# AGENDA STAFF REPORT

| | |
|---|---|
| **MEETING NAME:** | **REGULAR BOARD MEETINGS** |
| **MEETING DATE(S):** | **OCTOBER 16 & 20, 2025** |
| **FROM:** | **MARION CHAMPION, ASSISATANT GENERAL MANAGER** |
| **FOR:** | ACTION _X__ DIRECTION ____ INFORMATION ____ |

## HELP2OTHERS BUDGET AUGMENTATION AND PLEDGE CHANGE

### STAFF RECOMMENDATION

It is recommended to authorize a budget augmentation of $60,000 to increase the FY2026 budget for the HELP2Others program to a not-to-exceed cost of $80,000. Staff also seeks direction from the Board to increase the annual pledge amount from $100 per customer per year to an amount yet to be determined.

### SUMMARY

Due to restrictions in California's constitution, MSWD is not able to offer discounted water rates or bill credits/forgiveness to low-income or senior customers; however, the District does offer payment plans to help customers bring their accounts current. In addition to this, MSWD has partnered with multiple community agencies to help customers in need. Our primary assistance program Help2Others is administered by the Inland SoCal United Way. The program is funded by MSWD through non-rate payer funds generated through cell tower leasing agreements. The program is income-based, allowing households that are within 400% of the federal poverty guidelines to apply and qualify for funds.

### ANALYSIS

MSWD currently provides qualified customers with an annual payment assistance pledge of $100 toward their water accounts, supported by a total program allocation of $20,000 per year. In response to the proposed rate increase and anticipated expansion in program outreach, staff recommends increasing both the individual pledge amount and the overall funding to better support customers in need.

| FINANCIAL DATA | | |
|---|---|---|
| Cost Associated with this action: | $60,000 | |
| Current FY cost: | $20,000 | |
| Future FY cost: | $80,000 | |
| Is it covered in current year budget: | YES ☐ | NO ☒ |
| Budget adjustment needed: | YES ☒ | NO ☐ |
| If yes, year needed: | FY2026 | |
| All previous contracts including dates, amounts and board approvals are attached or have been made available. | | |
| **FUNDING SOURCES** | | |
| Source of funds: | Non-Operating Revenue | |
| BID/Job# | 637 | |
| Current BID/Job balance | $20,000 | |
| Balance remaining if approved: | $80,000 | |

### FISCAL IMPACT & STRATEGIC PLAN IMPLEMENTATION

MSWD currently has a surplus in the Help2Others funding and the additional $60,000 is within acceptable budget range. This action aligns with Strategic Plan SMART Goal #'s 1.1 and 3.2.1.

### ATTACHMENTS

Attachment A: Help2Others Fact Sheet