



**We protect our neighbors by providing essential water - the fuel of life.**

**FY 2021-22**

**Public Forum**

November 9, 2021



# Agenda

Review of 2021

Rate Drivers

Recommended 2022 Rates

Customer Assistance Options



# **2020-2021 Key Accomplishments**

- GAWP Distribution System of the Year
- GAWP Collection System of the Year
- GAWP Plant of the Year Certificate of Merit (Fort Benning Water Treat Plant)
- GAWP Plant of the Year Certificate of Merit (North Columbus Water Resources Facility)
- GAWP Platinum Compliance Awards- 11 wells
- GAWP Laboratory QA/QC Wastewater
- GAWP Laboratory QA/QC Water



# 2021 Rate Impact

- 3.75% rate increase
  - › Effective date deferred to April 1, 2021
  - › Approx. revenue impact of \$500,000



# Rate Drivers

Delivering safe/clean water to customers and returning clean water to the river



Infrastructure maintenance and improvements



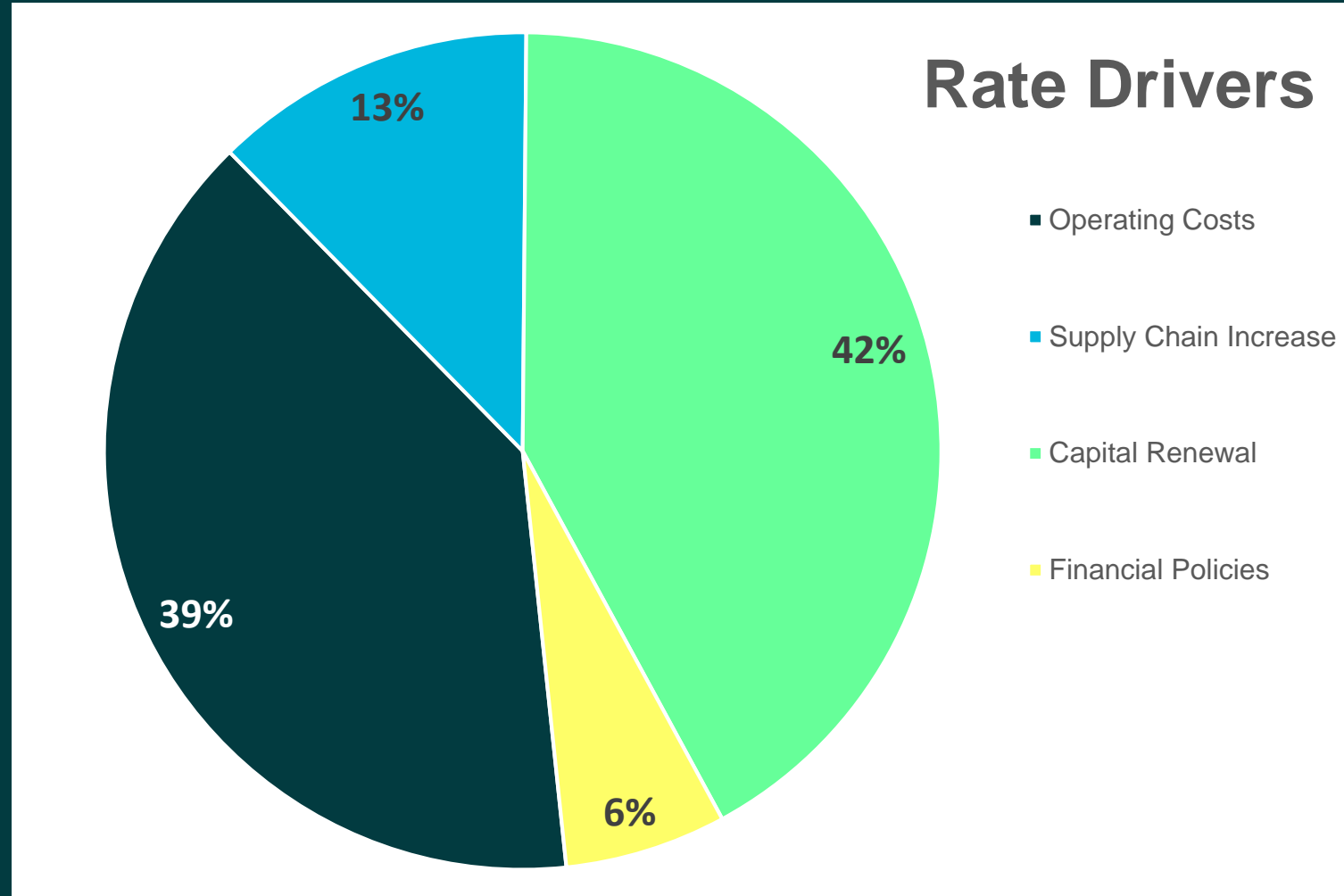
Regulatory Compliance



# Rate increases required to maintain safe, reliable services

- Rate Drivers

- › Materials, supplies, and other operating costs
- › Capital renewal
- › Financial policies



# Rising Operating Costs

- Operating cost increases due to higher supplier prices resulting from supply chain
  - › Chlorine +\$200,000
  - › Ductile Iron Pipe +20%
  - › Polymers to improve water treatment +26%
  - › Energy, other supplies, and transportation



# Capital spending focused on renewal of aging infrastructure and regulatory compliance





# Ways that CWW drives cost efficiency

- Drive cost efficiency throughout CWW culture
  - › Obtains competitive pricing
  - › Utilizes qualified consultants
- Proactive 5 year cycles of Facilities Master Planning and prioritized infrastructure projects
  - › Ensure financial performance
- Seek most cost-effective debt financing
  - › Example 0.13% interest on current program

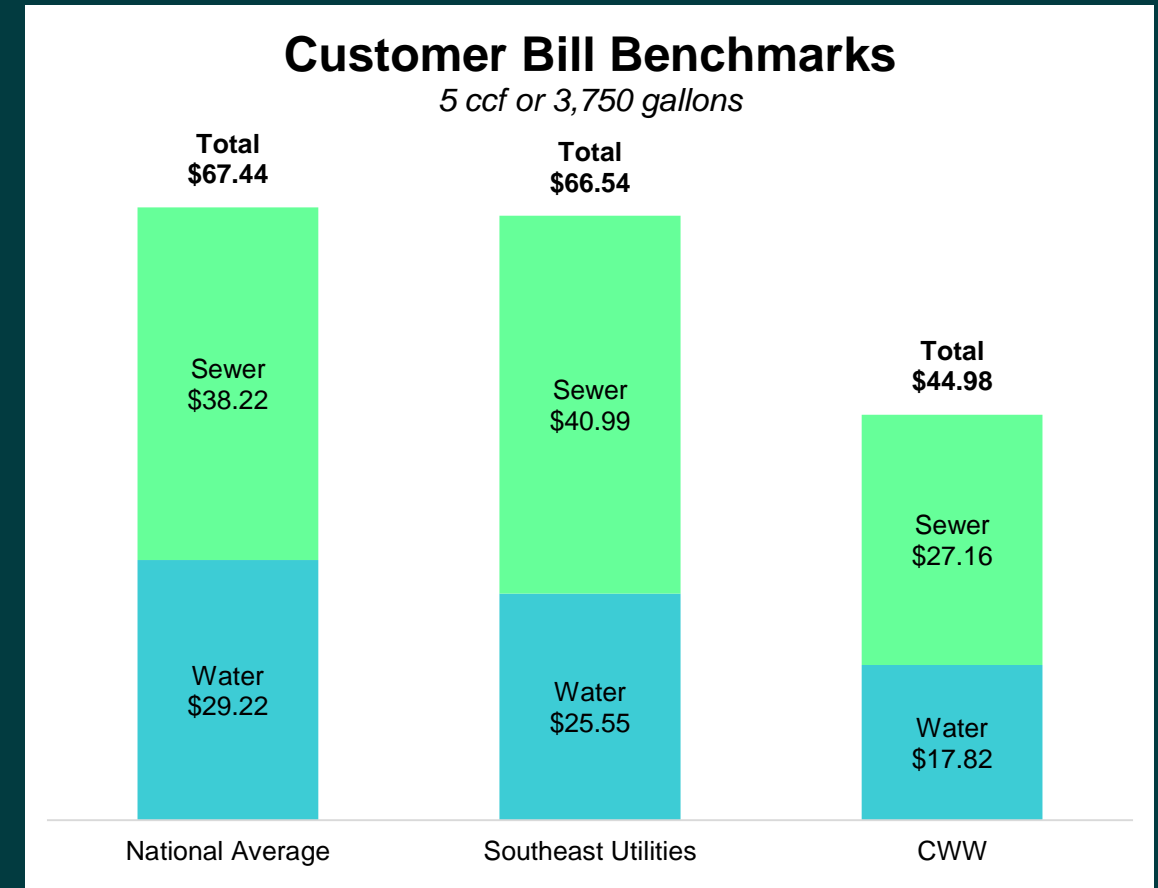
# Recommended 2022 Rates

**Joe Crea**  
**Raftelis**



# Historic Rates & Benchmarks

- Currently, CWW customers pay over \$20 per month less compared with regional and national averages
- Industry benchmarks for annual rate increases since 2000 is over 5.0%
  - › CWW has historically been closer to 4%



CWW service is approximately one penny per gallon of service

\* Based on 2021 data from approx. 600 utilities collected by Raftelis.



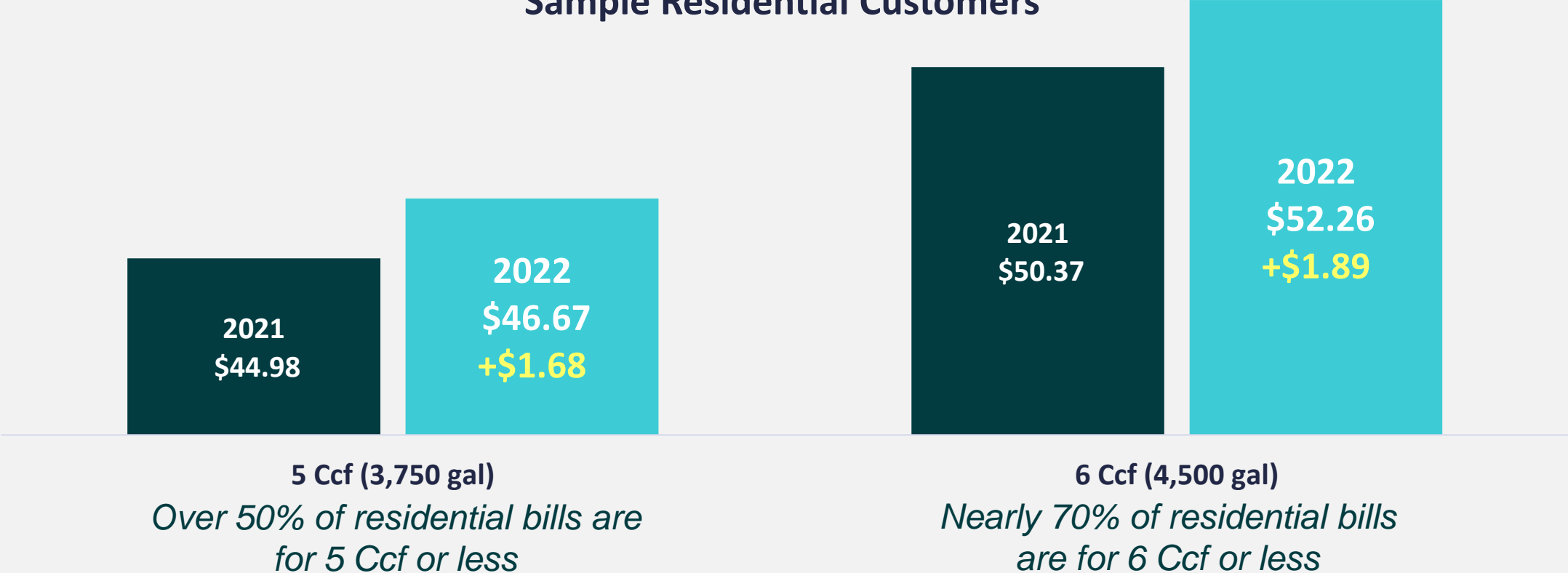
# Proposed Rate Changes

- Proposed 3.75% rate increase needed to provide safe and reliable drinking water
- Less than \$1.90 per month increase to nearly 70% of customers

# Nearly 70% of Residential Customers will receive less than \$1.90 increase monthly

*Water, Sewer, and CSO excludes garbage fee*

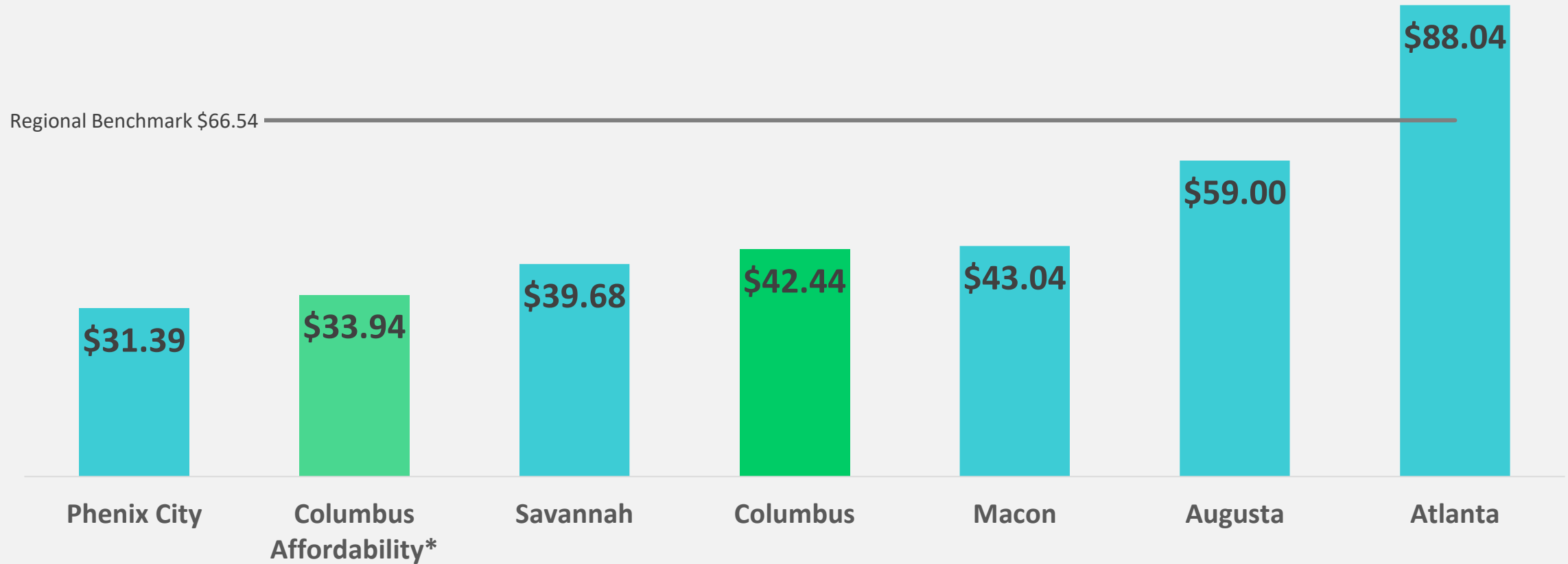
## Sample Residential Customers



# Key Bill Comparison

## Water and Sewer

5 Ccf or 3,750 gallons residential bill – Proposed  
CWW Rates



*Note: Rates for comparison communities are current as of September 2021, but do not include increases they may implement in 2022.*

\* The Low Income Credit Program provides a monthly \$8.50 credit for qualifying residential customers



# Customer Assistance Options

**Alex Hinton**



# Customer Assistance Options

- Existing Low Income Credit program provides \$8.50 monthly credit
- Payment plans available
- Low-Income Household Water Assistance Program (LIHWAP) under review by staff

# LIHWAP Information

- Low Income Household Water Assistance Program (LIHWAP) provides funds to assist low-income households with water and wastewater
- \$200-\$300 per year based on eligibility

## FY 2022 Low Income Household Water Assistance Program (LIHWAP) Eligibility Guidelines

### ESTIMATED ANNUAL INCOME

Household Size	Level I Income (\$300 benefit)		Level II Income (\$200 benefit)	
	1	\$0	\$17,207	\$17,208
2	\$0	\$22,502	\$22,503	\$34,619
3	\$0	\$27,796	\$27,797	\$42,765
4	\$0	\$33,091	\$33,092	\$50,911
5	\$0	\$38,386	\$38,387	\$59,057
6	\$0	\$43,681	\$43,682	\$67,203



# Proposed Changes Ahead for Your Water Bill

- Proposed 3.75% rate increase needed to provide safe and reliable drinking water
- Less than \$1.90 per month increase to nearly 70% of customers
- Low Income Household Water Assistance Program (LIHWAP) under review and will provide funds to assist low-income households with water and wastewater in funding of \$200-\$300 per year based on need for next two years

Q&A