

Town of Mammoth Water & Sewer Rate Increase Study Session

October 16, 2019



Purpose of this Study Session

- The purpose of this Study Session is to present data/facts so that the Town Council can make an informed decision that is in the best interest of the Town of Mammoth with regards to increasing water and sewer rates in January 2020.
- This presentation is for informational purposes only.
- The models provide estimated revenue based on selected criteria – actual revenue will vary based on real-life conditions
- The actual rate increases will be decided by the Town Council.

Presentation Outline

Overview

Town Water Use

Water Fund Revenues and Expenses

Water Bill Statistics

Water Rate Model

Water Rate Examples and Effect on Revenue

Sewer Fund Revenue and Expenses

Sewer Rate Examples and Effect on Revenue

Customer Assistance Programs

Overview – Financial Review

From Pat Walker's July 2019 Presentation

General Fund Balance

- FY15 (-\$1,135,765)
- FY16 (-\$948,574)
- FY17 (-809,132)
- FY18 (-\$742,539)
- FY19 (-\$611,277)

Water Fund Balance

- FY16 (-\$410,717)
- FY17 (-\$414,818)
- FY18 (-\$498,339)
- FY19 (-\$653,891)

Sewer Fund Balance

- FY16 \$14,938
- FY17 \$0
- FY18 \$15,615
- FY19 (-\$26,695)

Overview – Financial Review

Adopted FY2020 Budget

General Fund	Budgeted Expenditures = \$868,408
Water Fund	Budgeted Expenditures = \$298,508 Contingency = \$140,000 Total = \$438,508 (Expenses and Revenue)
Sewer Fund	Budgeted Expenditures = \$144,920 Contingency = \$35,000 Total = \$179,920 (Expenses and Revenue)

Overview

- Pumped water is significantly higher than billed water
- Water Expenses exceed Water Revenue
- Sewer Expenses exceed Sewer Revenue
- Aging infrastructure leads to higher operations and maintenance costs, chance for increased outages, and potential compliance/regulatory issues
- Equipment /Material Costs increase over time – Labor Costs increase over time
- Water Rates in Mammoth are lower than surrounding communities
- Without a rate increase, the deficit will continue to grow - Cities/Towns are required to adopt a balanced budget every year
- No one wants a rate increase, but the alternatives may be worse

Overview - Continued

Increase Revenue and Decrease Expenses to Balance the Budget

- Increase Revenue:
 - Increase Rates
 - Increase Fees
 - More Accurate Water Billing
- Decrease Expenses:
 - Radio Meters
 - Infrastructure Upgrades/Repairs
 - Grants
 - Low-Interest Loans
- Customer Assistance Programs Available

Overview - Continued

- Rates are being increased in accordance with AZ State Statutes
- Working towards new rates becoming effective January 1, 2020
- Notices published – Website, Town Council Agendas/Minutes, Miner
- Report Requirements – Available to Public 30 days before Public Hearing
- Public Hearing - November 21, 2019 7 pm Town Hall
- Public Comments – Written Comments to Town Hall or Public Meeting

Arizona State Statute 9-511.01

9-511.01. Water and wastewater business; rates; procedures; responsibility for payments

A. A municipality engaging in a domestic water or wastewater business shall not increase any water or wastewater rate or rate component, fee or service charge without complying with the following:

1. Prepare a written report or supply data supporting the increased rate or rate component, fee or service charge. The report or supporting data shall include cash flow projections that indicate all anticipated revenues from residential and nonresidential customers and the overall expenses for providing water or wastewater service. A copy of the report and cash flow projections shall be made available to the public by filing a copy in the office of the clerk of the municipality governing board and posting the report and cash flow projections on the municipality's website or the website of an association of cities and towns if the municipality does not have a website at least **thirty days** before the public hearing described in paragraph 2 of this subsection.
2. Adopt a notice of intention by motion at a regular council meeting to increase water or wastewater rates or rate components, fees or service charges and set a date for a public hearing on the proposed increase that shall be held at least **sixty days** after adoption of the notice of intention. A copy of the notice of intention showing the date, time and place of the hearing shall be published one time in a newspaper of general circulation within the boundaries of the municipality **not less than twenty days** before the public hearing date.

B. After holding the public hearing, the governing body may adopt, by ordinance or resolution, the proposed rate or rate component, fee or service charge increase or any lesser increase.

C. Notwithstanding section 19-142, subsection B, the increased rate or rate component, fee or service charge shall become effective thirty days after adoption of the ordinance or resolution.

D. Any proposed water or wastewater rate or rate component, fee or service charge adjustment or increase shall be just and reasonable.

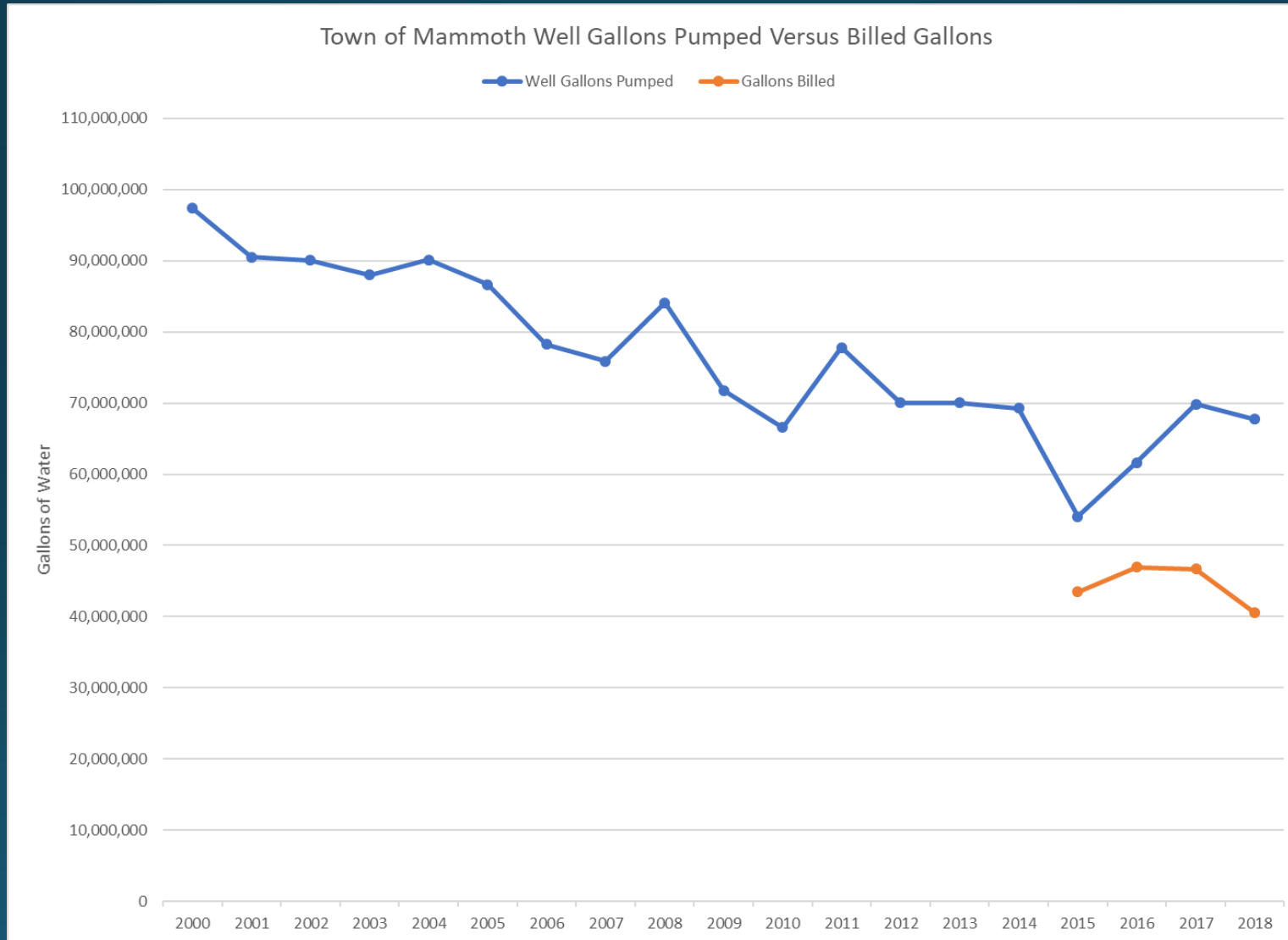
E. Rates and charges demanded or received by municipalities for water and wastewater service shall be just and reasonable. Every unjust or unreasonable rate or charge demanded or received by a municipality is prohibited and unlawful.

Water Use

- Pumped water is significantly higher than billed water
 - Inaccurate water meters
 - Not all meter use reported and billed (unmetered use)
 - Leaks
 - Overflows
 - Pipeline Repairs

Year	Pumped (Gallons)	Billed (Gallons)	Difference (Gallons)
2018	67,762,100	40,515,098	27,247,002
2017	69,839,100	46,697,170	23,141,930
2016	61,636,300	46,944,672	14,694,628
2015	54,040,500	43,455,281	10,585,219

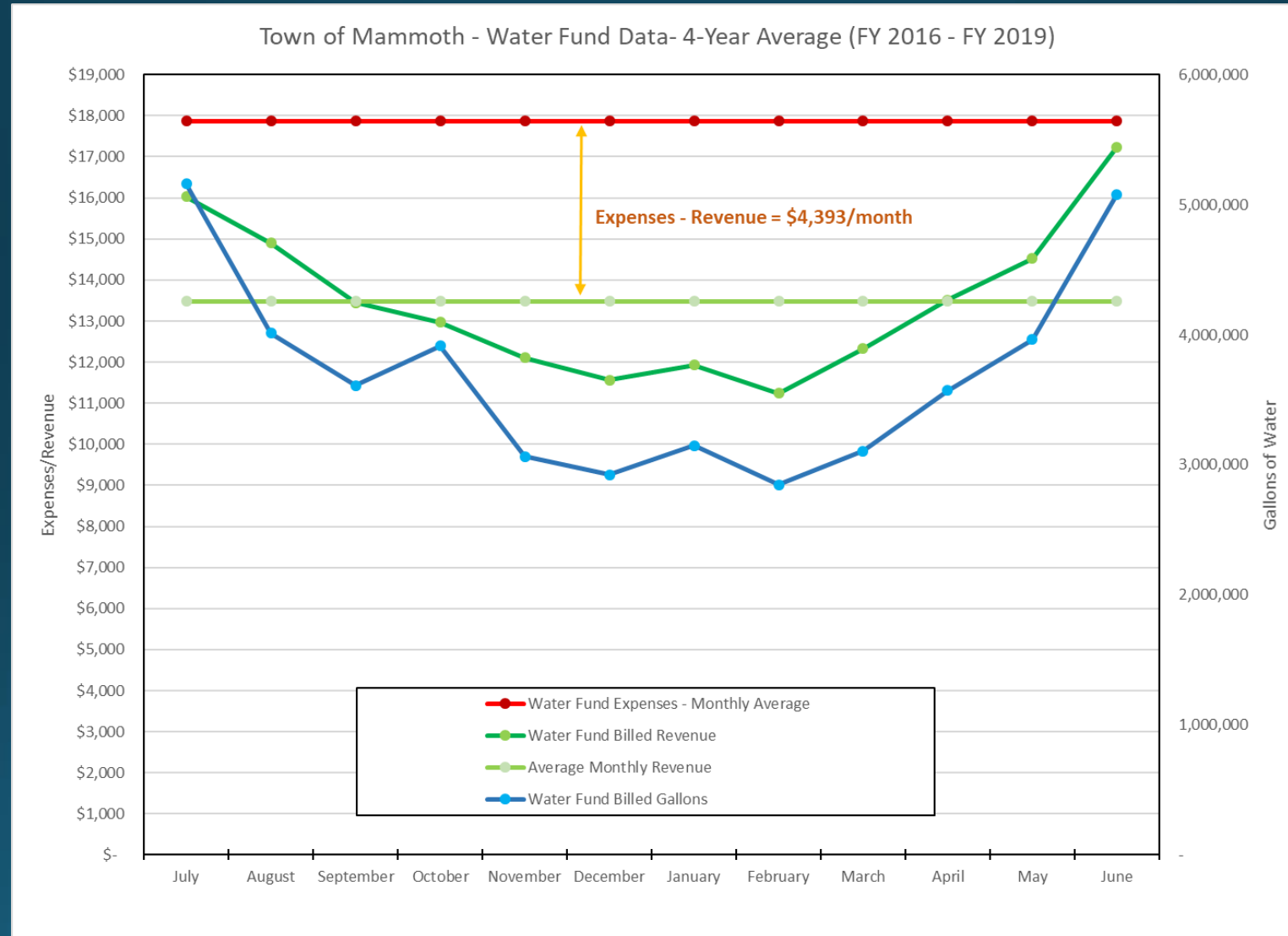
Water Fund Revenues and Expenses



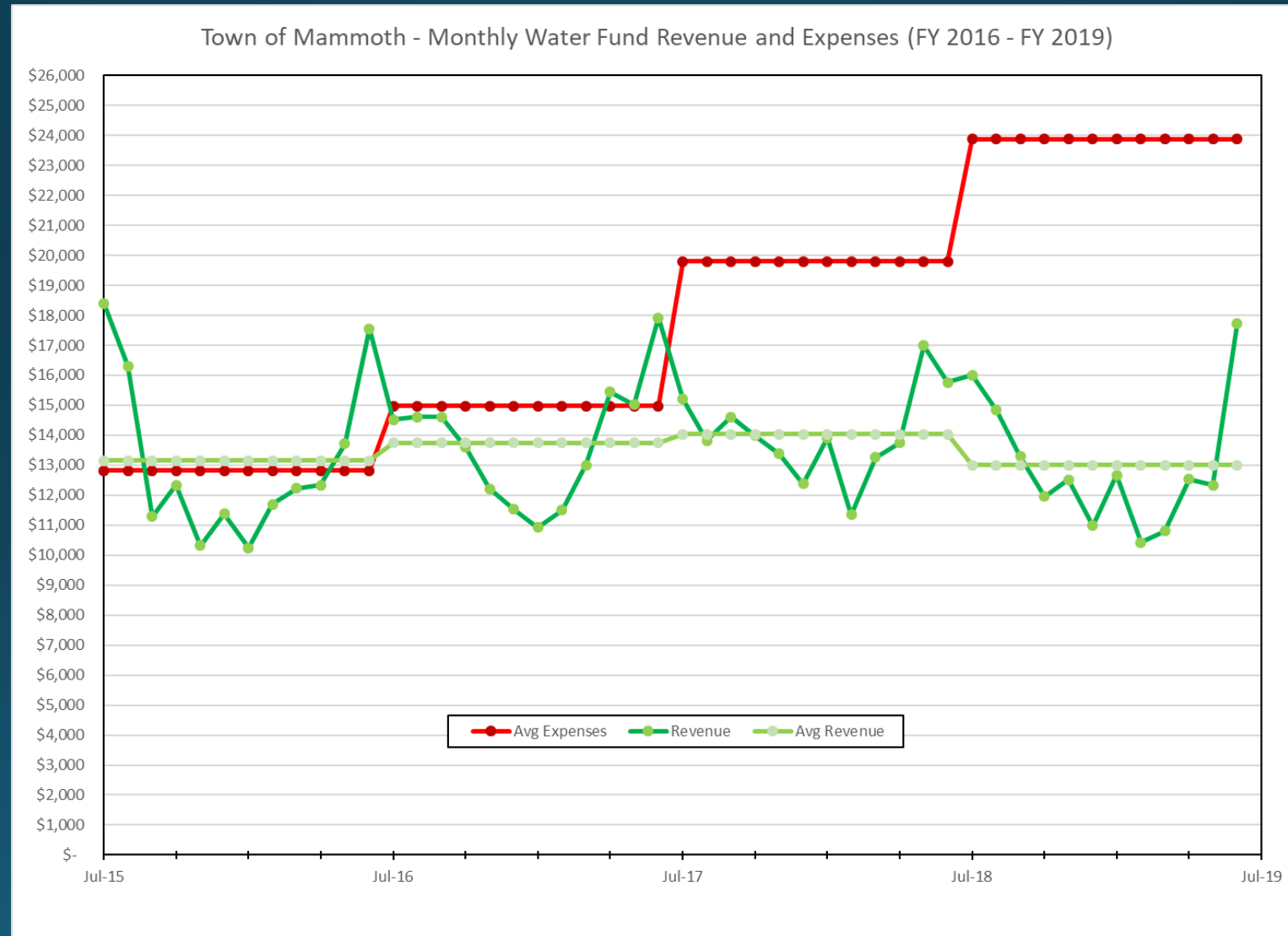
Water Fund Revenues and Expenses

Water Enterprise Fund	Budget Report Expenses \$	Budget Report Revenue \$	Difference \$
FY 2014-2015	\$ 160,799	\$ 190,309	\$ 29,510
FY 2015-2016	\$ 153,846	\$ 153,847	\$ 1
FY 2016-2017	\$ 179,619	\$ 160,369	\$ (19,250)
FY 2017-2018	\$ 237,520	\$ 170,759	\$ (66,761)
FY 2018-2019	\$ 286,610	\$ 131,058	\$ (155,552)
5-Yr Average	\$ 203,679	\$ 161,268	\$ (42,410)
FY 2019 - 2020	\$ 438,509.00	\$ 438,509.00	\$ -

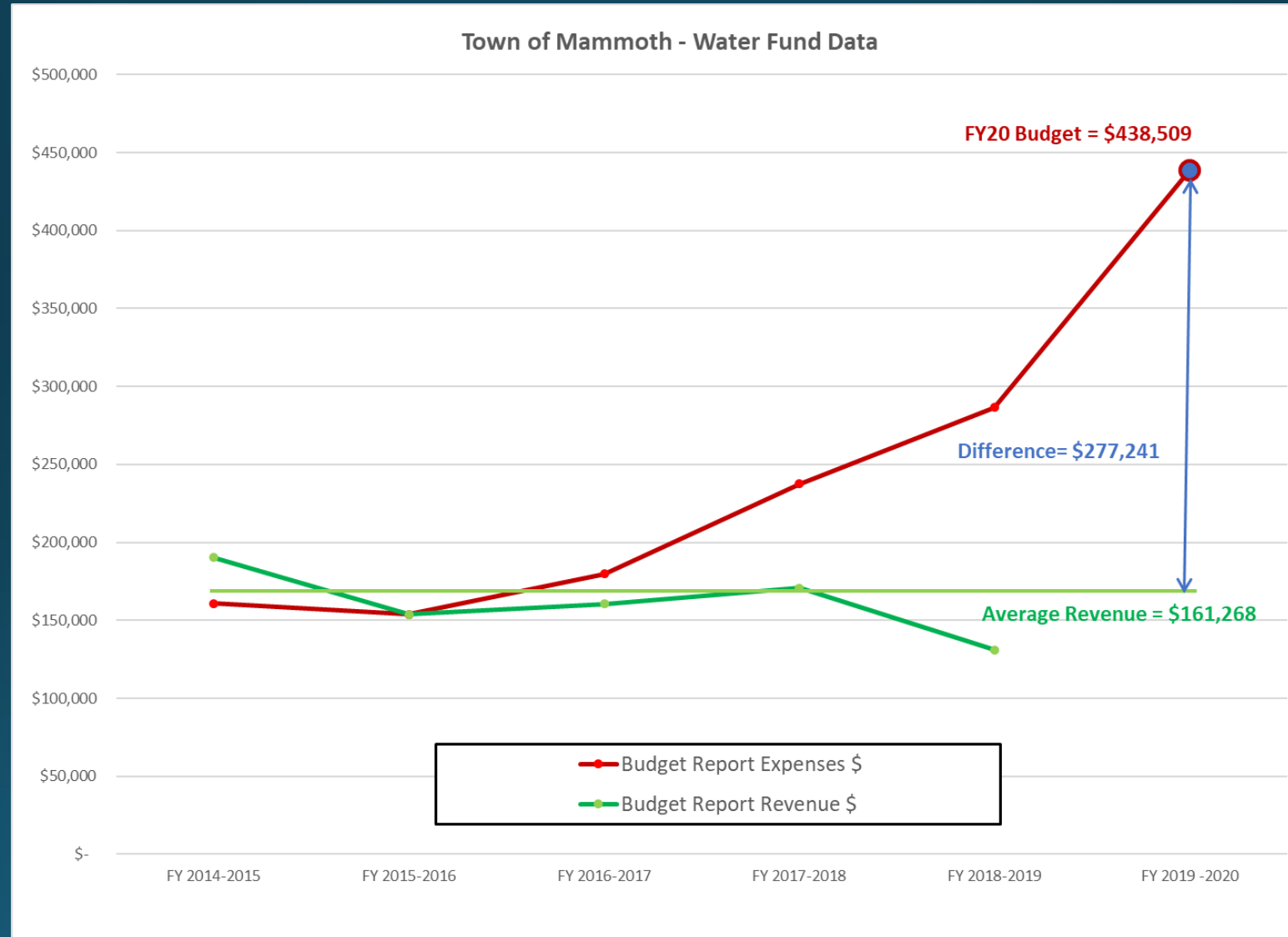
Water Fund Revenues and Expenses



Water Fund Revenues and Expenses



Water Fund Revenues and Expenses

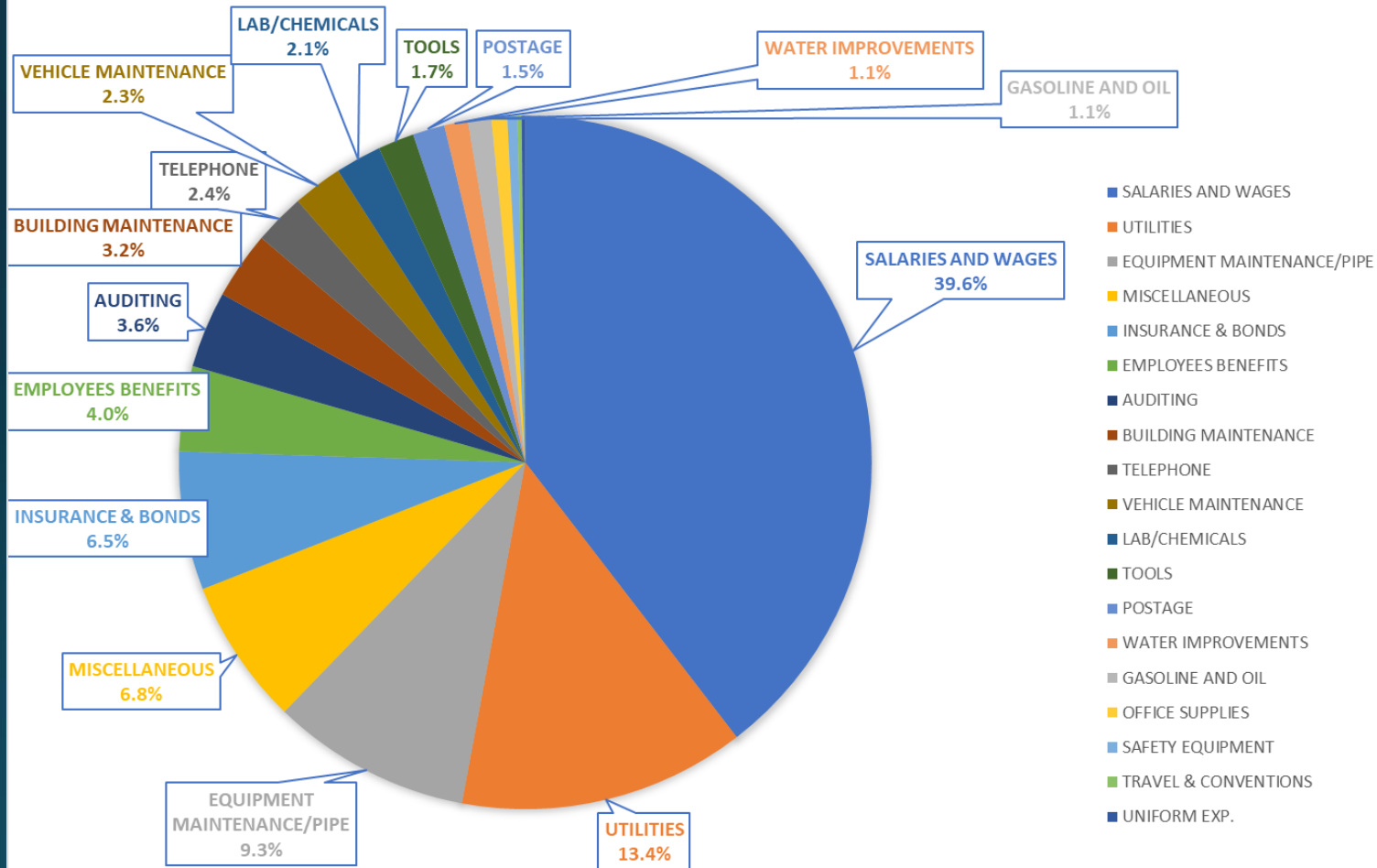


Water Fund Revenues and Expenses

TOWN OF MAMMOTH WATER FUND		Adopted Budget FY18	Audited Actuals FY18	Adopted Budget FY19	Estimated FY19	Proposed Budget FY20
51-4011	SALARIES	68,304	112,878	111,000	129,486	130,000
51-4013	EMPLOYEE BENEFITS	11,224	11,351	14,100	12,503	12,550
51-4020	OFFICE SUPPLIES	600	2,278	2,000	3,300	2,000
51-4023	TRAVEL & CONVENTIONS	120		120	1,500	1,500
51-4024	POSTAGE	4,000	3,808	4,000	3,500	3,500
51-4025	EQUIPMENT MAINTENANCE/PIPE	15,000	18,443	10,000	42,000	20,000
51-4026	VEHICLE MAINTENANCE	1,350	12,868	7,000	10,000	10,000
51-4027	GASOLINE AND OIL	1,800	2,875	2,500	3,000	3,000
51-4028	TELEPHONE	4,693	6,410	6,000	5,200	5,200
51-4029	UTILITIES	34,279	45,361	38,000	28,000	28,560
51-4030	BUILDING MAINTENANCE	4,500	5,444	5,000	4,200	5,000
51-4034	AUDITING	-			51	100
51-4035	UNIFORM EXP.	284	605	600	682	700
51-4037	SAFETY EQUIPMENT	966	651	700	624	700
51-4041	INSURANCE & BONDS	19,670	9,821			10,000
51-4042	LAB/CHEMICALS	1,046	4,659	7,500	7,200	700
51-4045	TOOLS	423	6,153	5,000	7,700	8,000
51-4046	MISCELLANEOUS	9,905	12,817	10,000	18,000	18,000
51-40-54	CAPITAL OUTLAY-EQUIPMENT	12	172	180		
51-4092	WATER IMPROVEMENTS	1,938	26,534	3,000	8,500	8,500
51-4099	CONTINGENCY	35,874	1,164		1,164	140,000
	TRANSFER TO OTHER FUNDS (PAYBACK)	10,712	3,679			30,498
Total Expenditures		226,700	287,973	226,700	286,610	438,508

Water Fund Expenses Breakdown

**TOWN OF MAMMOTH - AVERAGE ANNUAL WATER FUND EXPENSES - 4-YEAR
AVERAGE - FY2016 - FY2019**



	4-Yr Average	
SALARIES AND WAGES	\$ 91,914.78	39.6%
UTILITIES	\$ 31,094.00	13.4%
EQUIPMENT MAINTENANCE/PIPE	\$ 21,617.79	9.3%
MISCELLANEOUS	\$ 15,842.69	6.8%
INSURANCE & BONDS	\$ 14,994.33	6.5%
EMPLOYEES BENEFITS	\$ 9,252.29	4.0%
AUDITING	\$ 8,310.74	3.6%
BUILDING MAINTENANCE	\$ 7,328.76	3.2%
TELEPHONE	\$ 5,538.88	2.4%
VEHICLE MAINTENANCE	\$ 5,373.84	2.3%
LAB/CHEMICALS	\$ 4,986.50	2.1%
TOOLS	\$ 3,920.63	1.7%
POSTAGE	\$ 3,466.65	1.5%
WATER IMPROVEMENTS	\$ 2,570.34	1.1%
GASOLINE AND OIL	\$ 2,516.29	1.1%
OFFICE SUPPLIES	\$ 1,718.88	0.7%
SAFETY EQUIPMENT	\$ 1,088.98	0.5%
TRAVEL & CONVENTIONS	\$ 451.98	0.2%
UNIFORM EXP.	\$ 391.31	0.2%
TOTAL FUND EXPENDITURES	\$ 232,379.62	
	\$ 19,053	
TOTAL FUND REVENUES	\$ 153,969.40	
	\$ 12,831	
REVENUE - EXPENSES	\$ (74,661.64)	
	\$ (6,222)	

Water Bill Statistics

- Minimum Monthly Fee (0-1000 gallons) \$11.41
- Per Gallon Charge \$0.00248/gal
- Approximately 506 Billed Meters
 - 461 Residential
 - 45 Commercial
- All Residential Meters are 5/8"
- Commercial Meters
 - 32 5/8" meters
 - 7 1" meters
 - 5 2" meters
 - 3" hydrant meters (1)

Water Bill Statistics

Town of Mammoth - Water Bill Statistics				
	Average # of Customers		Percentage	
	Summer	Winter	Summer	Winter
<1000 Gallons - Total	76	112	15%	22%
1001-2000 Gallons - Total	32	57	6%	11%
2001-3000 Gallons - Total	33	54	7%	11%
3001-4000 Gallons - Total	38	58	8%	11%
4001-5000 Gallons - Total	31	56	6%	11%
5001-6000 Gallons - Total	34	40	7%	8%
6001-7000 Gallons - Total	28	25	6%	5%
7001-8000 Gallons - Total	28	21	6%	4%
9001-9000 Gallons - Total	25	14	5%	3%
9001-10000 Gallons - Total	20	12	4%	2%
>10000 Gallons - Total	158	59	31%	12%
	503	508	100%	100%

Water Rate Comparison

Kearny

Utility Rate Sheet:

Kearny

Rate Sheet Component 1 of 2:

WATER RATES, INDOORS AND OUTDOORS For Residential and Commercial Customers

Base Charge:	Monthly	Includes consumption of the first 5000 gallons, monthly
5/8 inch meter:	\$31.45	
1 inch meter:	\$33.95	
2 inch meter:	\$38.55	
4 inch meter:	\$49.70	
6 inch meter:	\$60.80	

Rates: *Increasing Block*

\$1.80 per 1000 gallons for consumption between 5001 - 8000 gallons monthly
\$2.50 per 1000 gallons for consumption between 8001 - 15000 gallons monthly

\$3.05 per 1000 gallons for consumption over 15000 gallons monthly

Water Rate Comparison – Oracle/San Manuel

Utility Rate Sheet: Arizona Water Company - Oracle, Saddlebrooke Ranch, San Manuel

Rate Sheet Component 1 of 2:

WATER RATES, INDOORS AND OUTDOORS For Residential Customers

Base Charge: *Monthly*
Includes consumption of the first 0 gallons, monthly

5/8 inch meter:	\$25.92
3/4 inch meter:	\$38.89
1 inch meter:	\$64.81
1.5 inch meter:	\$129.62
2 inch meter:	\$207.39
3 inch meter:	\$414.79
4 inch meter:	\$648.11
6 inch meter:	\$1,296.22
8 inch meter:	\$2,073.94
10 inch meter:	\$2,981.29

Rates: *Increasing Block*

\$4.10 per 1000 gallons for consumption between 1 - 2000 gallons monthly
\$6.03 per 1000 gallons for consumption between 2001 - 7000 gallons monthly
\$7.95 per 1000 gallons for consumption between 7001 - 13000 gallons monthly

\$11.80 per 1000 gallons for consumption over 13000 gallons monthly

Utility Rate Sheet: Arizona Water Company - Oracle, Saddlebrooke Ranch, San Manuel

Rate Sheet Component 2 of 2:

WATER RATES, INDOORS AND OUTDOORS For Commercial Customers

Base Charge: *Monthly*
Includes consumption of the first 0 gallons, monthly

5/8 inch meter:	\$25.92
3/4 inch meter:	\$38.89
1 inch meter:	\$64.81
1.5 inch meter:	\$129.62
2 inch meter:	\$207.39
3 inch meter:	\$414.79
4 inch meter:	\$648.11
6 inch meter:	\$1,296.22
8 inch meter:	\$2,073.94
10 inch meter:	\$2,981.29

Rates: *Increasing Block*

\$6.03 per 1000 gallons for consumption between 1 - 7000 gallons monthly
\$7.95 per 1000 gallons for consumption between 7001 - 13000 gallons monthly

\$11.80 per 1000 gallons for consumption over 13000 gallons monthly

Water Rate Comparison – Tucson Water

Monthly Service Charge

Flat rate paid by customer, regardless of the amount of water used.





Meter Size	Rates
5/8 inch *	\$16.33 **
3/4 inch	\$22.03
1 inch	\$33.42
1-1/2 inch	\$61.91
2 inch	\$96.09
2-1/2 inch	\$141.67
3 inch	\$187.24
4 inch	\$318.27
6 inch	\$646.43
8 inch	\$973.44
10 inch	\$1,486.18
12 inch	\$2,454.68

Single-Family Class

Per 100 cubic feet (Ccf)

(1 Ccf = 748 Gallons)

Usage (Ccf)	Average Monthly Bill
0	\$16.33
5	\$30.68
8 (overall average)	\$41.04
9	\$45.66
10	\$50.28
16	\$82.57
31	\$224.96
45	\$417.18
60	\$623.13

All amounts shown are *before* tax. Taxes billed are turned over to the taxing authority and are not revenues of Tucson Water. Current tax rates are: 2.6%, City of Tucson; 6.1%, State of Arizona ; 4.5%, Town of Marana ; 4.0%, Town of Oro Valley  4.5%, City of South Tucson .

Usage Charges

Per 100 cubic feet (Ccf)

(1 Ccf = 748 Gallons)

Customer Class / Charge Categories	Charge per Ccf
Residential Block Rates	
Single Family	
1 – 7 Ccf	\$2.07
8 – 15 Ccf	\$3.82
16 – 30 Ccf	\$8.39
Over 30 Ccf	\$12.93
Duplex-Triplex	
1 – 10 Ccf	\$2.07
11 – 20 Ccf	\$3.82
21 – 35 Ccf	\$8.39
Over 35 Ccf	\$12.93

Water Rate Comparison

Mammoth 1973

W A T E R R A T E S

ARIZONA WATER COMPANY
Phoenix, Arizona
Filed by: R. E. Polenske
Title: Exec. Vice Pres. & General Mgr.
Date Original Filing: 6-16-60
District: MAMMOTH

A.C.C. No. 254
Cancelling A.C.C. No. 209
Tariff or Schedule No. W-160
Filed: April 12, 1973
Effective: For all bills rendered on or
after May 16, 1973

GENERAL SERVICE

AVAILABILITY

In MAMMOTH and environs at all points where facilities of adequate capacity and pressure are adjacent to the premises served.

APPLICATION

To all water service required when such service is supplied at one premise through one point of delivery and measured through one meter. Not applicable to temporary, standby, supplementary or resale service.

MONTHLY BILL:

<u>MINIMUM</u>	\$ 5.60 for 5/8" x 3/4" meter for 1,000 gallons or less						
6.40	"	1"	"	"	"	"	"
8.40	"	1 1/2"	"	"	"	"	"
10.00	"	2"	"	"	"	"	"
12.50	"	3"	"	"	"	"	"
17.00	"	4"	"	"	"	"	"
25.00	"	6" and over	"	"	"	"	"

RATE \$0.104 per 100 gallons for all over 1,000 gallons

Water Rate/Cash Flow Model

- A model was developed to estimate the resulting revenue from different rate increase structures
- “Across the Board” or Percentage Increase
- Tiered Increase
- Residential versus Commercial
- Rates to Encourage Water Conservation

Water Rate/Cash Flow Model

- An Excel Spreadsheet model was developed to run different rate scenarios and estimate the resulting cash flow
- Different Rate Structures
 - “Across-the-Board” Increase (1.5 X current rate, 2.0 X current rate)
 - Tiered Increase (5% and 10%)
 - Per Gallon Rate increases every 1000 gallons of monthly water use
 - Slight increase in minimum (0-1000 gallons)
 - Commercial Customers pay more
 - Higher Minimum Charge
 - Higher starting per gallon rate
- Different Assumptions
 - FY19 Expenses and Water Use
 - 5-Yr Average Expenses
 - FY20 Adopted Budget Expenses

Water Rate/Cash Flow Model – FY19 Expenses

Town of Mammoth - Water Rate Increase Options					
Using FY2019 Actual Expenses					
	Current Rates	Current Rates X 1.5	Current Rates X 2.0	Tier 1 (5%)	Tier 2 (10%)
Estimated Water Use (gallons/yr)	40,000,000	40,000,000	40,000,000	40,000,000	40,000,000
Minimum Charge - Residential	\$ 11.41	\$ 17.12	\$ 22.82	\$ 15.00	\$ 15.00
Minimum Charge - Commercial	\$ 11.41	\$ 17.12	\$ 22.82	\$20 - \$100	\$20 - \$100
Per Gallon Charge - Residential	\$ 0.00248	\$ 0.00372	\$ 0.00496	\$0.00248 - \$0.00385	\$0.00248 - \$0.00585
Per Gallon Charge - Commercial	\$ 0.00248	\$ 0.00372	\$ 0.00496	\$0.00496 - \$0.00769	\$0.00496 - \$0.01170
Estimated Annual Expenses	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000
Estimated Annual Revenue	\$ 154,423	\$ 231,665	\$ 308,847	\$ 246,694	\$ 311,751
Difference: Revenue - Expenses	\$ (131,577)	\$ (54,335)	\$ 22,847	\$ (39,306)	\$ 25,751
<u>MONTHLY BILLS</u>					
RESIDENTIAL					
Bill assuming 2000 gals per month	\$ 13.89	\$ 20.84	\$ 27.78	\$ 17.48	\$ 17.48
Bill assuming 7500 gals per month	\$ 27.53	\$ 41.30	\$ 55.06	\$ 36.60	\$ 43.56
Bill assuming 10,001 gals per month	\$ 33.73	\$ 50.60	\$ 67.46	\$ 49.63	\$ 67.63
COMMERCIAL (5/8")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 50.60	\$ 67.46	\$ 85.95	\$ 115.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 69.20	\$ 92.26	\$ 127.72	\$ 183.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 87.80	\$ 117.06	\$ 166.20	\$ 242.21
COMMERCIAL (1")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 50.60	\$ 67.46	\$ 105.95	\$ 135.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 69.20	\$ 92.26	\$ 147.72	\$ 203.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 87.80	\$ 117.06	\$ 186.20	\$ 262.21
COMMERCIAL (2")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 50.60	\$ 67.46	\$ 140.95	\$ 170.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 69.20	\$ 92.26	\$ 182.72	\$ 238.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 87.80	\$ 117.06	\$ 221.20	\$ 297.21

Water Rate/Cash Flow Model – 5-Yr Avg

Town of Mammoth - Water Rate Increase Options					
Using 5-yr Average Expenses					
	Current Rates	Current Rates X 1.5	Current Rates X 2.0	Tier 1 (5%)	Tier 2 (10%)
Estimated Water Use (gallons/yr)	45,000,000	45,000,000	45,000,000	45,000,000	45,000,000
Minimum Charge - Residential	\$ 11.41	\$ 17.12	\$ 22.82	\$ 15.00	\$ 15.00
Minimum Charge - Commercial	\$ 11.41	\$ 17.12	\$ 22.82	\$20 - \$100	\$20 - \$100
Per Gallon Charge - Residential	\$ 0.00248	\$ 0.00372	\$ 0.00496	\$0.00248 - \$0.00385	\$0.00248 - \$0.00585
Per Gallon Charge - Commercial	\$ 0.00248	\$ 0.00372	\$ 0.00496	\$0.00496 - \$0.00769	\$0.00496 - \$0.01170
Estimated Annual Expenses	\$ 204,000	\$ 204,000	\$ 204,000	\$ 204,000	\$ 204,000
Estimated Annual Revenue	\$ 166,825	\$ 250,267	\$ 333,649	\$ 265,932	\$ 340,992
Difference: Revenue - Expenses	\$ (37,175)	\$ 46,267	\$ 129,649	\$ 61,932	\$ 136,992
MONTHLY BILLS					
RESIDENTIAL					
Bill assuming 2000 gals per month	\$ 13.89	\$ 20.84	\$ 27.78	\$ 17.48	\$ 17.48
Bill assuming 7500 gals per month	\$ 27.53	\$ 41.30	\$ 55.06	\$ 36.60	\$ 43.56
Bill assuming 10,001 gals per month	\$ 33.73	\$ 50.60	\$ 67.46	\$ 49.63	\$ 67.63
COMMERCIAL (5/8")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 50.60	\$ 67.46	\$ 85.95	\$ 115.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 69.20	\$ 92.26	\$ 127.72	\$ 183.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 87.80	\$ 117.06	\$ 166.20	\$ 242.21
COMMERCIAL (1")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 50.60	\$ 67.46	\$ 105.95	\$ 135.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 69.20	\$ 92.26	\$ 147.72	\$ 203.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 87.80	\$ 117.06	\$ 186.20	\$ 262.21
COMMERCIAL (2")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 50.60	\$ 67.46	\$ 140.95	\$ 170.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 69.20	\$ 92.26	\$ 182.72	\$ 238.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 87.80	\$ 117.06	\$ 221.20	\$ 297.21

Water Rate/Cash Flow Model – FY20 Budget

Town of Mammoth - Water Rate Increase Options					
Using FY20 Budget Expenses					
	Current Rates	Current Rates X 2.0	Current Rates X 2.7	Tier 1 (10%)	Tier 2 (10%)
Estimated Water Use (gallons/yr)	45,000,000	45,000,000	45,000,000	45,000,000	45,000,000
Minimum Charge - Residential	\$ 11.41	\$ 22.82	\$ 30.81	\$ 15.00	\$ 32.00
Minimum Charge - Commercial	\$ 11.41	\$ 22.82	\$ 30.81	\$20 - \$100	\$40 - \$100
Per Gallon Charge - Residential	\$ 0.00248	\$ 0.00496	\$ 0.00670	\$0.00248 - \$0.00385	\$0.00248 - \$0.00585
Per Gallon Charge - Commercial	\$ 0.00248	\$ 0.00496	\$ 0.00670	\$0.00496 - \$0.00769	\$0.00496 - \$0.01170
Estimated Annual Expenses	\$ 438,508	\$ 438,508	\$ 438,508	\$ 438,508	\$ 438,508
Estimated Annual Revenue	\$ 166,825	\$ 333,649	\$ 450,426	\$ 340,992	\$ 443,140
Difference: Revenue - Expenses	\$ (271,683)	\$ (104,859)	\$ 11,918	\$ (97,516)	\$ 4,632
<u>MONTHLY BILLS</u>					
RESIDENTIAL					
Bill assuming 2000 gals per month	\$ 13.89	\$ 27.78	\$ 37.50	\$ 17.48	\$ 34.48
Bill assuming 7500 gals per month	\$ 27.53	\$ 55.06	\$ 74.33	\$ 43.56	\$ 60.56
Bill assuming 10,001 gals per month	\$ 33.73	\$ 67.46	\$ 91.07	\$ 67.63	\$ 84.63
COMMERCIAL (5/8")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 67.46	\$ 91.07	\$ 115.69	\$ 135.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 92.26	\$ 124.55	\$ 183.74	\$ 203.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 117.06	\$ 158.03	\$ 242.21	\$ 262.21
COMMERCIAL (1")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 67.46	\$ 91.07	\$ 135.69	\$ 145.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 92.26	\$ 124.55	\$ 203.74	\$ 213.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 117.06	\$ 158.03	\$ 262.21	\$ 272.21
COMMERCIAL (2")					
Bill Assuming 10,000 gals per month	\$ 33.73	\$ 67.46	\$ 91.07	\$ 170.69	\$ 170.69
Bill Assuming 15,000 gals per month	\$ 46.13	\$ 92.26	\$ 124.55	\$ 238.74	\$ 238.74
Bill Assuming 20,000 gals per month	\$ 58.53	\$ 117.06	\$ 158.03	\$ 297.21	\$ 297.21

Water Model Summary

- FY19 Expenses and Water Use

- Across-the-Board 2.0 X current rate will generate revenue > \$286,000/yr
- Tier (10%) will generate revenue > \$286,000/yr

- 5-Yr Average Expenses

- Across-the-Board 1.5 X current rate will generate revenue > \$204,000/yr
- Tier (5%) will generate revenue > \$204,000/yr

- FY20 Adopted Budget Expenses

- Across-the-Board 2.7 X current rate will generate revenue > \$438,508/yr
- Tier (10% + higher minimums) will generate revenue > \$438,508/yr

Water Bill Fees – Other Revenue

- Other Revenue (in addition to billed water use)
 - Fees
 - Connect/Disconnect
 - Late Payment Fees
 - Tampering Fees
 - Equipment Replacement Fees
 - Sold Water (external customers)
- Audit Caselle to make sure billing is accurate for all customers

Water Bill Fees – Other Revenue

Current Water Fees:

• New Meter	\$100.00
• New Valve:	\$100.00
• Shut-Off (Business Hrs)	\$15.00
• Shut-Off (After Hrs)	\$45.00
• Turn on (Business Hrs)	\$15.00
• Turn on (After Hrs)	\$45.00
• Re-read:	\$15.00

Other Fee Options:

• New AMR Meter	\$225.00
• New AMR Antennae	\$100.00
• Meter Data	\$25.00
• Tampering? (State Laws exist)	

Water Rate Summary

- The Town needs to decide on the actual water rate increase it wants to approve, effective January 1, 2020
- The Town Council now has all the information it needs to make the best decision for the Town
- The Water Rate Model can be used to estimate the effect of different rates increases based on the cash flow the Town Council wishes to achieve
- It is important to make sure the water expenses and revenues are properly accounted for

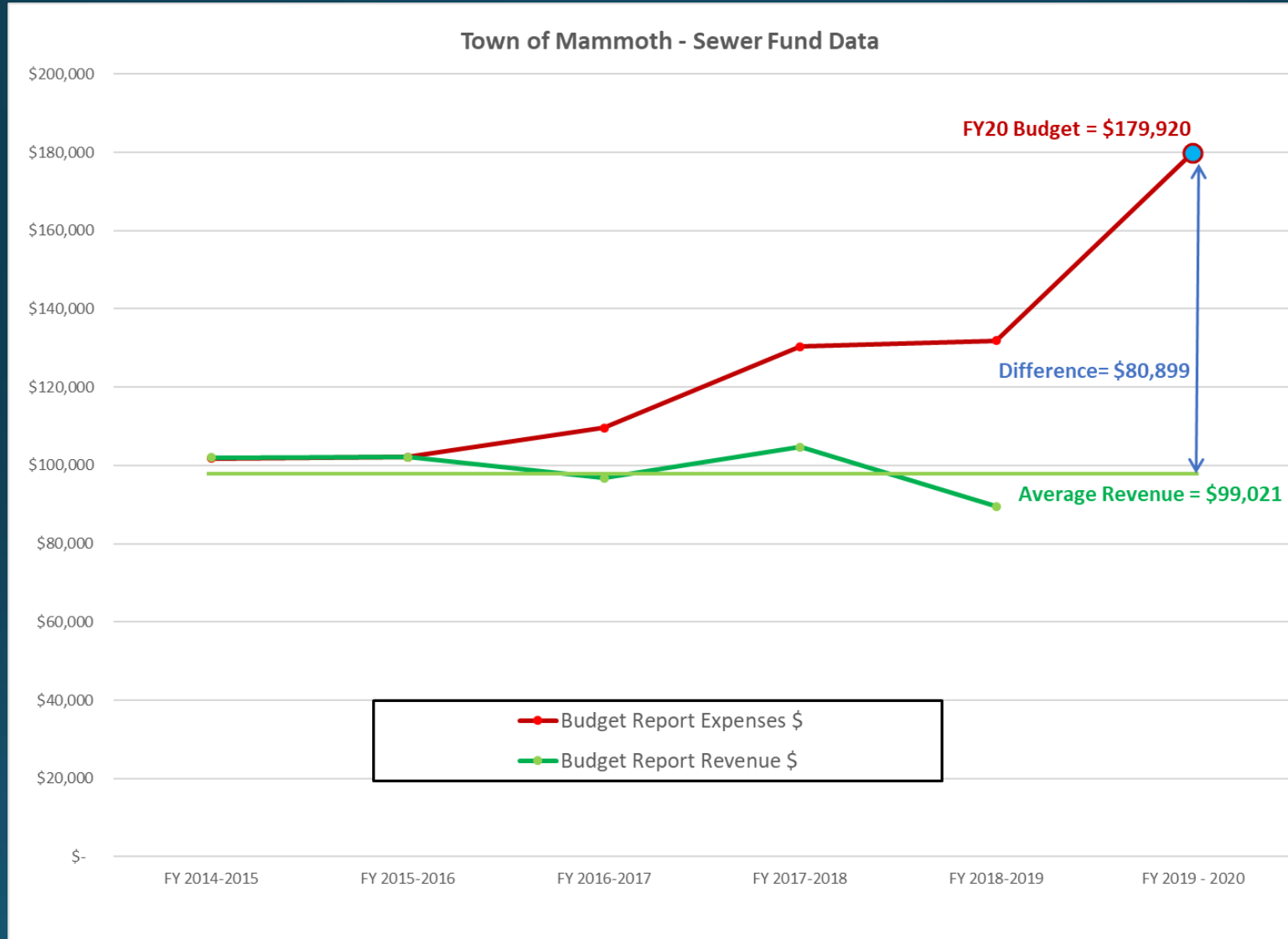
Sewer Bill Statistics

- Monthly Rate – Residential \$15.63 (\$187.56/yr)
- Monthly Rate – Commercial \$24.31 (\$291.72/yr)
- Approximately 543 Sewer Customers (3-yr average)
- Approximately 29 Commercial Customers

Sewer Fund Revenues and Expenses

Sewer Enterprise Fund	Budget Report Expenses \$	Budget Report Revenue \$	Difference \$
FY 2014-2015	\$ 101,799	\$ 101,973	\$ 174
FY 2015-2016	\$ 102,104	\$ 102,104	\$ -
FY 2016-2017	\$ 109,616	\$ 96,800	\$ (12,816)
FY 2017-2018	\$ 130,376	\$ 104,651	\$ (25,725)
FY 2018-2019	\$ 131,888	\$ 89,578	\$ (42,310)
5-Yr Average	\$ 115,157	\$ 99,021	\$ (16,135)
FY 2019 - 2020	\$ 179,920.00	\$ 179,920.00	\$ -

Sewer Fund Revenue and Expenses

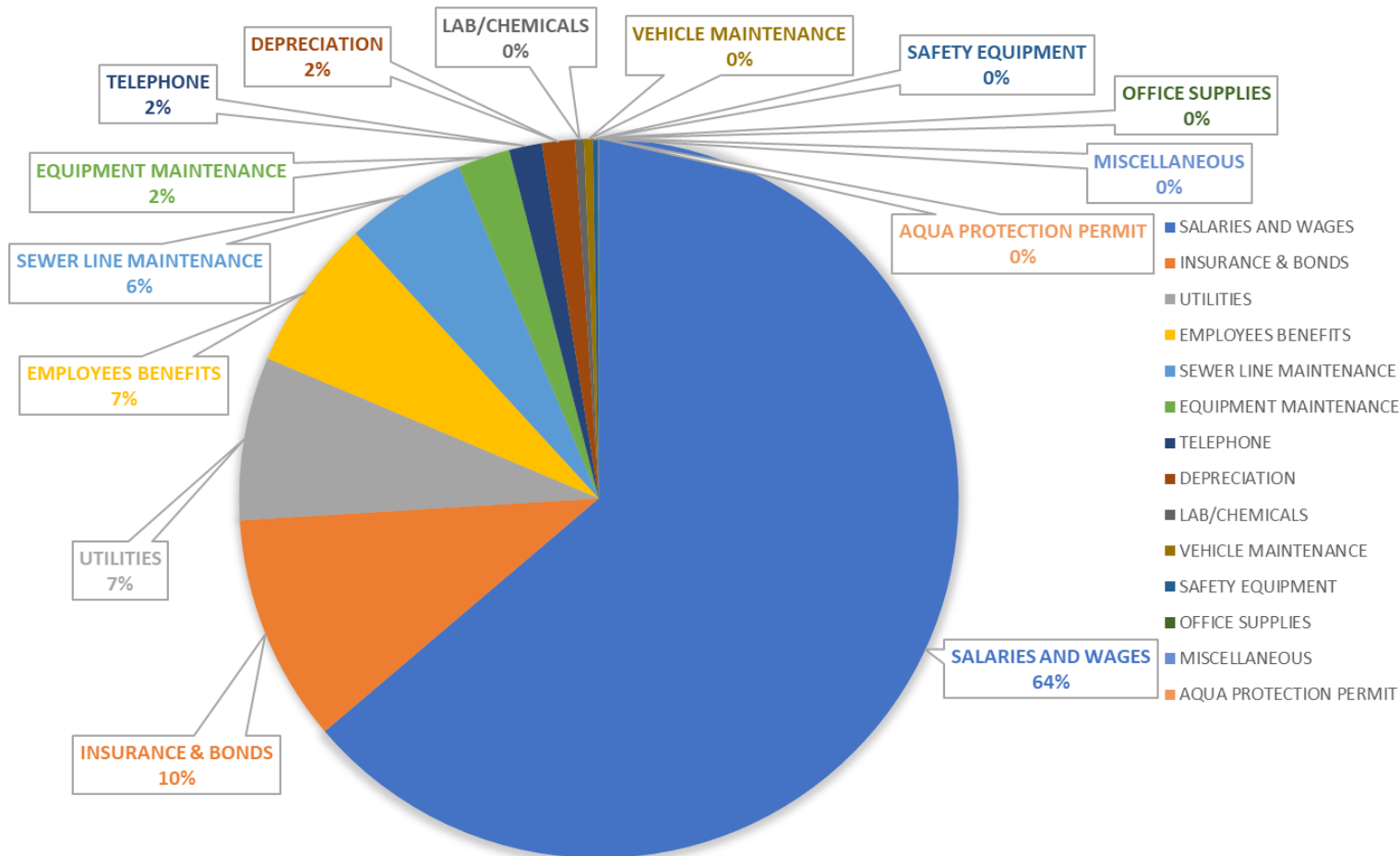


Sewer Revenue and Expenses

TOWN OF MAMMOTH SEWER FUND	Adopted Budget FY18	Audited Actuals FY18	Adopted Budget FY19	Estimated FY19	Proposed Budget FY20
54-4011 SALARIES	68,815	73,853	74,000	93,114	94,977
54-4013 EMPLOYEE BENEFITS	9,364	8,501	10,325	10,543	10,754
54-4020 OFFICE SUPPLIES	70	26	70		
54-4024 SEWER LINE MAINTENANCE	600	481	24,000	17	10,000
54-4025 EQUIPMENT MAINTENANCE/PIPE	2,000	53	100	4,075	4,100
54-4026 VEHICLE MAINTENANCE		832	1,000	100	500
54-4027 GASOLINE AND OIL					
54-4028 TELEPHONE	2,200	2,202	2,200	2,272	2,300
54-4029 UTILITIES	15,000	9,565	10,000	10,088	10,290
54-4037 SAFETY EQUIPMENT	15	621	650	117	200
54-4040 TRAINING					
54-4041 INSURANCE & BONDS	17,500	11,821	11,000	11,562	11,800
54-4042 LAB/CHEMICALS	700		700		
54-4091 AQUA PROTECTION PERMIT	4,993		4,855		
Contingency Reserve	16,643				35,000
Total Expenditures	137,900	107,954	138,900	131,888	179,920

Sewer Fund Expenses Breakdown

TOWN OF MAMMOTH - AVERAGE ANNUAL SEWER FUND EXPENSES - 4-YEAR
AVERAGE - FY2016 - FY2019



Sewer Fund Expenses	4-Yr Average	%
SALARIES AND WAGES	\$ 72,924.09	64%
INSURANCE & BONDS	\$ 11,704.84	10%
UTILITIES	\$ 8,391.29	7%
EMPLOYEES BENEFITS	\$ 7,797.94	7%
SEWER LINE MAINTENANCE	\$ 6,236.45	5%
EQUIPMENT MAINTENANCE	\$ 2,685.00	2%
TELEPHONE	\$ 1,684.41	1%
DEPRECIATION	\$ 1,681.83	1%
LAB/CHEMICALS	\$ 462.00	0%
VEHICLE MAINTENANCE	\$ 459.30	0%
SAFETY EQUIPMENT	\$ 250.69	0%
OFFICE SUPPLIES	\$ 32.25	0%
MISCELLANEOUS	\$ 12.95	0%
AQUA PROTECTION PERMIT	\$ 3.27	0%

Sewer Rate Comparison

From WIFA Water and Wastewater Rates Dashboard

- San Manuel: \$54.27/month
 - Hayden: \$46.73/month
 - Saddlebrooke: \$39.30/month
 - Kearny: \$27.60/month
 - Oracle: \$27.00/month (*data from 2010)
-
- Town of Mammoth: \$15.63/month

Sewer Rate/Cash Flow Model

- A model was developed to estimate the resulting revenue from different rate increase structures
- Simple Percentage Increase
- Residential versus Commercial

Sewer Rate Increase - Cash Flows

Town of Mammoth - Proposed Sewer Rate Increase			
	Residential	Business	
Rate Increase:	10%	10%	
	FY2019	FY2020	FY2021
Residential Rate	\$ 15.63	\$ 17.19	\$ 17.19
Commercial Rate	\$ 24.31	\$ 26.74	\$ 26.74
Residential Customers	514	514	514
Commercial Customers	29	29	29
Residential Revenue	\$ 96,406	\$ 101,226	\$ 106,046
Commercial Revenue	\$ 8,460	\$ 8,883	\$ 9,306
Total Revenue	\$ 104,866	\$ 110,109	\$ 115,352
Actual Expenses/Budget	\$ 131,888	\$ 179,920	\$ 179,920
Revenue - Budget Expenses	\$ (27,022)	\$ (69,811)	\$ (64,568)
5-Yr Average Expenses	\$ 115,157	\$ 115,158	\$ 115,159
Revenue - 5-Yr Avg Expenses	\$ (10,291)	\$ (5,049)	\$ 193

Sewer Rate Increase - Cash Flows

Town of Mammoth - Proposed Sewer Rate Increase					Town of Mammoth - Proposed Sewer Rate Increase				
Rate Increase:	20%	20%			Rate Increase:	10%	140%		
	FY2019	FY2020	FY2021			FY2019	FY2020	FY2021	
Residential Rate	\$ 15.63	\$ 18.76	\$ 18.76		Residential Rate	\$ 15.63	\$ 17.19	\$ 17.19	
Commercial Rate	\$ 24.31	\$ 29.17	\$ 29.17		Commercial Rate	\$ 24.31	\$ 58.34	\$ 58.34	
Residential Customers	514	514	514		Residential Customers	514	514	514	
Commercial Customers	29	29	29		Commercial Customers	29	29	29	
Residential Revenue	\$ 96,406	\$ 106,046	\$ 115,687		Residential Revenue	\$ 96,406	\$ 101,226	\$ 106,046	
Commercial Revenue	\$ 8,460	\$ 9,306	\$ 10,152		Commercial Revenue	\$ 8,460	\$ 14,382	\$ 20,304	
Total Revenue	\$ 104,866	\$ 115,352	\$ 125,839		Total Revenue	\$ 104,866	\$ 115,608	\$ 126,350	
Actual Expenses/Budget	\$ 131,888	\$ 179,920	\$ 179,920		Actual Expenses/Budget	\$ 131,888	\$ 179,920	\$ 179,920	
Revenue - Budget Expenses	\$ (27,022)	\$ (64,568)	\$ (54,081)		Revenue - Budget Expenses	\$ (27,022)	\$ (64,312)	\$ (53,570)	
5-Yr Average Expenses	\$ 115,157	\$ 115,158	\$ 115,159		5-Yr Average Expenses	\$ 115,157	\$ 115,158	\$ 115,159	
Revenue - 5-Yr Avg Expenses	\$ (10,291)	\$ 194	\$ 10,680		Revenue - 5-Yr Avg Expenses	\$ (10,291)	\$ 450	\$ 11,191	

Sewer Rate Increase - Cash Flows

Town of Mammoth - Proposed Sewer Rate Increase					Town of Mammoth - Proposed Sewer Rate Increase			
Rate Increase:	72%	72%			Rate Increase:	61%	200%	
	FY2019	FY2020	FY2021			FY2019	FY2020	FY2021
Residential Rate	\$ 15.63	\$ 26.88	\$ 26.88		Residential Rate	\$ 15.63	\$ 25.16	\$ 25.16
Commercial Rate	\$ 24.31	\$ 41.81	\$ 41.81		Commercial Rate	\$ 24.31	\$ 72.93	\$ 72.93
Residential Customers	514	514	514		Residential Customers	514	514	514
Commercial Customers	29	29	29		Commercial Customers	29	29	29
Residential Revenue	\$ 96,406	\$ 131,112	\$ 165,818		Residential Revenue	\$ 96,406	\$ 125,810	\$ 155,213
Commercial Revenue	\$ 8,460	\$ 11,505	\$ 14,551		Commercial Revenue	\$ 8,460	\$ 16,920	\$ 25,380
Total Revenue	\$ 104,866	\$ 142,617	\$ 180,369		Total Revenue	\$ 104,866	\$ 142,729	\$ 180,593
Actual Expenses/Budget	\$ 131,888	\$ 179,920	\$ 179,920		Actual Expenses/Budget	\$ 131,888	\$ 179,920	\$ 179,920
Revenue - Budget Expenses	\$ (27,022)	\$ (37,303)	\$ 449		Revenue - Budget Expenses	\$ (27,022)	\$ (37,191)	\$ 673
5-Yr Average Expenses	\$ 115,157	\$ 115,158	\$ 115,159		5-Yr Average Expenses	\$ 115,157	\$ 115,158	\$ 115,159
Revenue - 5-Yr Avg Expenses	\$ (10,291)	\$ 27,459	\$ 65,210		Revenue - 5-Yr Avg Expenses	\$ (10,291)	\$ 27,571	\$ 65,434

Sewer Rate Increase - Cash Flows

Town of Mammoth - Proposed Sewer Rate Increase				Town of Mammoth - Proposed Sewer Rate Increase			
Rate Increase:	145%	145%		Rate Increase:	100%	650%	
	FY2019	FY2020	FY2021		FY2019	FY2020	FY2021
Residential Rate	\$ 15.63	\$ 38.29	\$ 38.29	Residential Rate	\$ 15.63	\$ 31.26	\$ 31.26
Commercial Rate	\$ 24.31	\$ 59.56	\$ 59.56	Commercial Rate	\$ 24.31	\$ 182.33	\$ 182.33
Residential Customers	514	514	514	Residential Customers	514	514	514
Commercial Customers	29	29	29	Commercial Customers	29	29	29
Residential Revenue	\$ 96,406	\$ 166,300	\$ 236,194	Residential Revenue	\$ 96,406	\$ 144,609	\$ 192,812
Commercial Revenue	\$ 8,460	\$ 14,593	\$ 20,727	Commercial Revenue	\$ 8,460	\$ 35,954	\$ 63,449
Total Revenue	\$ 104,866	\$ 180,893	\$ 256,921	Total Revenue	\$ 104,866	\$ 180,563	\$ 256,261
Actual Expenses/Budget	\$ 131,888	\$ 179,920	\$ 179,920	Actual Expenses/Budget	\$ 131,888	\$ 179,920	\$ 179,920
Revenue - Budget Expenses	\$ (27,022)	\$ 973	\$ 77,001	Revenue - Budget Expenses	\$ (27,022)	\$ 643	\$ 76,341
5-Yr Average Expenses	\$ 115,157	\$ 115,158	\$ 115,159	5-Yr Average Expenses	\$ 115,157	\$ 115,158	\$ 115,159
Revenue - 5-Yr Avg Expenses	\$ (10,291)	\$ 65,735	\$ 141,762	Revenue - 5-Yr Avg Expenses	\$ (10,291)	\$ 65,405	\$ 141,102

Sewer Rate Increase - Summary Matrix

Town of Mammoth - Monthly Sewer Rate Increase Matrix										
	Option 1: Same Rate Increase for Residential and Commercial					Option 2: Different Rate Increase for Residential and Commercial				
Residential: \$15.63/Commercial: \$24.31	Residential Rate	Commercial Rate	\$ Residential Increase	% Commercial Increase		Residential Rate	Commercial Rate	\$ Residential Increase	% Commercial Increase	
FY21 Revenue Exceeds 5-Yr Avg Expenses	\$ 17.19	\$ 26.74	10%	10%						
FY20 & FY21 Revenue Exceeds 5-Yr Avg Expenses	\$ 18.76	\$ 29.17	20%	20%		\$ 17.19	\$ 58.34	10%	140%	
FY21 Revenue Exceeds Assumed FY21 Budget Expenses	\$ 26.88	\$ 41.81	72%	72%		\$ 25.16	\$ 72.93	61%	200%	
FY20 Revenue Exceeds Actual FY20 Budget Expenses	\$ 38.29	\$ 59.56	145%	145%		\$ 31.26	\$ 182.33	100%	650%	

Sewer Rate Summary

- The Town needs to decide on the actual sewer rate increase it wants to approve, effective January 1, 2020
- The Town Council now has all the information it needs to make the best decision for the Town
- The Sewer Rate Model can be used to estimate the effect of different rates increases based on the cash flow the Town Council wishes to achieve
- It is important to make sure the sewer expenses and revenues are properly accounted for

Customer Assistance Programs

- State
- County
- Local
 - Utility
 - Non-Profits
 - Churches
 - Other

Arizona Utility Assistance Program (LIHEAP)

Benefit Categories > Housing and Public Utilities

Program Description

Low Income Home Energy Assistance Program (LIHEAP) is a Federally-funded program that helps low-income households with their home energy bills. LIHEAP can help you stay warm in the winter and cool in the summer. By doing so, you can reduce the risk of health and safety problems (such as illness, fire, or eviction).

The Arizona LIHEAP program may be able to offer you one or more of the following types of assistance:

- Bill payment assistance.
- Energy crisis assistance.
- Weatherization and energy-related home repairs.

Program Requirements

The LIHEAP program in your community determines if your household's income qualifies for the program. You must be a resident of the state of Arizona and you must need financial assistance with home energy costs. The Arizona LIHEAP program may also require households to meet additional eligibility criteria to receive LIHEAP assistance. In order to qualify, you must have an annual household income (before taxes) that is less than or equal to the following amounts:

Household Size*	Maximum Income Level (Per Year)
1	7494
2	10146
3	12798
4	15450
5	18102
6	20754
7	23406
8	26058

*For households with more than eight people, add 2852 per additional person. Always check with the appropriate managing agency to ensure the most accurate guidelines.

Check if you may be eligible for this benefit.

Application Process

To apply for LIHEAP online, please contact the local Community Action Program (CAP) in your area. For additional application information, visit the People's Information Guides page.

Contact Information

Visit the Arizona LIHEAP page to learn more. You may also visit the Arizona Department of Aging and Adult Services (DAAS) Frequently Asked Questions information page.

For detailed information on LIHEAP assistance, please contact your:

- LIHEAP State or Territory agency
- LIHEAP Indian Tribal or Tribal Organization agency

COMMUNITY ACTION HUMAN RESOURCES AGENCY

Improving the lives of limited income people and their communities since 1961

PEOPLE HELPING PEOPLE

CAHRA

Community Action Human Resources Agency (CAHRA) is a private, non-profit corporation providing for the identified needs of people and communities of Pinal County.

CAHRA ABOUT US

As the designated Community Action Program for Pinal County, CAHRA continues to demonstrate its ability to provide services and programs that meet the changing needs of communities and individuals. The Agency partners with community resources to develop and implement strategies that address the problems of the limited income residents of Pinal County. The Agency's collaborations include:

- Community Advancing, Referral & Education (CARE) Network
- Pinal County Network Association
- Resource Roundup - Community Initiatives
- Bureau of State Homelands, Continuum Committee
- Casa Grande Emergency Assistance Ministry
- Pinal County Affordable Housing Committee
- Pinal Network
- Employment Systems -The Network

MISSION

Community Action Human Resources Agency (CAHRA) is a private, non-profit corporation providing for the identified needs of people and communities of Pinal County. CAHRA builds firm foundations in partnership with communities by stimulating family cohesiveness and self-reliance.

Upcoming Events

21 Oct 2019
10:00 AM - 12:00 PM
Click Here to Register

Community Info/Referral Service

Click Here to Get Connected, Get Answers, Community Information and Referral Services

Email CAHRA

Click Here to email CAHRA

LOCATION

109 N. Sunshin Blvd. Ely, AZ 85121
520-456-1112

Directory of Services

Please visit AZ211.org or call 211 for a directory of social services.

CAHRA is a Partner Agency

United Way ARIZONA

Arizona Department of Economic Security

Your Partner for a Stronger Arizona

ARIZONAWORKS

Home | Services | How do I? | Documents Center | Online Services | Media Center | Office Locator | Careers

Home | Services | How do I? | Documents Center | Online Services | Media Center | Office Locator | Careers

Shelter and Housing

Domestic Violence
Homeless Services
Short-Term Crisis Services
Utility Assistance

Utility Assistance

Community Action Programs (CAPs) and other designated local providers offer several programs to assist with energy assistance. The Division contracts with local CAPs for the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP is a Federally-funded program that helps weatherize homes and pay the heating/cooling bills, minimize crises, and make energy costs more affordable. Eligible energy customers may receive help in three ways:

1. Help to pay current and past due energy bills
2. Help with utility deposits
3. Help with energy efficiency measures to reduce future energy costs

Eligibility

Who is eligible?

To qualify for LIHEAP the applicant must have an income that falls within the program guidelines. Priority for service assistance is determined at the local Community Action Agency level. Higher priority is granted if someone in your home is a senior citizen (60 years of age or older), a person with disabilities or a young child under six years old.

How often can someone receive assistance?

The availability of LIHEAP assistance is not guaranteed and is available on a first-come first-served basis. LIHEAP eligibility is limited to once in a 12-month period. Remember to contact your utility company as soon as possible when you realize you might have trouble paying your bill.

Items You Need to Apply

To apply for LIHEAP you need the following documents:

1. State Driver's License or Identification Card
2. Proof of U.S. citizenship, permanent legal residence (LPR), or other qualifying immigration status such as refugee or current temporary protected status (TPS)
3. Proof of permanent residence, such as a lease, deed or property tax bill
4. Social Security cards or numbers, birth certificates or other records for all household members including children
5. Income verification of all household members 18 years of age and older for the last 30 days (paystubs, social security, award notices, unemployment benefits, pension funds or disability, etc.)
6. Copies of all current utility bills
7. Utility Termination Notice (if you have received a shut-off notice or discontinue notice from your energy company)
8. Statement showing utility assistance if you are living in subsidized housing, such as Section 8.

Where to Apply

To apply for this LIHEAP program, contact the local Community Action Program in your area. An appointment is needed to obtain utility assistance services. Please note that there is a fee for assistance from Community Action Agencies, and their phone lines get very busy. If they have you some time to get through.

- Most Programs Based on Need (income/poverty level/disabilities)

Customer Assistance Programs – Types of CAPs

Bill Discount. Utilities reduce a customer's bill, usually long-term. Can be applied to nearly any type of rate structure or aspect of the bill (e.g., variable rate structure, fixed service charge, and volumetric charge). Also known as **write-off, reduced fixed fee.**

Flexible Terms. Utilities help customers afford services and pay bills through arrearage forgiveness (e.g., rewarding timely bill payments by partially forgiving old debt and establishing a payment plan for future payments), bill timing adjustment (e.g., moving from quarterly to monthly billing cycles), or levelized billing (e.g., dividing total anticipated annual water and sewer bill by 12 to create a predictable monthly bill amount). Common categories of different program types include **payment plans, connection loans, managing arrears, levelized billing, bill timing.**

Temporary Assistance. Utilities help customers on a short-term or one-time basis to prevent disconnection of service or restore service after disconnection for households facing an unexpected hardship (e.g., death, job loss, divorce, domestic violence). Also known as **emergency assistance, crisis assistance, grant, one-time reduction.**

Lifeline Rate. Customers pay a subsidized rate for a fixed amount of water, which is expected to cover that customer's basic water needs. When water use exceeds the initial fixed amount of water (i.e., the lifeline block), the rates increase. Also known as **minimum bill, low-income rate structure, single tariff, water budget.**

Water Efficiency. Utilities subsidize water efficiency measures by providing financial assistance for leak repairs and offering rebates for WaterSense-certified fixtures, toilets, and appliances. Also known as **water conservation.**

Customer Assistance Programs - Examples

COMMUNITY ACTION PROGRAM (CAP)

The **Community Action Program (CAP)** is a partnership between Maricopa County, Surprise and El Mirage that provides support services that foster self-sufficiency and stability during unexpected financial crises by providing limited temporary assistance with utility and eviction prevention for qualifying Surprise and El Mirage residents.

Residents seeking assistance will need to schedule an appointment and complete an application with a Resource Center staff member. The following information is required to complete the application:

- Social Security cards for all household members
- Documentation of U.S. Citizenship (birth certificate) or lawful residency of application
- Documentation of household income received in the last 30 days prior to and including the appointment date for all family members
- Latest utility bills for gas and electrical usage of residence including shut off or disconnect notices
- Documentation of rent or mortgage payment including delinquency, eviction or foreclosure notices

Appointments are required for program consideration. Individuals who need an appointment should call on Mondays at 8:00 a.m. and leave a message that includes the following:

- Address, including city and zip code
- If there are children in the home
- If there is someone with a disability living in the home
- Type of assistance requested
- Contact information

Program staff will respond to messages within 48 business hours, depending on the number of requests. Weekly appointments are limited and assistance is based on available funding.

Call and leave a message to schedule your appointment at 623.222.HOPE(4673)

Visit www.surpriseaz.gov/socialservices to view additional resources and programs that are available to support you.

The Resource Center does not discriminate on the basis of race, color, religion, national origin, familial circumstance, sex, disability or age.

Arizona

Pima County | Pima County Regional Wastewater Reclamation Department

402,575 population served



Program: **Sewer Outreach Subsidy (SOS) Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers a 25%, 50%, or 75% discount on monthly sewer fees, including the flat monthly service fee of \$12.63, based on federal poverty guidelines for household sizes. Administered as part of a partnership with the Pima County Community Action Agency.

Eligibility Information

- Be a residential sewer customer.
- Have a water/sewer bill in applicant's name.
- To qualify for a 25% reduction, total household income must meet program guidelines starting at \$17,655/year for 1 person per household to \$61,335/year for 8 persons per household (\$6,240 for each additional person).
- To qualify for a 50% reduction, total household income must meet program guidelines starting at \$14,713/year for 1 person per household to \$51,113/year for 8 persons per household (\$5,200 for each additional person).
- To qualify for a 75% reduction, total household income must meet program guidelines starting at \$11,770/year for 1 person per household to \$40,890/year for 8 persons per household (\$4,160 for each additional person).

More Information

<http://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=195661>

City invites donations to bill-pay assistance program



The City of Yuma invites residents who like to "give back" the opportunity to donate to enhance the fund that provides single-time bill-payment assistance to customers with temporary hardships.

The City introduces the Yuma Cares program, which is part of the utility payment assistance program that the City runs through the Western Arizona Council of Governments, or WACOG. Yuma Cares introduces the opportunity for more fortunate customers to choose to add additional money to their city services bill payment which would contribute to the fund that pays for the bill payment assistance program.

A voluntary program, it would be up to the donor as to how much they would choose to donate. One common method already used by a number of city services customers is the "round up" method, where the customer would round up his or her payment to a whole amount. For example, a bill of \$118.66 could be rounded up to the nearest dollar, \$119, or the nearest ten dollars, \$120. The customer decides.

Another option would be to contribute a larger amount. This amount would perhaps be a better fit for a customer who had just received a large bonus or commission.

Now in its third year, the bill payment assistance program is currently funded through delinquency fees paid by customers. The program's goal is to prevent customers who are behind on their payment due to temporary hardship from water service disconnection. The program also educates families on how to reduce consumption.

To receive this assistance through WACOG, customers must not have requested similar assistance within the same year, must not have other debt with the City and cannot have been found to have tampered with their water meter.

Donations through Yuma Cares would boost recent upgrades to the assistance program. The City has proposed to increase the maximum amount of payment assistance up to \$250. Furthermore, if that \$250 maximum amount exceeds the amount due, that remainder may serve as a credit balance for qualifying customers. Qualifications for this assistance are determined by WACOG on a case-by-case basis.

Also, customers who have experienced a hardship will no longer have to wait until they are past due to request assistance through this program.

To donate to Yuma Cares, visit www.yumaaz.gov, and under Quick Links click on the top option, Pay Your Water Bill. Follow your preferred option for payment, then round your payment up to the amount of your choosing.

To request assistance through this program, call the City's customer service line at 373-5076 during business hours (7 a.m. to 6 p.m. Monday through Thursday and 7 a.m. to 5 p.m. every other Friday), or call WACOG on Fridays at 928-782-3462.

Tags: City services bill, Donate, donations, drinking water, recycling, solid waste, water

Tucson | Tucson Water

712,700 population served



Program: **Low-Income Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% monthly low-income bill credit on the Utility Services Statement.

Eligibility Information

- Must be a Tucson Water customer.
- Utility Services Statement must be in applicant's name.
- Must provide proof that applicant is qualified through on the following programs: Pima County Community and Economic Development, City of Tucson Environmental Services Department, or City of Tucson Parks and Recreation Department.
- Household income must meet program guidelines starting at \$15,441/year for 1 person per household to \$76,360/year for 8 persons per household (\$8,584 for each additional person).

More Information

<https://www.tucsonaz.gov/water/low-income>

Conclusion

- The Town of Mammoth must increase water/sewer rates in order to balance the budget and continue to provide services to customers
 - Other possible options: unincorporate, sell utilities to private companies
- There are many different options to raise rates to lower the impact on customers
- There are customer assistance programs available to help low/fixed-income customers – Mammoth can develop its own CAP
- The Current Plan is to raise rates, effective January 1, 2020
 - Report available to customers on 10/21/19
 - Public Hearing on 11/21/19
 - Adopt (by ordinance or resolution) the new rates after the hearing