

Targeted Water Efficiency Programs for Low-income Customers

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Affordability Concerns

- 1993 City of Portland moved away from flat rate billing for sewer charges and towards consumption-based billing.
- City Council mandated that the Water and Sewer/Stormwater bureaus develop programs for low-income customers.

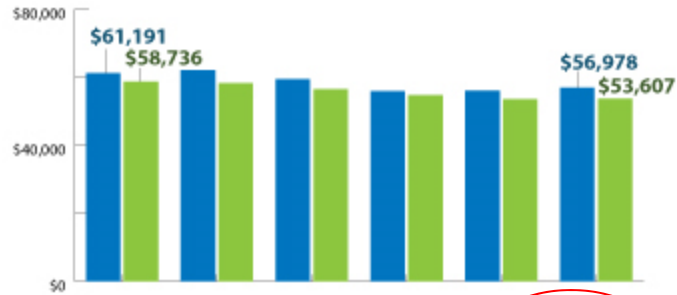


Income, Poverty & Health Insurance

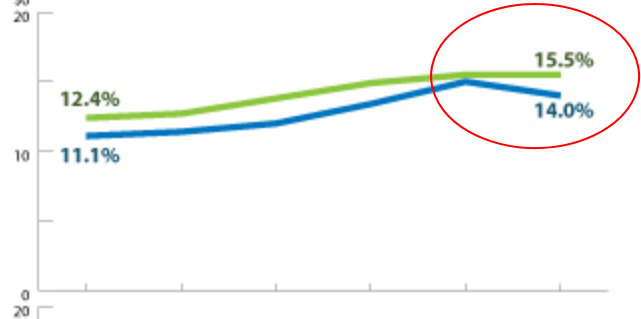
American Community Survey Statistics for **Portland Metro Area**, 2007–2012

■ Portland metro area ■ All U.S. metro areas

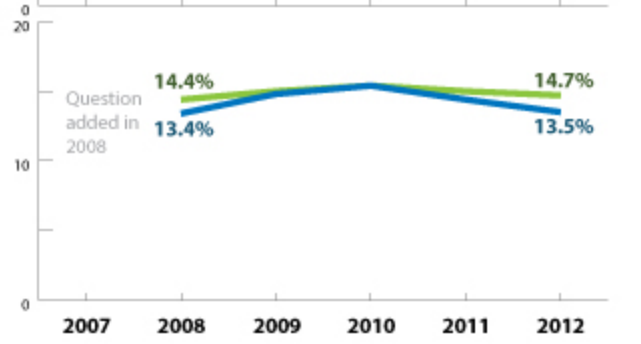

Median household income
 (in 2012 inflation-adjusted dollars)




Percentage of people in poverty




Percentage of people without health insurance



United States
Census
 Bureau

U.S. Department of Commerce
 Economics and Statistics Administration
 U.S. CENSUS BUREAU

Source: 2007–2012 American Community Surveys
 For more information, visit census.gov/acs



Income Guidelines for Eligibility

2014 Oregon Poverty Threshold 60% of Median Income

Family Size	Annual Income*	Monthly Income
1	\$21,706.88	\$1,808.91
2	\$28,385.92	\$2,365.49
3	\$35,064.96	\$2,922.08
4	\$42,744.00	\$3,035.25
5	\$48,423.04	\$4,035.25
6	\$55,102.08	\$4,591.84
7	\$56,354.40	\$4,696.20
8	\$57,606.72	\$4,800.56
9	\$58,859.04	\$4,904.92
10	\$60,111.36	\$5,009.28
11	\$61,363.68	\$5,113.64
12	\$62,616.00	\$5,218.00

Each additional member add \$106 to monthly income

Bill Discount & Crisis Assistance

Bill Discount

- Low income customers - 60% or less of State median income
- Discount is about \$125 per quarterly bill –a 50% discount on an average bill of 5 CCF per month.
- 8,658 customers; \$4.5 Million in the past 12 months

Crisis Assistance

- \$150 voucher once every 12 months
- \$460,000 spent in the last 12 months.

Assistance Programs



**Bureau of Environmental Services
Portland Water Bureau**

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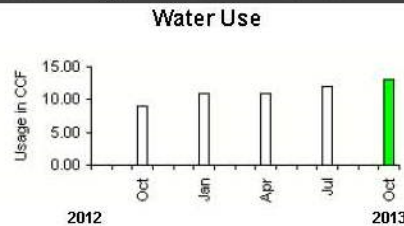
Combined Sewer/Stormwater/Water Bill

- Bureau of Environmental Services
- Portland Water Bureau

Account Activity	
Previous Bill Amount	\$ 112.99
Net Adjustments	\$ 0.00
Late Fees	\$ 0.00
Payments - Thank you	\$ -112.99
Balance Forward	\$ 0.00
Current Charges	\$ 122.00
Amount Due	\$ 122.00
Due Date	Nov 26, 2013

Service	Usage	Rate per CCF	Billing Details	
			Billing Date	Billing Period
			11/05/13	07/30/13 - 10/29/13
			Days of Service: 92	
			Billing Type: Single Family/Quarterly	
			Charges	
Water Volume	13 CCF	\$ 3,441	\$	44.73
Sewer Volume	11 CCF	\$ 8,700	\$	95.70
Discount			\$	-127.25
Stormwater Off-site			\$	48.93
Stormwater On-site			\$	26.35
Portland Harbor Superfund			\$	1.64
Base Charge			\$	91.00
Total Current Charges			\$	122.00

Meter Usage Detail			
Meter Number	Previous Read	Current Read	Usage
98041742M	600	613	13



- Financial Assistance – discounts & vouchers

AND

- Demand Management - conservation

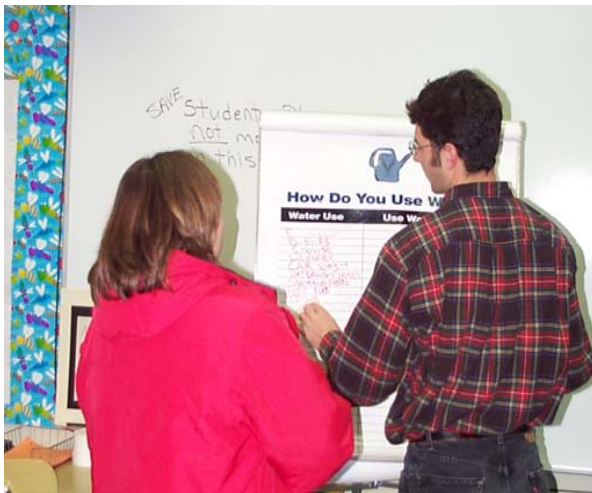
Demand Management – Conservation

- Education & Outreach – events, workshops
- Technical Assistance – fixture repair, home water assessments, rebates
- Multifamily Assistance – grants, site visits



Low-income water conservation workshop

- 1995-2005 partnership with community non-profit Community Energy Project
- Contracted the non-profit to offer self help classes.
- Over 5 years reached 2,700 participants
- Exceptional customer reviews
- After 10 years and progressively lower sign-ups city staff decided to try another approach.



Use Less, Pay Less!

- 2006- 2008 Joint Resource Conservation Pilot
- Water & Recycling departments partnered with community service agencies already working with low-income customers to get federal energy assistance.
- Focus groups to determine the best way to present information to customers
- Trained staff to train customers

Use Less, Pay Less



Fixture Repair & Replacement

- Low-Income Homeowners
- Budget \$60,000 year
- Includes water audit



Home Water Assessment

- Partnership with the Energy Trust of Oregon.
- 200 water audits each year
- Analysis shows savings of 7 CCF/Year (\$84 saved/year)



Toilet rebate – low income



- Residential = \$100 per toilet up to 2
- Rebates are for retrofits only
- Toilet must be WaterSense-labeled
- Old toilet must be recycled
- Analysis shows 16 CCF saved/year (\$194)

Multi-family Toilet replacement grant

- 3 year pilot program
- 400 toilets replaced
- \$100,000 total program cost
- Cost per toilet averaged \$250 plus staff time



Toilet Replacement Grant Available

Non-profit organizations operating multi-family properties that serve low-income residents throughout the Portland Water Bureau retail service area are invited to apply for grants to replace older toilets.



Next Steps for Low Income Conservation

- Continue communication effort to provide tips and rebate information to consumers.
- Continue to provide strong technical assistance – rebates, home assessments.
- Considering options for multifamily

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