

Water and Wastewater Assistance Programs

Best Practices and Biggest Challenges

Presented by:

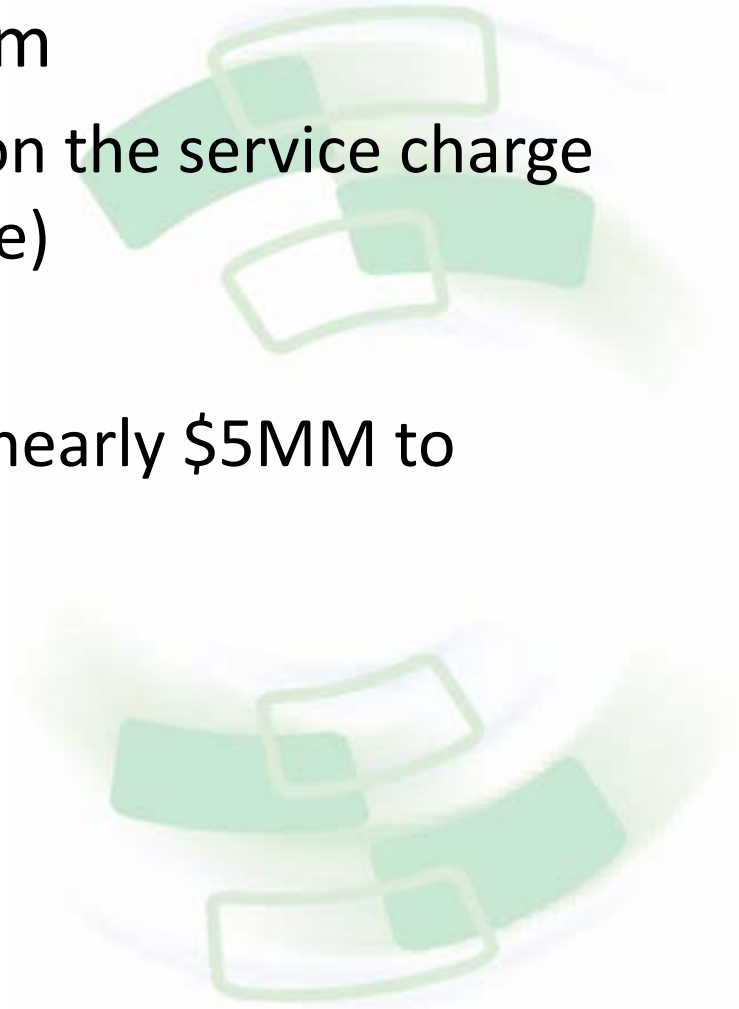


Introduction

- 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

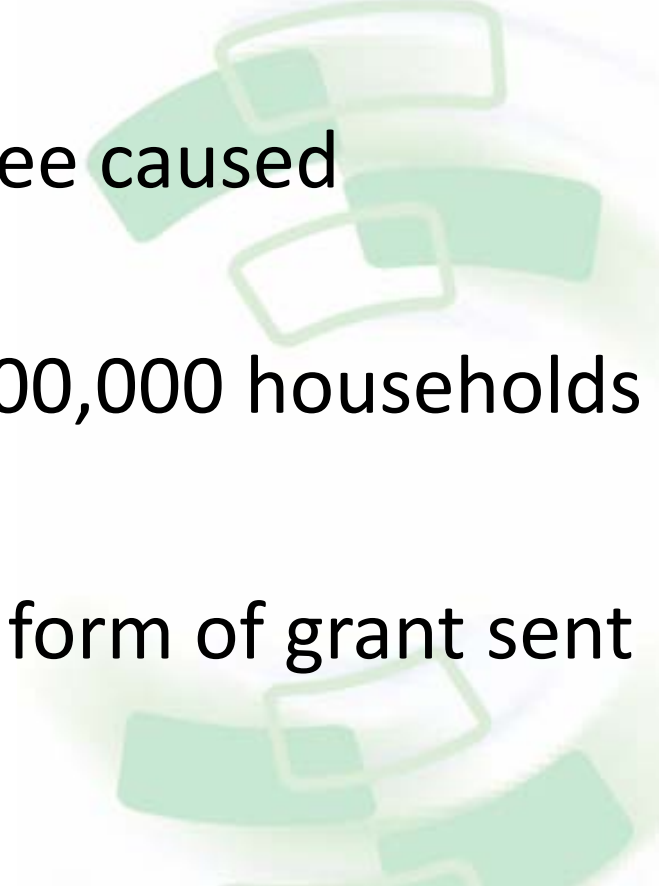
- 3 main components of program
 - Reduced rate – 85% discount on the service charge for the customer (meter charge)
 - Conservation – kits & repairs
 - Hardship Program – provided nearly \$5MM to 200,000 households



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



Pittsburgh Water & Sewer Authority

- 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