Water and Wastewater Assistance Programs

Best Practices and Biggest Challenges

Presented by:

DOLLAR ENERGY FUND
Dollar Energy Fund has administered water and wastewater programs since 1991. Partnered with Pennsylvania America Water Company on the first comprehensive water utility assistance program of its kind. Administer water or wastewater programs for 6 states. Investor owned utilities and municipals. 40+ utility partners (natural gas, electric, water, wastewater, and telephone) in 12 states.
Pennsylvania American Water Program

- 3 main components of program
  - Reduced rate – 85% discount on the service charge for the customer (meter charge)
  - Conservation – kits & repairs
  - Hardship Program – provided nearly $5MM to 200,000 households
Pennsylvania American Water Program

• Funding
  – Hardship component: Shareholder funds used to match customer contributions. Dollar Energy Fund provides additional funds through our fundraising efforts
  – Repair component: Rates
  – Discount component: Rates

• Administration
  – Hardship grants through CBOs
  – Discount administered through DEF call center
  – Repairs completed by licensed plumbers and paid for by DEF
Allegheny County Sanitation Authority

- Alcosan description
- EPA Mandate/Consent Decree caused increasing rates
- 68 customers that service 300,000 households
- Multiple billers
- Assistance paid quarterly in form of grant sent directly to biller
- 33% of Alcosan fee
Clairton Municipal Authority Program

- Background
  - How DEF got involved
  - City of Clairton
  - Authority
  - State Senator

- Funding sources

- Outcome

- Issues with the program
• Residential Homeowner Assistance Program (RHAP)
• Designed to assist residence in City of Pittsburgh where customer had the ability to have separate storm water system and were not connected properly
• Point of Sale restriction on sale of home
• Provided grants and low interest loans to residents to complete the repairs
• DEF began administration and opted out of the program
• Lessons learned