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July 27, 2020

Board of Directors
Triunfo Water & Sanitation District
Ventura County, California

POTABLE WATER CUSTOMER ASSISTANCE PROGRAM

Summary

On May 18, 2020, the Triunfo Water & Sanitation District (District) Board directed staff to research utility assistance programs for customers residing in Oak Park. Staff contacted six local agencies (two special districts and four city agencies) to obtain information on programs they may currently offer to their customers. Below is a summary of the findings.

Agency	Utility Discount Program
Camrosa Water District	No program offered for their customers
LVMWD	No program offered for their customers
City of Camarillo	Offers free monthly water service (currently \$23.82 for ¾" meter) and \$21.72/month for sewer service (\$55.83/month currently). The customer must be at least 62 years old, have income less than \$22,000 (individual) or \$25,150 (2 person household) and use less than 9 units of water per month.
City of Oxnard	Offers a \$10 credit off the monthly utility bill for customers participating in the CARE* program with SCE or SCG. The customer must provide copy of the SCE or SCG bill demonstrating CARE* participation.
City of Thousand Oaks	Offers a \$10 bimonthly wastewater credit and a \$20 bimonthly water credit for customers participating in the CARE* program with SCE or SCG. The customer must provide copy of the SCE or SCG bill demonstrating CARE* participation.
City of Ventura	Offers a 50% discount on the bimonthly water service charge (currently \$33.69 for ¾" meter) for customers participating in the CARE* program with SCE or SCG. The customer must provide copy of the SCE or SCG bill demonstrating CARE* participation.

*The California Alternative Rates for Energy (CARE) program under the CPUC offers a 30-35% discount on electric bills and a 20% discount on natural gas bills for customers that meet low income limits.

As noted in the previous table, neither special districts offer an assistance program to their customers, however, all four of the cities do. Of the cities that offer a program, three of the four cities use income as the qualifying factor. Only the City of Camarillo requires both income and a minimum age to qualify. Additionally, three of the four agencies offer a flat discount be applied to the bill. Only the City of Ventura offers a percentage-based discount be applied to the meter charge.

Based on the findings, staff recommends that the Board consider implementing an assistance program in the form of a \$15/month discount for potable water service to qualifying customers residing in Oak Park.

Please contact me at 805-658-4621 or email marknorris@trionfowsd.com if you have any questions or need additional information.

Fiscal Impact

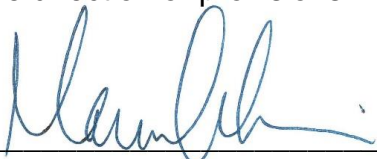
The fiscal impact is anticipated to be minimal.

Recommendation

It is recommended that the Board:

- A. Approve implementation of a potable water assistance program to qualifying customers residing in Oak Park; and
- B. Base the potable water assistance program on participation in the CARE program, verified via electric or gas utility providers; and
- C. Offer a \$15.00 per month discount to qualified potable water customers; and
- D. Direct staff and District Legal Counsel to draft a resolution to present to the Board at the next Board Meeting for adoption; or
- E. Provide staff with alternative direction or provisions.

REVIEWED AND APPROVED


Mark Norris - General Manager