire bill amount, staff believes the modifications will decrease the number of customers who receive financial assistance from the WaterWorks Program whose outstanding balances are certified to taxes due to delinquency in accordance with the Collection Processes Business Plan.

Staff recommends approval of Amendment No.1 to the WaterWorks agreement with Community Action Partnership of Ramsey and Washington Counties.

See attached Agreement.

RECOMMENDATION

Approval