

### **Customer Assistance Program Survey**

The Tualatin Valley Water District (TVWD) created a survey of water and wastewater utilities to assist in the evaluation of its existing customer assistance program. TVWD is interested in understanding what other utilities are doing to assist customers with paying their water and wastewater bills.

Many utilities assist customers that have difficulty paying their utility bills. These programs vary widely and are referred to by many different names. One example is a low-income rate that helps customers afford their water bills. For convenience, we have grouped these various programs under the heading of "customer assistance programs", or CAPs. Although these programs may have various names at different utilities, we are referring to those programs that directly assist customers in need.

This document provides the raw information gathered from the survey. Attachment A is a summary of the results. Attachment B includes the detailed answers from each respondent. TVWD is in the process of creating a report that summarizes the findings of the survey. When complete TVWD will share that report as well.

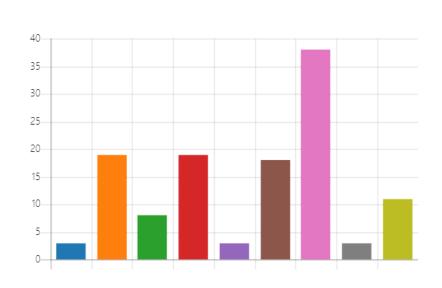
## Attachment A

Summary of Survey Results

### Customer Assistance Program Questionnaire

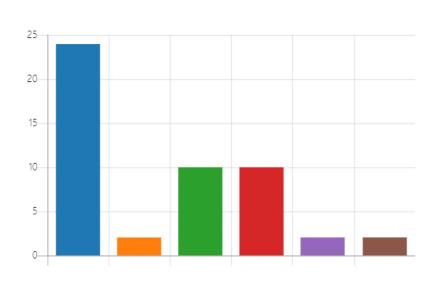
1. What types of customer assistance programs do you offer? Select all that apply.





2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?





3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.

38

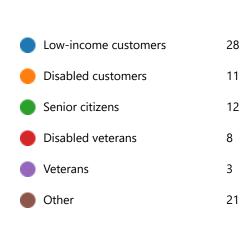
#### Latest Responses

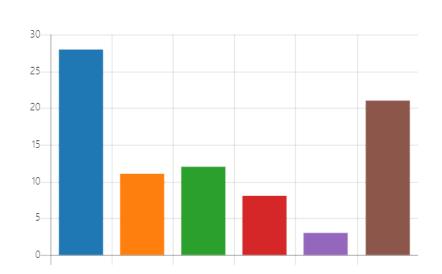
"Temporary suspension of shut-offs due to non-payment; waiving late ...

Responses

"We offer customers both payment extensions and long-term payment...

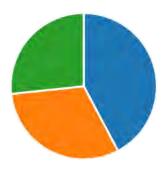
4. Which types of customers are eligible for your customer assistance program? Select all that apply.





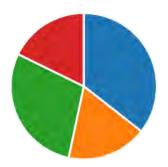
5. How did you establish the eligibility criteria for your customer assistance program?

We established our own eligib... 19
We adopted the eligibility crit... 14
Other 12

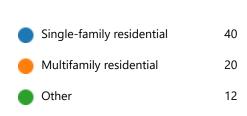


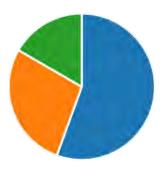
6. Who assesses a customer's eligibility to participate in your program?

Our utility staff.
Another government-based s...
A non-governmental organiza...
Other
8

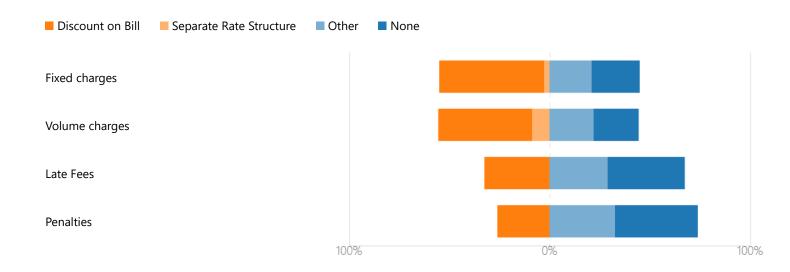


7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.

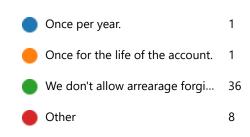


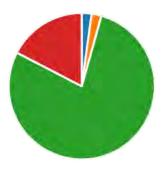


8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

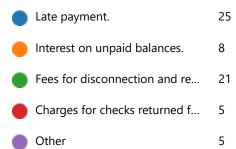


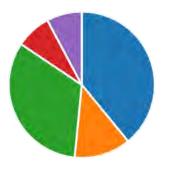
9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.





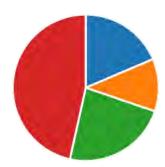
10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.





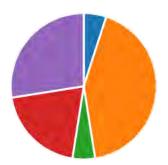
11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.

Once per year.
Once for the life of the account.
We don't allow penalty forgive...
Other
20



12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.

No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgive...
Other
11



13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

32

Responses

Latest Responses

"Low income (for past 30-days, ie, lost job, lost wages) customer experi...

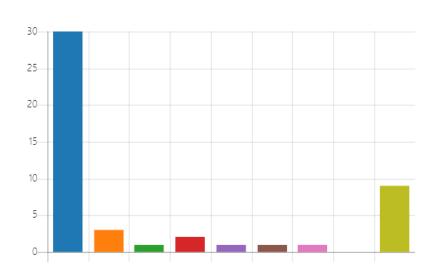
14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.



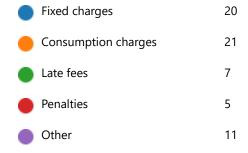
Latest Responses
"Forgiveness of up to 4-months of basic utility charges"

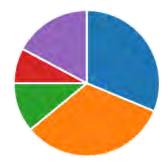
15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.





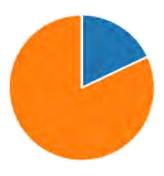
16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.



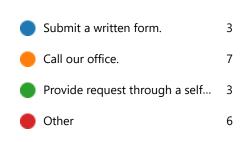


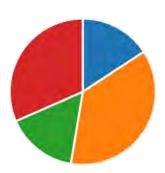
17. Does your utility offer levelized billing for customers.



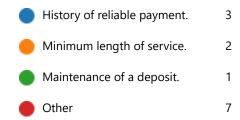


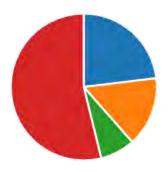
18. How can a customer apply to have a levelized bill? Select all that apply.



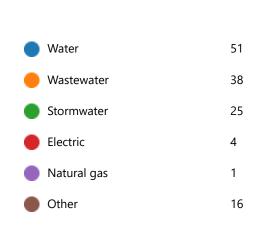


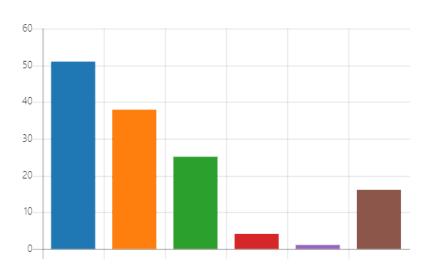
19. Does your utility have requirements that a customer must meet to qualify for levelized billing? Select all that apply.





20. Which utility services are included on your utility bills? Select all that apply.





21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please identify the population served for the service serving the largest population.

22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most accounts.

50 Responses Latest Responses "40000" "28000" "57,000" 23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.



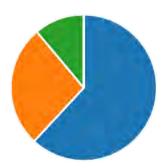
"146,000,000"

"63000"

"\$80 million"

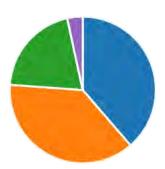
24. How often do you bill your customers? Select all that apply.





25. How do you meter your customers' usage of your services? Select all that apply.

Manual meter reads 34
Automated meter reading (A... 33
Advanced Meter Infrastructure... 18
We do not meter usage. 0
Other 3



26. Utility name:

51

Responses

#### 27. Contact's name:

51

Responses

#### 28. Contact's email address:

51

Responses

#### 29. City name:

50

Responses

#### 30. State name:

50

Responses

Latest Responses "WA"

"Michigan"

"California"

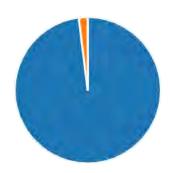
## 31. Would you like a copy of the results of this survey?



50



1



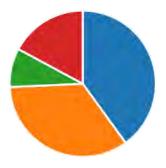
### 32. How did you learn about this survey?

	I received an email directly.	14
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Someone in my organization f... 12

Either I or someone in my org... 3

Other 6



## Attachment B

Detailed Responses from Survey Participants

#### Respondent 1

## About Your Customer Assistance Program

1. What types of customer assistance programs do you offer? S	Select all that apply.
Low-income rates. These are special rates that apply only to custome qualification standards.	rs that meet certain
Low-income discounts. For water bills based on a utility's standard radiscounts applied to the bills of qualifying customers.	tes, these are
Lifeline rates. This is a low-cost rate applied to a small first block (or rates are available to all customers within the same customer class.	ier) of water. Lifeline
Crisis assistance program. A temporary assistance given to customer unexpected challenge to paying their utility bill.	s who experience an
Arrearage forgiveness. The forgiveness of past billed amounts to allo become current.	w a customer to
Penalty forgiveness. The forgiveness of penalty or other fee to allow become current.	a customer to
Payment plans. A negotiated payment plan that allows customers to after the normal due date.	become current
None.	
Other	
2. Have you implemented or modified your customer assistance result of the current COVID-19 crisis?	e program as a
Yes.	

	No, but we are currently planning to implement or modify our customer assistance program.
•	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
•	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	elaxing the qualification documentation requirements during this period recognizing that beople may have just lost their jobs and don't have documentation on income.
Adn	ninistrative Questions
The fo	ninistrative Questions ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focustor	ollowing questions provide an understanding of how you administer various aspects of your
The focustor  4. Will Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. Will Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. Will Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. Will Se	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. Will Se	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. Will Se	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Itect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5.	. How did you establish the eligibility criteria for your customer assistance program?
	Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	% of MFI
6.	. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.
	Other
7.	. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
	Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
	Single-family residential
	Multifamily residential
	Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

frequently are you authorized to forgiven a customer's penalty or penalties?  Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
don't think we have
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

they have to be qualified for the low-income discount program and call to say they can't

pay.

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.
up to \$500 on water/sewer/stormwater bill
Recovery of Program Costs
The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.
15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.
All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
all but wholesale
16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
Fixed charges

Consumption charges

	Late fees Sun	vey of Customer Assistance Program
	Penalties	
	Other	
Leve	elized Billing	
	J	ır utility's use of levelized billing. By levelized billing, we're
Typica	ally levelized bills reset periodica	g charges over time to make it easier for customers to budget. ally to allow a customer to "true-up" their bill to reflect actual
usage	e.	
17. Do	oes your utility offer leveliz	zed billing for customers.
	Yes	
	No	
	Other	
18. Ho	ow can a customer apply to	o have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through a sel	f-service web site.
	Other	
	oes your utility have requir velized billing? Select all th	rements that a customer must meet to qualify for nat apply.
	History of reliable payment.	
	Minimum length of service.	
	Maintenance of a deposit.	

about 180,000 accounts

	onnection charges, system development charges, etc.
	\$200 million - water service
24. H	ow often do you bill your customers? Select all that apply.
<b>4</b>	Monthly
	Bimonthly
<b>4</b>	Quarterly
	Other
25. H	ow do you meter your customers' usage of your services? Select all that apply.
<b>✓</b>	Manual meter reads
	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other
	ntact Information

26. Utility name:

contact information to provide the survey results to you.

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Oregon
31. Would you like a copy of the results of this survey?
Yes
O No
32. How did you learn about this survey?
I received an appail dispath.
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Other

Respondent 2	
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## About Your Customer Assistance Program

About Tour Custoffici Assistance i Togram
1. What types of customer assistance programs do you offer? Select all that apply.
Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
None.
Payment plans
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?
Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	ooking to establish a fund for low income and those financially impacted by COVID both business and residential
Adn	ninistrative Questions
The fo	ninistrative Questions  ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focusto	ollowing questions provide an understanding of how you administer various aspects of your
The focusto  4. W Se	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  hich types of customers are eligible for your customer assistance program?
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	Other
No	ho assesses a customer's eligibility to participate in your program?  ote: If your utility does not currently have a customer assistance program, please skip the rest this section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
pr <i>Nc</i>	hich customer classes are eligible to participate in your customer assistance ogram? Select all that apply.  Select all that apply.  Select all that apply have a customer assistance program, please skip the rest this section.
	Single-family residential
	Multifamily residential
	Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
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We don't allow penalty forgiveness.
Other
Crisis Assistance Program
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Reco	overy of Program Costs
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	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
	those customer classes that provide funding for the customer assistant
-	gram, which components of the bill contribute to the funding? Select a t apply.
	Fixed charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
Leve	elized Billing	
referri	ng to the practice of smo Ily levelized bills reset pe	to your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget. riodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer le	evelized billing for customers.
	Yes	
	No	
	Other	
10 ⊔ດ	w can a customer an	uply to have a levelized bill? Select all that apply
16. 110	·	ply to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through	a self-service web site.
	Other	
	es your utility have re elized billing? Select	equirements that a customer must meet to qualify for all that apply.
	History of reliable paym	ent.
	Minimum length of serv	rice.
	Maintenance of a depos	sit.

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$38,000,000
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
✓ Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.  Other
- Citiei
Contact Information
Please provide your contact information. We would appreciate this information for several reasons.

Please provide your contact information. We would appreciate this information for several reasons First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
Contact's name:
. Contact's email address:
City name:
. State name:
Colorado
. Would you like a copy of the results of this survey?
<ul><li>Yes</li></ul>
○ No
. How did you learn about this survey?
. How did you learn about this survey?  I received an email directly.

Other

## About Your Customer Assistance Program

1. What types of customer assistance programs do you offer? Select all that apply.		
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.	
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.	
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.	
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.	
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.	
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.	
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.	
	None.	
	Other	

2. Have you implemented or modified your customer assistance program as a

Yes.

No, but we are currently planning to implement or modify our customer assistance program.		
No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.		
We currently have no plans to modify our customer assistance program.		
We don't currently have a customer assistance program.		
Other		
3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.		
Our Council will approve these changes on 4/9/2020. Austin Water will contribute an additional \$5.0M to our Plus One payment assistance program, for a total of \$5.5M for this fiscal year. Austin Water will also reduce our residential Customer Assistance Program water and wastewater rates by 10% in blocks 1-3 on water and 1-2 on wastewater. These will be effective 4/10/2020 through 9/30/2020.		
Administrative Ouestians		
Administrative Questions		
The following questions provide an understanding of how you administer various aspects of you customer assistance program.	ur	
The following questions provide an understanding of how you administer various aspects of you		
The following questions provide an understanding of how you administer various aspects of you customer assistance program.  4. Which types of customers are eligible for your customer assistance program.	?	
<ul> <li>The following questions provide an understanding of how you administer various aspects of you customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program.</li> <li>Select all that apply.</li> <li>Note: If your utility does not currently have a customer assistance program, please skip the research.</li> </ul>	?	
<ul> <li>The following questions provide an understanding of how you administer various aspects of you customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program. Select all that apply.</li> <li>Note: If your utility does not currently have a customer assistance program, please skip the reof this section.</li> </ul>	?	
<ul> <li>The following questions provide an understanding of how you administer various aspects of you customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program. Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the reform of this section.</li> <li>Low-income customers</li> </ul>	?	
<ul> <li>The following questions provide an understanding of how you administer various aspects of you customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program. Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the reof this section.</li> <li>Low-income customers</li> <li>Disabled customers</li> </ul>	?	
The following questions provide an understanding of how you administer various aspects of you customer assistance program.  4. Which types of customers are eligible for your customer assistance program. Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the reof this section.  Low-income customers  Disabled customers  Senior citizens	?	

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
, who r
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Page B-25

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	We had a one-time

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

<b>*</b>	Late payment.
<b>*</b>	Interest on unpaid balances.
<b>*</b>	Fees for disconnection and reconnection of services.
	Charges for checks returned for non-sufficient funds.

Other

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

	Payment of outstanding bills, usually 1-2 months only.
Re	ecovery of Program Costs
rec	e following questions describe how the costs of your customer assistance program are covered. If your utility does not currently have a customer assistance program, please skip to the xt section.
	Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	✓ Commercial
	✓ Industrial
	✓ Institutional
	✓ Irrigation
	Wholesale
	Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all

that apply.

Survey of Customer Assistance Program

14. Please describe the type of assistance that is provided to a customer that meets

the requirements for your crisis assistance program.

Loss of job, medical issues, etc.

	Fixed charges Su	rvey of Customer Assistance Program
	Consumption charges	
	Late fees	
	Penalties	
•	has a (	
Leve	elized Billing	
	_	ur utility's use of levelized billing. By levelized billing, we're
		g charges over time to make it easier for customers to budget. cally to allow a customer to "true-up" their bill to reflect actual
usage.		
17. Do	es your utility offer leveli	zed billing for customers.
	Yes	
	No	
	Other	
18. Ho		to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through a se	lf-service web site.
	Other	

19. Does your utility have requirements that a customer must meet to qualify for

levelized billing? Select all that apply.

History of reliable payment.

	Maintenance of a deposit.
	Other
Abo	ut Your Utility
We wo	ould like to collect information about your utility to make comparisons possible.
20. Wł	nich utility services are included on your utility bills? Select all that apply.
•	Water
	Wastewater
	Stormwater
•	Electric
	Natural gas
	Other
po	nat is the estimated population served by your utility? If the service pulation varies by the services provided (e.g., water vs. wastewater), pleasentify the population served for the service serving the largest population
po <sub>l</sub> ide	pulation varies by the services provided (e.g., water vs. wastewater), pleas
po <sub>l</sub> ide	pulation varies by the services provided (e.g., water vs. wastewater), pleasentify the population served for the service serving the largest population
polide  1  22. Ho accide	pulation varies by the services provided (e.g., water vs. wastewater), pleasentify the population served for the service serving the largest population

23. What are your estimated annual revenues for your utility services? Please
exclude revenue from activities other than providing utility services to
customers. For example, please exclude revenue from such things as
connection charges, system development charges, etc.

	\$!	575 million
24.	Но	w often do you bill your customers? Select all that apply.
	<b>*</b>	Monthly
		Bimonthly
		Quarterly
		Other
25	Ца	us do vou motor vour customors' usago of vour conject? Coloct all that apply
<b>2</b> 5.	HO	w do you meter your customers' usage of your services? Select all that apply.
		Manual meter reads
		Automated meter reading (AMR)
		Advanced Meter Infrastructure (AMI)
		We do not meter usage.
		Other

#### **Contact Information**

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
27. Contact's name:
27. Contact 3 name.
28. Contact's email address:
29. City name:
30. State name:
50. State Harrie.
Texas
31. Would you like a copy of the results of this survey?
Yes
O No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Other

## About Your Customer Assistance Program

Yes.

1. Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
<b>✓</b>	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
<b>✓</b>	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
<b>✓</b>	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?

program.	planning to implement or modify our customer assistance
	ing the potential impacts that the COVID-19 crisis may have on tomer assistance program discussions may soon follow.
We currently have no pla	ans to modify our customer assistance program.
We don't currently have	a customer assistance program.
Other	

- 3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.
  - We currently determine eligibility based on the last 30 days of income but this is not relevant to customers who may have been laid-off, furloughed, etc. We are temporarily not considering their previous income, instead customers are self-identifying as COVID-19 affected. • We currently request proof of employment or changes to employment. We will continue to ask but are temporarily waiving this as requirement. We realize that some businesses shut down abruptly and customers may or may not be able to obtain documentation of their employment status. This includes unemployment benefit documentation since it may be difficult to obtain due to their backlog. • For customers whose household income has been impacted but remains over our current income guidelines, we are allowing them to temporarily participate in our program at our discretion. We will request verification of employment status but it will not be required. Customers will be allowed to self-identify as COVID-19 affected. • Since the reduction in employment is temporary, all COVID-19 customers will be given a Tier 1 discount. If there is a current balance, the customer will be required to make a copayment and a crisis voucher will be applied up to \$500.00. The third bullet refers to customers who were a two person income but due to COVID-19, they're down to only one. The one income may still exceed our income guidelines but they will be allowed to participate in the program for three months in order to ease the impact of loss wages.

#### Administrative Questions

The following questions provide an understanding of how you administer various aspects of your customer assistance program.

4. Which types of customers are eligible for your customer assistance program? Select all that apply.

	e: If your utility does not currently have a customer Assistance Program have a customer assistance program, please skip the rest his section.
	Low-income customers
	Disabled customers
	Senior citizens
	Disabled veterans
<b>✓</b>	Veterans  Anyone is eligible. It
	w did you establish the eligibility criteria for your customer assistance ogram?
No	te: If your utility does not currently have a customer assistance program, please skip the rest his section.
	We established our own eligibility criteria.
•	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
6. Wł	no assesses a customer's eligibility to participate in your program?
No	te: If your utility does not currently have a customer assistance program, please skip the rest his section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.
•	Both staff and

program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Single-family residential  Multifamily residential						
Other						
8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.						
	Discount on Bill	Separate Rate Structure	Other	None		
Fixed charges						
Volume charges						
Late Fees						
Penalties						
Arrearage and Penal Some customer assistance prothose forgiven so the custom	ograms allow custom	_	•			
arrearage and penalty forgiveness.						
9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.						
Once per year.						
Once for the life of the account.						
✓ We don't allow arrearage forgiveness.						

7. Which customer classes are eligible to participate in your customer assistance

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.
✓ Late payment.
Interest on unpaid balances.
Fees for disconnection and reconnection of services.
Charges for checks returned for non-sufficient funds.
Other
11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
✓ Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer

Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.

12. If you have a ci	risis assistance	program, ł	how frequently	can a	customer	access
it? Select all tha	at apply.					

No limit.

Other

	<b>*</b>	Once per year.	Survey of Customer Assistance Program		
	Once for the life of the account.				
	We don't allow penalty forgiveness.				
		Other			
42.1					
1	fror		n a customer's life can qualify that customer to benefit program? Please provide examples of qualifying		
	lo	ss of job, medical bills, div	orce		
	14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.				
			rest free extended payment arrangements, at the end of 12 ey get 50% off the balance remaining or \$300 whichever is less.		
Re	CO	very of Program C	osts		
rec	ove	• .	how the costs of your customer assistance program are currently have a customer assistance program, please skip to the		
		•	provide funding to recover the lost revenue or other sistance program? Select all that apply.		
(	All customers regardless of class				
	Single-family residential				
	Multifamily residential				
	Commercial				
	Industrial				

	Institutional Survey of Customer Assistance Program
	Irrigation
	Wholesale
	Other
prog	those customer classes that provide funding for the customer assistance gram, which components of the bill contribute to the funding? Select all apply.
	Fixed charges
	Consumption charges
	Late fees
	Penalties
	Other
Leveli	ized Billing
referring	owing questions relate to your utility's use of levelized billing. By levelized billing, we're g to the practice of smoothing charges over time to make it easier for customers to budget. y levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Doe	es your utility offer levelized billing for customers.
	Yes
•	No
	Other
L	

18. How can a customer apply to have a levelized bill? Select all that apply.

Submit a written form.  Survey of Customer Assistance Program
Call our office.
Provide request through a self-service web site.
Other
19. Does your utility have requirements that a customer must meet to qualify for levelized billing? Select all that apply.
History of reliable payment.
Minimum length of service.
Maintenance of a deposit.
Other
About Your Utility
About Your Utility We would like to collect information about your utility to make comparisons possible.
We would like to collect information about your utility to make comparisons possible.
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.
We would like to collect information about your utility to make comparisons possible.
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater  Electric

21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please identify the population served for the service serving the largest population.
22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most accounts.
192,000
23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24. How often do you bill your customers? Select all that apply.  Monthly  Bimonthly  Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)

	Other
Cont	act Information
First, w combii	provide your contact information. We would appreciate this information for several reasongle would like to understand how programs vary by differing regions. Also, we would like to ne results should a utility have more than one response. And if you request, we need your t information to provide the survey results to you.
26. Util	lity name:
27. Coi	ntact's name:
28. Coi	ntact's email address:
29. City	y name:
30. Sta	te name:

	Yes	
	No	
32. Hc	ow did you learn about t	his survey?
	I received an email directly.	
	Someone in my organizatio	n forwarded an email to me.
	Either I or someone in my o	rganization found the link on a social media site.
	Other	

31. Would you like a copy of the results of this survey?

### About Your Customer Assistance Program

About Tour Custoffier Assistance Program
1. What types of customer assistance programs do you offer? Select all that apply.
Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
None.
Other
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?
Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
Adm	ninistrative Questions
	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
	ner assistance program.
	nich types of customers are eligible for your customer assistance program? lect all that apply.
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program?
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program? lect all that apply. te: If your utility does not currently have a customer assistance program, please skip the rest
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program?  lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program?  lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?	
Note: If your utility does not currently have a customer assistance program, please skip the resolution.	st
We established our own eligibility criteria.	
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.	
We don't have criter	
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the resoft this section.	st
Our utility staff.	
Another government-based social service agency.	
A non-governmental organization that provides social services.	
Other	
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.	ž
Note: If your utility does not currently have a customer assistance program, please skip the resolution.	st
Single-family residential	
Multifamily residential	
Other	

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

None

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
None
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip ection.
	ich customer classes provide funding to recover the lost revenue or othes to the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
	those customer classes that provide funding for the customer assistan
-	gram, which components of the bill contribute to the funding? Select a t apply.
	Fixed charges

	Survey of Customer Assistance Program ate fees
F	enalties
	Other
Leveli	zed Billing
The follo	wing questions relate to your utility's use of levelized billing. By levelized billing, we're to the practice of smoothing charges over time to make it easier for customers to budget levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Doe:	your utility offer levelized billing for customers.
<u> </u>	es
• 1	lo
	Other
_	
18. How	can a customer apply to have a levelized bill? Select all that apply.
9	ubmit a written form.
	all our office.
F	rovide request through a self-service web site.
	Other
	your utility have requirements that a customer must meet to qualify for zeed billing? Select all that apply.
H	listory of reliable payment.
	1inimum length of service.
	laintenance of a deposit.

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$120M
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information
Please provide your contact information. We would appreciate this information for several reasons.  First, we would like to understand how programs vary by differing regions. Also, we would like to

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

27. Contact's name:	
28. Contact's email address:	
29. City name:	
30. State name:	
31. Would you like a copy of the results of this survey?	
Yes	
No	
32. How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to me.	
Either I or someone in my organization found the link on a social media site.	
Other	

Respondent 6		
--------------	--	--

## About Your Customer Assistance Program

Yes.

I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
•	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
2. Ha	ve you implemented or modified your customer assistance program as a
	ult of the current COVID-19 crisis?

		No, but we are currently planning to implement or modify our customer assistance program.
		No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
		We currently have no plans to modify our customer assistance program.
		We don't currently have a customer assistance program.
		Other
3.	•	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
		e are now crediting customers their bill amount (up to \$132) if they call and say they have st their job or have a reduction in hours due to Covid-19
4	dm	inistrative Questions
Γh	e fo	inistrative Questions llowing questions provide an understanding of how you administer various aspects of your ner assistance program.
Γh :u	e fo ston Wh	llowing questions provide an understanding of how you administer various aspects of your
Γh :u	wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  siich types of customers are eligible for your customer assistance program?
Γh :u	wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program?  ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest
Γh :u	wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program? ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest his section.
Γh :u	wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  siich types of customers are eligible for your customer assistance program? ect all that apply.  see: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
Γh :u	wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  Lich types of customers are eligible for your customer assistance program? ect all that apply.  Let if your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
Γh :u	wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  Lich types of customers are eligible for your customer assistance program? ect all that apply.  Let if your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
Γh :u	wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  Lich types of customers are eligible for your customer assistance program? ect all that apply.  Let If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

5		w did you establish the eligibility criteria for your customer assistance ogram?
		te: If your utility does not currently have a customer assistance program, please skip the rest his section.
		We established our own eligibility criteria.
		We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	•	We have Human Sol
6	Not	no assesses a customer's eligibility to participate in your program? te: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Our utility staff.
		Another government-based social service agency.
	•	A non-governmental organization that provides social services.  Other
7	pro <i>Not</i>	nich customer classes are eligible to participate in your customer assistance ogram? Select all that apply. The section of the section of the section of the section of the section.
	<b>*</b>	Single-family residential
		Multifamily residential Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once per year.  Once for the life of the account.
Once for the life of the account.

Anyone who meets the guidelines set forth with Human Solutions. They go by poverty rates

so if the household fits into the rates, they qualify.

Page B-59

14. Please describe the type of assistance that is	provided to a customer that meets
the requirements for your crisis assistance pro	ogram.

They can have a one time \$132 payment or a \$22 discount on all bills for a period of one year.

### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or c	other
costs of the customer assistance program? Select all that apply.	

<b>*</b>	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

<b>*</b>	Fixed	charges
	IIACU	criarycs

	Consumption charges  Survey of Customer Assistance Program
	Late fees
	Penalties
	Other
Leve	lized Billing
referrir	llowing questions relate to your utility's use of levelized billing. By levelized billing, we're ng to the practice of smoothing charges over time to make it easier for customers to budget. Iy levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	Other
	es your utility have requirements that a customer must meet to qualify for elized billing? Select all that apply.
	History of reliable payment.
	Minimum length of service.

Abc	out Your Utility
We w	ould like to collect information about your utility to make comparisons possible.
20. W	hich utility services are included on your utility bills? Select all that apply.
<b>*</b>	Water
	Wastewater
	Stormwater
	Electric
	Natural gas
	Other
pc ide	That is the estimated population served by your utility? If the service opulation varies by the services provided (e.g., water vs. wastewater), pleas entify the population served for the service serving the largest population.
	over 50,000

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
8,628,330
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information
Please provide your contact information. We would appreciate this information for several reasons.

Please provide your contact information. We would appreciate this information for several reasons First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

27. Contact's name:	
28. Contact's email address:	
29. City name:	
25. City Hame.	
30. State name:	
30. State name:	
30. State name:  Oregon	
Oregon  31. Would you like a copy of the results of this survey?	
Oregon	
Oregon  31. Would you like a copy of the results of this survey?  Yes	
Oregon  31. Would you like a copy of the results of this survey?	
Oregon  31. Would you like a copy of the results of this survey?  Yes	
Oregon  31. Would you like a copy of the results of this survey?  Yes	
Oregon  31. Would you like a copy of the results of this survey?  Yes	
Oregon  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
Oregon  31. Would you like a copy of the results of this survey?  Yes  No	
Oregon  31. Would you like a copy of the results of this survey?  Yes  No  No  I received an email directly.	
Oregon  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	

Other

## About Your Customer Assistance Program

1001	at rour customer /1551stance rrogram
I.Wh	at types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
	ninistrative Questions
Tha fa	
	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.
custor 4. Wł	ner assistance program.  nich types of customers are eligible for your customer assistance program?
4. Wh Sel	ner assistance program.
custor 4. Wł Sel <i>No</i>	nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
4. Wh Sel	nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest his section.
4. Wh Sel	nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
4. Wh Sel	nich types of customers are eligible for your customer assistance program? ect all that apply. te: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers
4. Wh Sel	nich types of customers are eligible for your customer assistance program? ect all that apply. te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
4. Wh Sel	nich types of customers are eligible for your customer assistance program? ect all that apply. te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?  Note: If your utility does not currently have a customer assistance program, please skip of this section.	
We established our own eligibility criteria.	
We adopted the eligibility criteria for another means-tested program such as the Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assis Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.	tance
Other	
6. Who assesses a customer's eligibility to participate in your program? Note: If your utility does not currently have a customer assistance program, please skip of this section.	o the rest
Our utility staff.	
Another government-based social service agency.	
A non-governmental organization that provides social services.	
Other	
7. Which customer classes are eligible to participate in your customer ass program? Select all that apply.	istance
Note: If your utility does not currently have a customer assistance program, please skip of this section.	o the rest
Single-family residential	
Multifamily residential	
Other	

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

<ul><li>11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.</li><li>Once per year.</li></ul>		
We don't allow penalty forgiveness.		
Other		
Crisis Assistance Program		
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.		
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.		
No limit.		
Once per year.		
Once for the life of the account.		
We don't allow penalty forgiveness.		
Other		
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.		

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip ection.
	ich customer classes provide funding to recover the lost revenue or othes to the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
	those customer classes that provide funding for the customer assistan
-	gram, which components of the bill contribute to the funding? Select a t apply.
	Fixed charges

Late	fees Surv	rey of Customer Assistance Program
Pena	lties	
Oth	ner	
Levelized	d Billing	
The followin	g questions relate to you the practice of smoothing	r utility's use of levelized billing. By levelized billing, we're g charges over time to make it easier for customers to budget. ally to allow a customer to "true-up" their bill to reflect actual
17. Does yo	ur utility offer leveliz	ed billing for customers.
Yes		
No		
Oth	ner	
18. How cai	n a customer apply to	o have a levelized bill? Select all that apply.
Subn	nit a written form.	
Call	our office.	
Provi	de request through a self	-service web site.
Oth	ner	
-	our utility have required billing? Select all th	ements that a customer must meet to qualify for at apply.
Histo	ry of reliable payment.	
Minir	mum length of service.	
Main	tenance of a deposit.	

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$85,700,000
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information
Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
27. Camba ella manan
27. Contact's name:
28. Contact's email address:
Lo. Contact 3 cmail address.
29. City name:
30. State name:
Minnesota
31. Would you like a copy of the results of this survey?
Yes
○ No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Other

•
Respondent 8

About Your Customer Assistance Program				
1. What types of customer assistance programs do you offer? Select all that apply.				
Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.				
Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.				
Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.				
Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.				
Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.				
Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.				
Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.				
None.				
Other				
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?				
Yes.				

(		No, but we are currently planning to implement or modify our customer assistance program.
(		No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
(		We currently have no plans to modify our customer assistance program.
(		We don't currently have a customer assistance program.
(		Other
	-	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
		or all retail customers (residential, comm./ind.): Suspended all service terminations for non- ayment Suspended all late fees and service termination charges
40	dm	inistrative Questions
Γhe	e fol	inistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The cus	e fol ton Wh	llowing questions provide an understanding of how you administer various aspects of your
The cus	e fol ton Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  siich types of customers are eligible for your customer assistance program?
The cus	e fol ton Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program?  ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest
The cus	e fol ton Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program? ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest his section.
The cus	e fol ton Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  siich types of customers are eligible for your customer assistance program? ect all that apply.  see: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The cus	e fol ton Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program? ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The cus	e fol ton Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  Lich types of customers are eligible for your customer assistance program? ect all that apply.  Lee: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
The cus	e fol ton Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program? ect all that apply.  see: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

	v did you establish the eligibility criteria for your customer assistance gram?
	e: If your utility does not currently have a customer assistance program, please skip the rest is section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
Note	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest is section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
prog <i>Note</i>	ch customer classes are eligible to participate in your customer assistance gram? Select all that apply.  E: If your utility does not currently have a customer assistance program, please skip the rest is section.
	Single-family residential
	Multifamily residential
	Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

<ul> <li>11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.</li> <li>Once per year.</li> <li>Once for the life of the account.</li> </ul>			
			We don't allow penalty forgiveness.
			Other
Crisis Assistance Program			
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.			
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.			
No limit.			
Once per year.			
Once for the life of the account.			
We don't allow penalty forgiveness.			
Other			
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.			
N/A			

	N/A
Rec	covery of Program Costs
reco	following questions describe how the costs of your customer assistance program are vered. If your utility does not currently have a customer assistance program, please skip section.
	Which customer classes provide funding to recover the lost revenue or othosts of the customer assistance program? Select all that apply.
<b>✓</b>	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
р	or those customer classes that provide funding for the customer assistand rogram, which components of the bill contribute to the funding? Select a nat apply.
<b>✓</b>	Fixed charges
	Consumption charges

	Late fees Survey	of Customer Assistance Program
	Penalties	
	Other	
Lev	velized Billing	
	J	ıtility's use of levelized billing. By levelized billing, we're
refer	rring to the practice of smoothing c cally levelized bills reset periodically	harges over time to make it easier for customers to budget.  to allow a customer to "true-up" their bill to reflect actual
3	, .	
17. D	oes your utility offer levelized	d billing for customers.
•	Yes	
	No	
	Other	
18. H	low can a customer apply to	have a levelized bill? Select all that apply.
	Submit a written form.	
<b>✓</b>	Call our office.	
	Provide request through a self-s	ervice web site.
	Other	
	Ooes your utility have requirent evelized billing? Select all that	ments that a customer must meet to qualify for apply.
	History of reliable payment.	
	Minimum length of service.	
	Maintenance of a deposit.	

3,938 as of 01/01//20

23.	exc	What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.			
	W	ater: \$1.8M/year rate revenue only			
24.	Ho	w often do you bill your customers? Select all that apply.			
	<b>*</b>	Monthly			
		Bimonthly			
		Quarterly			
		Other			
25.	Но	w do you meter your customers' usage of your services? Select all that apply.			
		Manual meter reads			
		Automated meter reading (AMR)			
	<b>*</b>	Advanced Meter Infrastructure (AMI)			
		We do not meter usage.			
	<b>*</b>	Currently 15% of cus			

#### **Contact Information**

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

#### 26. Utility name:

Survey of Customer Assistance Program	
27. Contact's name:	
28. Contact's email address:	
29. City name:	
30. State name:	
on.	
OR	
31. Would you like a copy of the results of this survey?	
Yes	
103	
○ No	
32. How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to me	
Someone in my organization forwarded an email to me.	

Other

Respondent 9
--------------

## About Your Customer Assistance Program

1. What types of customer assistance programs do you offer? Select all that apply.				
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.			
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.			
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.			
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.			
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.			
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.			
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.			
	None.			
	Other			
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?				
Vac				

	No, but we are currently planning to implement or modify our customer assistance program.				
(	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.				
(	We currently have no plans to modify our customer assistance program.				
(	We don't currently have a customer assistance program.				
(	Other				
	f you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.				
	Customer assistance is limited by Prop 218 in CA, so can't make changes.				
Ac	lministrative Questions				
The	ministrative Questions following questions provide an understanding of how you administer various aspects of your tomer assistance program.				
The cus	following questions provide an understanding of how you administer various aspects of your				
The cus	following questions provide an understanding of how you administer various aspects of your tomer assistance program.  Which types of customers are eligible for your customer assistance program?				
The cus	following questions provide an understanding of how you administer various aspects of your tomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest				
The cus	following questions provide an understanding of how you administer various aspects of your tomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.				
The cus	following questions provide an understanding of how you administer various aspects of your tomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers				
The cus	following questions provide an understanding of how you administer various aspects of your tomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers				
The cus	following questions provide an understanding of how you administer various aspects of your tomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers  Senior citizens				

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
o the same of the
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.      Office of Finance or
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.				
Once per year.  Once for the life of the account.				
Other				
Crisis Assistance Program				
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.				
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.				
No limit.				
Once per year.				
Once for the life of the account.				
We don't allow penalty forgiveness.				
Other				
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.				

Reco	overy of Program Costs
recove	ellowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip t ection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
pro	r those customer classes that provide funding for the customer assistand ogram, which components of the bill contribute to the funding? Select a at apply.
	Fixed charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
Leve	elized Billing	
referri	ng to the practice of smo Illy levelized bills reset pe	to your utility's use of levelized billing. By levelized billing, we're oothing charges over time to make it easier for customers to budget. riodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer le	evelized billing for customers.
	Yes	
	No	
	Other	
		I
18. Hc	w can a customer ap	ply to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through	n a self-service web site.
	automatic for all SFF	
	es your utility have re elized billing? Select	equirements that a customer must meet to qualify for all that apply.
	History of reliable paym	ent.
	Minimum length of serv	ice.
	Maintenance of a depos	sit.

	sonnection charges, system development charges, etc. \$700 million
4. H	ow often do you bill your customers? Select all that apply.
	Monthly
<b>*</b>	Bimonthly
	Quarterly
	Other
5. H	ow do you meter your customers' usage of your services? Select all that apply.
<b>4</b>	Manual meter reads
<b>₩</b>	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
CA
31. Would you like a copy of the results of this survey?
Yes
○ No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Other

Respondent 10

# About Your Customer Assistance Program

Yes.

I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
•	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
•	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
•	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
_	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	uspended shut offs and expanded our arrearage/penalty forgiveness programs. along with elated payment plan options.
Adm	ninistrative Questions
The fo	ninistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. Wh Sel	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.  Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Twice every five year 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment.

Interest on unpaid balances.

Other

Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Depends on case
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip tection.
	ich customer classes provide funding to recover the lost revenue or othets of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
1 <i>6</i>	these sustamor classes that provide funding for the guestamor and the
pro	those customer classes that provide funding for the customer assistand gram, which components of the bill contribute to the funding? Select a t apply.

Late fees	Survey of Customer Assistance Program
Penalties	
Budgeted write-o	off
Levelized Billing	
referring to the practice o	elate to your utility's use of levelized billing. By levelized billing, we're if smoothing charges over time to make it easier for customers to budget. Set periodically to allow a customer to "true-up" their bill to reflect actual
17. Does your utility of	ffer levelized billing for customers.
Yes	
No	
Other	
19 How can a custome	er apply to have a levelized bill? Select all that apply.
Submit a written for	orm.
Call our office.	
Provide request th	rough a self-service web site.
Other	
19. Does your utility ha levelized billing? Se	ave requirements that a customer must meet to qualify for elect all that apply.
History of reliable	payment.
Minimum length o	of service.
Maintenance of a	deposit.

	\$11,000,000
24. H	ow often do you bill your customers? Select all that apply.
<b>*</b>	Monthly
	Bimonthly
	Quarterly
	Other
)5 H	ow do you meter your customers' usage of your services? Select all that apply.
<b>.</b>	Manual meter reads
•	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

contact information to provide the survey results to you.

26. Utility name:

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Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
50. State Harrie.
Oregon
o legen
31. Would you like a copy of the results of this survey?
Yes
O No
22 How did you loarn about this survey?
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Other

Respondent 11		
Respondent 11		

## About Your Customer Assistance Program

ADOU	it Your Customer Assistance Program		
I. What types of customer assistance programs do you offer? Select all that apply.			
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.		
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.		
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.		
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.		
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.		
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.		
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.		
	None.		
	Other		
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?		
	Vas		

No, but we are currently planning to implement or modify our customer assistance program.			
No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.			
We currently have no plans to modify our customer assistance program.			
We don't currently have a customer assistance program.			
We sent out remind			
3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.			
We currently budget \$5,000 per year - payment to St Vincent DePaul earmarked for our customers, referred by CRW staff. If funding runs out before June 30 we are considering sending the FY 2021 \$5,000 prior to year end. We are on a biennial budget. We may determine a need to increase amount for assistance in the future.			
Administrative Questions			
Administrative Questions  The following questions provide an understanding of how you administer various aspects of your customer assistance program.			
The following questions provide an understanding of how you administer various aspects of your			
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest			
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.			
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers			
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers			
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers  Senior citizens			

	w did you establish the eligibility criteria for your customer assistance gram?
	e: If your utility does not currently have a customer assistance program, please skip the rest his section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
Not	no assesses a customer's eligibility to participate in your program? The: If your utility does not currently have a customer assistance program, please skip the rest This section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
pro <i>Not</i>	ich customer classes are eligible to participate in your customer assistance ogram? Select all that apply. The extra section of the section of the section of the section of the section.
<b>✓</b>	Single-family residential
	Multifamily residential  Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

## Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	•	quently are you auth	e forgiveness policy, under your current policies, how orized to forgive a customer's arrearage? Select all that
		Once per year.	
		Once for the life of the a	ccount.
	<b>*</b>	We don't allow arrearage	e forgiveness.
		Other	

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Late payment.
Interest on unpaid balances.
Fees for disconnection and reconnection of services.
Charges for checks returned for non-sufficient funds.

Survey of Customer Assistance Program

Other

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Survey of Customer Assistance Program
Lost employment, medical issues for themselves or family members.

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.

We refer them to St Vincent DePaul for review and they will provide payment of account balance (using our earmarked funding). Bills are generally paid in full but may not include penalties and late fees.

### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.

<b>*</b>	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
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	Fixed charges  Survey of Customer Assistance Program
	Consumption charges
	Late fees
	Penalties
•	Not really pulled fro
The fo referring Typica usage.	
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
8. Ho	w can a customer apply to have a levelized bill? Select all that apply.  Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	Fromde request through a sen service web site.
	Other

ſ	Minimum length of service.  Survey of Customer Assistance Program  Maintenance of a deposit
(	Maintenance of a deposit.
l	Other
ΑŁ	pout Your Utility
We	would like to collect information about your utility to make comparisons possible.
20.1	Which utility convices are included on your utility hills? Select all that apply
20.	Which utility services are included on your utility bills? Select all that apply.
l	<b>✓</b> Water
	Wastewater
	Stormwater
(	Electric
	Natural gas
	Other
21.	What is the estimated population served by your utility? If the service
	population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population
ſ	
	47,000
22	
22.	How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please
i	identify the number of customer accounts for the service serving the most accounts.

23. What are your estimated annual revenues for your utility services? Please
exclude revenue from activities other than providing utility services to
customers. For example, please exclude revenue from such things as
connection charges, system development charges, etc.

	\$12,500,000				
24.	24. How often do you bill your customers? Select all that apply.				
	Monthly				
	<b>✓</b> Bimonthly				
	Quarterly				
	Other				
25.	How do you meter your customers' usage of your services? Select all that apply.				
	Manual meter reads				

## Contact Information

Automated meter reading (AMR)

We do not meter usage.

Other

Advanced Meter Infrastructure (AMI)

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program	
27. Contact's name:	
28. Contact's email address:	
29. City name:	
30. State name:	
so, state name.	
OR	
31. Would you like a copy of the results of this survey?	
Yes	
O No	
32. How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to me.	
Either I or someone in my organization found the link on a social media site.	

Other

# About Your Customer Assistance Program

I. What types of customer assistance programs do you offer? Select all that apply.					
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.				
<b>*</b>	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.				
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.				
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.				
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.				
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.				
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.				
	None.				
	Other				
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?					
	Vac				

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
The fo	ninistrative Questions
custor	ollowing questions provide an understanding of how you administer various aspects of your
	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
Se <i>No</i>	ner assistance program.  nich types of customers are eligible for your customer assistance program?
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program? lect all that apply. te: If your utility does not currently have a customer assistance program, please skip the rest
Se <i>No</i>	nich types of customers are eligible for your customer assistance program? lect all that apply. te: If your utility does not currently have a customer assistance program, please skip the rest this section.
Se <i>No</i>	mer assistance program.  nich types of customers are eligible for your customer assistance program?  lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program?  lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program? Lect all that apply. Lete: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
Sel <i>No</i>	nich types of customers are eligible for your customer assistance program? Lect all that apply. Let: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
local county income
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.  Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Water services for m

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

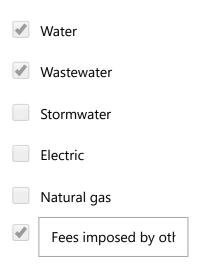
11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.				
Once per year.				
Once for the life of the account.				
We don't allow penalty forgiveness.				
Other				
Crisis Assistance Program				
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.				
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.				
No limit.				
Once per year.				
Once for the life of the account.				
We don't allow penalty forgiveness.				
Other				
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.				
NA				

N	NA .
Reco	overy of Program Costs
recove	ollowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip ection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
<b>✓</b>	Per Prop. 218, only r
pro	r those customer classes that provide funding for the customer assistang ogram, which components of the bill contribute to the funding? Select a at apply.
	Fixed charges

### **About Your Utility**

We would like to collect information about your utility to make comparisons possible.

20. Which utility services are included on your utility bills? Select all that apply.



21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please identify the population served for the service serving the largest population.

Water - 1.4 million and Wastewater - 685,000

22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most accounts.

Water - 382,000 customers and Wastewater - 175,000 customers

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.					
	~\$645 million in FY19				
24. H	low often do you bill your customers? Select all that apply.				
•	Monthly				
V	Bimonthly				
	Quarterly				
	Other				
25 ⊢	low do you meter your customers' usage of your services? Select all that apply.				
23.1	Manual meter reads				
	Automated meter reading (AMR)				
	Advanced Meter Infrastructure (AMI)				
	We do not meter usage.				
•	Small subset of AMI				

#### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program				
27. Contact's name:				
28. Contact's email address:				
20. Contact's email address.				
29. City name:				
30. State name:				
California				
California				
31. Would you like a copy of the results of this survey?				
Yes				
○ No				
32. How did you learn about this survey?				
52.11011 dia you learn about tills survey.				
I received an email directly.				
Someone in my organization forwarded an email to me.				
Someone in my organization for warded an email to me.				
Either I or someone in my organization found the link on a social media site.				

Other

Resp	onc	lent	13	
ivesp	Olic	CIIC	13	

### About Your Customer Assistance Program

1000	at four customer Assistance Program
I. Wh	at types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Yes.

program.
No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
We currently have no plans to modify our customer assistance program.
We don't currently have a customer assistance program.
Other
3. If you have or are planning to modify your customer assistance program,
please provide a brief description of the changes you are contemplating.
Even more relaxed re-payment options/terms. We are currently charging no late fees and water is not being turned off for non-payment.
Administrative Questions
Administrative Questions  The following questions provide an understanding of how you administer various aspects of your customer assistance program.
The following questions provide an understanding of how you administer various aspects of your
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program?
<ul><li>The following questions provide an understanding of how you administer various aspects of your customer assistance program.</li><li>4. Which types of customers are eligible for your customer assistance program? Select all that apply.</li><li>Note: If your utility does not currently have a customer assistance program, please skip the rest</li></ul>
<ul> <li>The following questions provide an understanding of how you administer various aspects of your customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program? Select all that apply.</li> <li>Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.</li> </ul>
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
see note above. We
6. Who assesses a customer's eligibility to participate in your program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

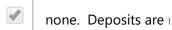
# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Manager approval, k 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
see Q9 for awnser
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.  Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
recove	llowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip to ection.
	nich customer classes provide funding to recover the lost revenue or oth sts of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Within City residneti
pro	those customer classes that provide funding for the customer assistance that provide funding for the customer assistance and the components of the bill contribute to the funding? Select also apply.

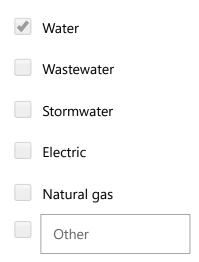
	Late fees Survey	of Customer Assistance Program
	Penalties	
	Other	
Lev	velized Billing	
	J	ıtility's use of levelized billing. By levelized billing, we're
refer	rring to the practice of smoothing c cally levelized bills reset periodically	harges over time to make it easier for customers to budget.  to allow a customer to "true-up" their bill to reflect actual
3	, .	
17. D	oes your utility offer levelized	d billing for customers.
•	Yes	
	No	
	Other	
18. H	low can a customer apply to	have a levelized bill? Select all that apply.
	Submit a written form.	
<b>✓</b>	Call our office.	
	Provide request through a self-s	ervice web site.
	Other	
	Ooes your utility have requirent evelized billing? Select all that	ments that a customer must meet to qualify for apply.
	History of reliable payment.	
	Minimum length of service.	
	Maintenance of a deposit.	



#### **About Your Utility**

We would like to collect information about your utility to make comparisons possible.

20. Which utility services are included on your utility bills? Select all that apply.



21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please identify the population served for the service serving the largest population.

130,000 including wholesale

22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most accounts.

+30k

Could provide info with more informatin on what is needed.  24. How often do you bill your customers? Select all that apply.  Monthly  Bimonthly  Quarterly  Other  25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads  Automated meter reading (AMR)  Advanced Meter Infrastructure (AMI)  We do not meter usage.  Other	exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
Monthly Bimonthly Quarterly Other  25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads Automated meter reading (AMR) Advanced Meter Infrastructure (AMI) We do not meter usage.	Could provide info with more informatin on what is needed.
Monthly Bimonthly Quarterly Other  25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads Automated meter reading (AMR) Advanced Meter Infrastructure (AMI) We do not meter usage.	
Bimonthly  Quarterly  Other  25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads  Automated meter reading (AMR)  Advanced Meter Infrastructure (AMI)  We do not meter usage.	24. How often do you bill your customers? Select all that apply.
Quarterly  Other  25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads  Automated meter reading (AMR)  Advanced Meter Infrastructure (AMI)  We do not meter usage.	Monthly
Other  25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads  Automated meter reading (AMR)  Advanced Meter Infrastructure (AMI)  We do not meter usage.	Bimonthly
25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads  Automated meter reading (AMR)  Advanced Meter Infrastructure (AMI)  We do not meter usage.	Quarterly
<ul> <li>Manual meter reads</li> <li>Automated meter reading (AMR)</li> <li>Advanced Meter Infrastructure (AMI)</li> <li>We do not meter usage.</li> </ul>	Other
<ul> <li>Manual meter reads</li> <li>Automated meter reading (AMR)</li> <li>Advanced Meter Infrastructure (AMI)</li> <li>We do not meter usage.</li> </ul>	
Automated meter reading (AMR)  Advanced Meter Infrastructure (AMI)  We do not meter usage.	25. How do you meter your customers' usage of your services? Select all that apply.
Advanced Meter Infrastructure (AMI)  We do not meter usage.	Manual meter reads
We do not meter usage.	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
Other	We do not meter usage.
	Other
Contact Information	Contact Information
Please provide your contact information. We would appreciate this information for several reasons.  First, we would like to understand how programs vary by differing regions. Also, we would like to	

contact information to provide the survey results to you.

26. Utility name:

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Survey of Customer Assistance Program	
27. Contact's name:	
28. Contact's email address:	
29. City name:	
30. State name:	
Oregon	
31. Would you like a copy of the results of this survey?	
Yes	
○ No	
32. How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to me.	
Either I or someone in my organization found the link on a social media site.	

Other

## About Your Customer Assistance Program

Yes.

1. What types of customer assistance programs do you offer? Select all that apply.
Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
None.
Other
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
•	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
	o far we are not charging late fees or turning off water. We also provided extra funds to the risis assistance program.
Adm	ninistrative Questions
The fo	ninistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.  Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Multifamily is for thε

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

frequently are you authorized to forgiven a customer's penalty or penalties?  Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying

Financial hardship: loss or reduction of income, unexpected expense such as car repair, more family members moving into the home without added income, medical expenses

events.

14. Please describe the ty	pe of assistance that is pro	ovided to a customer that meets
the requirements for	your crisis assistance prog	ram.

Residents with a City bill in their name can get a credit applied to their utility bill. Residents of multifamily structures would have a check cut to the utility company on their behalf.

### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or otl	her
costs of the customer assistance program? Select all that apply.	

All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

Consumption charges  Survey of Customer Assistance Program
Late fees
Penalties
Other
Levelized Billing
The following questions relate to your utility's use of levelized billing. By levelized billing, we're referring to the practice of smoothing charges over time to make it easier for customers to budget. Typically levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual usage.
17. Does your utility offer levelized billing for customers.
Yes
O No
Other
18. How can a customer apply to have a levelized bill? Select all that apply.
Submit a written form.
Call our office.
Provide request through a self-service web site.
Other
19. Does your utility have requirements that a customer must meet to qualify for levelized billing? Select all that apply.
History of reliable payment.
Minimum length of service.

	Other
Aho	ut Your Utility
	ould like to collect information about your utility to make comparisons possible.
20. WI	nich utility services are included on your utility bills? Select all that apply.
	Water
	Wastewater
	Stormwater
	Electric
	Natural gas
	road maintenance &
ро	nat is the estimated population served by your utility? If the service pulation varies by the services provided (e.g., water vs. wastewater), pleas entify the population served for the service serving the largest population.
2	5,635
aco ide	ow many customer accounts do you serve? If the number of customer counts varies by the services provided (e.g., water vs. wastewater), please entify the number of customer accounts for the service serving the most counts.

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other

#### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

## About Your Customer Assistance Program

I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
<b>*</b>	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Vac

No, but we are currently planning to implement or modify our customer assistance program.
No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
We currently have no plans to modify our customer assistance program.
We don't currently have a customer assistance program.
Other
3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.
Looking to provide short term assistance rather than just our normal yearly program.
Administrative Questions
The following questions provide an understanding of how you administer various aspects of your customer assistance program.
4. Which types of customers are eligible for your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Low-income customers
Disabled customers
Senior citizens
Serior citizens
Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
We are currently usin
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.  Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Situation dependent 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Other	
Crisis Assistance Program	
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.	
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.	
No limit.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Other	
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.	

D	
Reco	overy of Program Costs
recove	llowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip tection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
	those customer classes that provide funding for the customer assistand ogram, which components of the bill contribute to the funding? Select a
-	at apply.
	Fixed charges

Late fees	Survey of Customer Assistance Program
Penalties	
Other	
Levelized Billing	
referring to the practice of sr	te to your utility's use of levelized billing. By levelized billing, we're moothing charges over time to make it easier for customers to budget. periodically to allow a customer to "true-up" their bill to reflect actual
7. Does your utility offer	r levelized billing for customers.
Yes	
<ul><li>No</li></ul>	
Other	
8. How can a customer a	apply to have a levelized bill? Select all that apply.
Submit a written form	1.
Call our office.	
Provide request throu	igh a self-service web site.
Other	
19. Does your utility have levelized billing? Sele	e requirements that a customer must meet to qualify for ct all that apply.
History of reliable pay	/ment.
Minimum length of se	ervice.

Survey of Customer Assistance Program

Other

23.	What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24.	How often do you bill your customers? Select all that apply.
	✓ Monthly
	✓ Bimonthly
	Quarterly
	Other
25.	How do you meter your customers' usage of your services? Select all that apply.
	Manual meter reads
	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Respondent 16	Respondent 16	
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### About Your Customer Assistance Program

1001	at rour customer / ssistance r rogram		
I. What types of customer assistance programs do you offer? Select all that apply.			
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.		
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.		
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.		
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.		
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.		
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.		
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.		
	None.		
	Other		
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?		
	Yes.		

	No, but we are currently planning to implement or modify our customer assistance program.
•	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
\	We may increase funding for customer assistance due to Covid 19.
Adr	ninistrative Questions
	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
	hich types of customers are eligible for your customer assistance program? elect all that apply.
	ote: If your utility does not currently have a customer assistance program, please skip the rest this section.
<b>*</b>	Low-income customers
	Low income customers
	Disabled customers
<b>✓</b>	
✓	Disabled customers
<ul><li>✓</li><li>✓</li></ul>	Disabled customers  Senior citizens
<b>4</b>	Disabled customers  Senior citizens  Disabled veterans

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Don't have penalty c
Cricis Assistance Program
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Depending on the si
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.
Any inability to pay. We don't ask, often the customer tells us.

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.

All assistance is handled through Community Action. They tell us what the customer is eligible for. We try to get eligible customers caught up and current. So, we provide as much as needed to get customer current until our budgeted funding runs out.

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or other
costs of the customer assistance program? Select all that apply.

	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
<b>*</b>	Assistance is provide

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

Fixed charges

	Consumption charges	Survey of Customer Assistance Program
	Late fees	
	Penalties	
	Other	
Lovo	lized Billing	
	3	o your utility's use of levelized billing. By levelized billing, we're
referri	ng to the practice of smoo	othing charges over time to make it easier for customers to budget.
usage.	•	odically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer le	velized billing for customers.
	Yes	
	No	
	Other	
18. Ho	w can a customer app	bly to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through	a salf sarvisa wab sita
		a sen-service web site.
	Other	
10 Do	es vour utility have re	quirements that a customer must meet to qualify for
	elized billing? Select a	·
	History of reliable payme	nt.
	Minimum length of servi	re

	Other
Abo	ut Your Utility
We wo	ould like to collect information about your utility to make comparisons possible.
20. Wh	nich utility services are included on your utility bills? Select all that apply.
•	Water
•	Wastewater
	Stormwater
	Electric
	Natural gas
	Other
po	nat is the estimated population served by your utility? If the service pulation varies by the services provided (e.g., water vs. wastewater), pleasentify the population served for the service serving the largest population
А	pprox 96,000
22.11	
	w many customer accounts do you serve? If the number of customer counts varies by the services provided (e.g., water vs. wastewater), please

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
20,600,000
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly Other
25. How do you meter your customers' usage of your services? Select all that apply.
✓ Manual meter reads
✓ Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information
Please provide your contact information. We would appreciate this information for several reasons.  First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

Survey of Sustained Fregram
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Oregon
31. Would you like a copy of the results of this survey?
Yes
○ No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

#### About Your Customer Assistance Program

1001	at rour easterner rissistance rrogram
I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
•	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
•	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Yes

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	Denver Water stopped turning off customers for delinquency in early March as a result of COVID-19.
Adn	ninistrative Questions
The fo	ninistrative Questions  Ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focusto	ollowing questions provide an understanding of how you administer various aspects of your
The focusto  4. W  Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?
The focusto  4. W  Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focusto  4. W  Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focusto  4. W  Se	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focusto  4. W  Se	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focusto  4. W  Se	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Ilect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

	ow did you establish the eligibility criteria for your customer assistance ogram?
	te: If your utility does not currently have a customer assistance program, please skip the rest this section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
No	ho assesses a customer's eligibility to participate in your program?  Ite: If your utility does not currently have a customer assistance program, please skip the rest  this section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
pro <i>No</i>	hich customer classes are eligible to participate in your customer assistance ogram? Select all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.
	Single-family residential
	Multifamily residential
	Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.
Loss of job, hospitalization, death in the family, medical emergencies, etc.

	ne time, up to \$300 credit to the customer account
Reco	very of Program Costs
	lowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip rection.
	ich customer classes provide funding to recover the lost revenue or oth ts of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
pro	those customer classes that provide funding for the customer assistant gram, which components of the bill contribute to the funding? Select a
เทล	t apply.

Late fees	Survey of Customer Assistance Program
Penalties	
Other	
Levelized Billing	
referring to the practice of s	ate to your utility's use of levelized billing. By levelized billing, we're smoothing charges over time to make it easier for customers to budget. periodically to allow a customer to "true-up" their bill to reflect actual
7. Does your utility offe	er levelized billing for customers.
Yes	
<ul><li>No</li></ul>	
Other	
18. How can a customer	apply to have a levelized bill? Select all that apply.
Submit a written form	m.
Call our office.	
Provide request thro	ugh a self-service web site.
Other	
19. Does your utility hav levelized billing? Sele	re requirements that a customer must meet to qualify for ect all that apply.
History of reliable pa	ayment.
Minimum length of s	service.
Maintenance of a de	posit.

	\$306M
. H	ow often do you bill your customers? Select all that apply.
<b>4</b>	Monthly
	Bimonthly
	Quarterly
	Other
. H	ow do you meter your customers' usage of your services? Select all that apply.
	Manual meter reads
<b>✓</b>	Automated meter reading (AMR)
<b>4</b>	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Colorado
31. Would you like a copy of the results of this survey?
Yes
O No
22 How did you loarn about this survey?
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

### About Your Customer Assistance Program

4DOU	it Your Customer Assistance Program	
I. What types of customer assistance programs do you offer? Select all that apply.		
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.	
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.	
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.	
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.	
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.	
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.	
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.	
	None.	
	Other	
	e you implemented or modified your customer assistance program as a all of the current COVID-19 crisis?	
	Vos	

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	ninistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your
The fo	
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
Self-certification w p
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
& Mobile Home I

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

### Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

n/a

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip tection.
	ich customer classes provide funding to recover the lost revenue or oth ts of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
pro	those customer classes that provide funding for the customer assistance gram, which components of the bill contribute to the funding? Select all tapply.
	Fixed charges

apply.

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

	Survey of Customer Assistance Program
27.	Contact's name:
	·
28.	Contact's email address:
29.	City name:
20	
30.	State name:
	CA
	CA
21	Would you like a copy of the results of this survey?
<b>Э</b> I.	Would you like a copy of the results of this survey?
	<ul><li>Yes</li></ul>
	O No
2.2	Harry did was based this arm as 2
32.	How did you learn about this survey?
	I received an email directly.
	Someone in my organization forwarded an email to me.
	Either I or someone in my organization found the link on a social media site.

Respondent 19

### About Your Customer Assistance Program

1. What types of customer assistance programs do you offer? Select all that apply.		
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.	
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.	
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.	
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.	
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.	
•	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.	
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.	
	None.	
	Still under discussion	
	ve you implemented or modified your customer assistance program as a sult of the current COVID-19 crisis?	
	Yes.	

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
Adn	ninistrative Questions
	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
	nich types of customers are eligible for your customer assistance program? lect all that apply.
	te: If your utility does not currently have a customer assistance program, please skip the rest this section.
	Low-income customers
	Disabled customers
	Senior citizens
	Disabled veterans
	Veterans
	Other

5. How did you establish the eligibility criteria for your customer assistance program?  Note: If your utility does not currently have a customer assistance program, please skip the of this section.	rest				
We established our own eligibility criteria.					
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.					
Other					
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the of this section.	rest				
Our utility staff.					
Another government-based social service agency.					
A non-governmental organization that provides social services.					
Other					
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.					
Note: If your utility does not currently have a customer assistance program, please skip the of this section.	rest				
Single-family residential					
Multifamily residential					
Other					

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.				
Once per year.				
Once for the life of the account.  We don't allow penalty forgiveness.				
Crisis Assistance Program				
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.				
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.				
No limit.				
Once per year.				
Once for the life of the account.				
We don't allow penalty forgiveness.				
Other				
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.				

very of Program Costs
lowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip ction.
ich customer classes provide funding to recover the lost revenue or otless of the customer assistance program? Select all that apply.
All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
Other
those customer classes that provide funding for the customer assistan gram, which components of the bill contribute to the funding? Select a
t apply.

Late fees	Survey of Customer Assistance Program
Penalties	
Other	
	7
Levelized Billing	
referring to the practice of smo	to your utility's use of levelized billing. By levelized billing, we're pothing charges over time to make it easier for customers to budget. eriodically to allow a customer to "true-up" their bill to reflect actual
17. Does your utility offer l	evelized billing for customers.
Yes	
O No	
Other	
18. How can a customer ap	oply to have a levelized bill? Select all that apply.
Submit a written form.	
Call our office.	
Provide request through	h a self-service web site.
Other	
Other	
19. Does your utility have r levelized billing? Select	requirements that a customer must meet to qualify for all that apply.
History of reliable paym	nent.
Minimum length of serv	vice.
Maintenance of a depos	sit.

Survey of Customer Assistance Program

(	What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24. I	How often do you bill your customers? Select all that apply.
(	Monthly
	<b>✓</b> Bimonthly
(	Quarterly Other
25.	How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads
(	✓ Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.  Other
$C_{\mathcal{C}}$	ontact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

#### About Your Customer Assistance Program

1001	at rour customer / ssistance r rogram
I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
•	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
Adm	ninistrative Questions
The fo	ninistrative Questions Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. When Sell No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. When Sell No.	ellowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Sel No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? ect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. When Sel No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? ect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Sel No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. When Sel No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?	
Note: If your utility does not currently have a customer assistance program, please skip the reof this section.	est
We established our own eligibility criteria.	
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.	
Other	
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the reof this section.	?st
Our utility staff.	
Another government-based social service agency.	
A non-governmental organization that provides social services.  Other	
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.	e
Note: If your utility does not currently have a customer assistance program, please skip the reof this section.	est
Single-family residential	
Multifamily residential	
Other	

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.
ill, out of work, death in the family

14. Please describe the ty	pe of assistance that is pro	ovided to a customer that meets
the requirements for	your crisis assistance progr	am.

\$250 one time applied to the outstanding bill but the customer needs to have a plan for the remaining balance before it is applied

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost rev	enue or other
costs of the customer assistance program? Select all that apply	<b>′.</b>

<b>*</b>	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

<b>*</b>	Fixed	charges

Consumption charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
Leve	lized Billing	
referrir	ng to the practice of smoot lly levelized bills reset perio	your utility's use of levelized billing. By levelized billing, we're thing charges over time to make it easier for customers to budget. Indically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer lev	relized billing for customers.
	Yes	
	No	
	Other	
18. Ho	w can a customer app	ly to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through a	self-service web site.
	Other	
	es your utility have red elized billing? Select a	quirements that a customer must meet to qualify for II that apply.
	History of reliable paymer	nt.
	Minimum length of service	е.
	Maintenance of a deposit.	

	onnection charges, system development charges, etc.
	337,805,000
24. H	ow often do you bill your customers? Select all that apply.
<b>*</b>	Monthly
<b>*</b>	Bimonthly
<b>*</b>	Quarterly
	Other
5. H	ow do you meter your customers' usage of your services? Select all that apply.
	Manual meter reads
<b>*</b>	Automated meter reading (AMR)
<b>*</b>	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other
_	ntact Information

contact information to provide the survey results to you.

26. Utility name:

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	Survey of Customer Assistance Program
<b>=</b>	
Contact's name	): 
8. Contact's email	address:
0 City name:	
9. City name:	
0. State name:	
OR	
1. Would you like	a copy of the results of this survey?
Yes	
No	
2. How did you le	arn about this survey?
I received an 6	email directly.
Company in n	
30Heone III II	ny organization forwarded an email to me.

Other

## About Your Customer Assistance Program

Yes.

1. What types of customer assistance programs do you offer? Select all that apply.		
	ow-income rates. These are special rates that apply only to customers that meet certain ualification standards.	
	ow-income discounts. For water bills based on a utility's standard rates, these are iscounts applied to the bills of qualifying customers.	
	ifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline ates are available to all customers within the same customer class.	
	risis assistance program. A temporary assistance given to customers who experience an nexpected challenge to paying their utility bill.	
	rrearage forgiveness. The forgiveness of past billed amounts to allow a customer to ecome current.	
	enalty forgiveness. The forgiveness of penalty or other fee to allow a customer to ecome current.	
	ayment plans. A negotiated payment plan that allows customers to become current fter the normal due date.	
N	lone.	
	Other	
	you implemented or modified your customer assistance program as a	

		No, but we are currently planning to implement or modify our customer assistance program.
		No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
		We currently have no plans to modify our customer assistance program.
		We don't currently have a customer assistance program.
		Other
3.	-	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
		e are letting customer pay what they can and informing them that the totals will continue mount, so please pay what they can to minimize the impact when this is all over.
Δ	dm	inistrative Questions
		inistrative Questions lowing questions provide an understanding of how you administer various aspects of your
Th	e fo	inistrative Questions  lowing questions provide an understanding of how you administer various aspects of your ner assistance program.
Th	e fol ston Wh	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program?
Th	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.
Th	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program?  ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest
Th	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.
Th	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers
Th	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers
Th	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers  Senior citizens
Th	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

	v did you establish the eligibility criteria for your customer assistance gram?
	e: If your utility does not currently have a customer assistance program, please skip the rest is section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
Note	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest iis section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
prog Note	ch customer classes are eligible to participate in your customer assistance gram? Select all that apply.  Execute: If your utility does not currently have a customer assistance program, please skip the restories section.
	Single-family residential
	Multifamily residential
	Other
<b>✓</b>	Single-family residential  Multifamily residential

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Based on situational
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
■ We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.
NA

	IA
Reco	overy of Program Costs
recove	ellowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip tection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	NA
pro	r those customer classes that provide funding for the customer assistand ogram, which components of the bill contribute to the funding? Select a at apply.
	Fixed charges

	Late fees Survey of Customer Assistance Program
	Penalties
	NA
Leve	lized Billing
referrir	llowing questions relate to your utility's use of levelized billing. By levelized billing, we're ng to the practice of smoothing charges over time to make it easier for customers to budget. Ily levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	NA
	es your utility have requirements that a customer must meet to qualify for elized billing? Select all that apply.
	History of reliable payment.
	Minimum length of service.
	Maintenance of a deposit.

245,000

3	3.8mm
Нс	ow often do you bill your customers? Select all that apply.
<b>*</b>	Monthly
	Bimonthly
	Quarterly
	Other
Нс	ow do you meter your customers' usage of your services? Select all that apply.
<b>*</b>	Manual meter reads
<b>*</b>	Automated meter reading (AMR)
<b>*</b>	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
TX
31. Would you like a copy of the results of this survey?
Yes
O No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Respondent 22		

## About Your Customer Assistance Program

ADOUL YOUR CUS	stomer Assistance Program
I. What types of c	ustomer assistance programs do you offer? Select all that apply.
Low-income ra	ates. These are special rates that apply only to customers that meet certain andards.
	iscounts. For water bills based on a utility's standard rates, these are ied to the bills of qualifying customers.
	This is a low-cost rate applied to a small first block (or tier) of water. Lifeline able to all customers within the same customer class.
	te program. A temporary assistance given to customers who experience an allenge to paying their utility bill.
Arrearage forg become currer	iveness. The forgiveness of past billed amounts to allow a customer to nt.
Penalty forgive become currer	eness. The forgiveness of penalty or other fee to allow a customer to nt.
Payment plans after the norm	. A negotiated payment plan that allows customers to become current al due date.
None.	
Other	
	mented or modified your customer assistance program as a rent COVID-19 crisis?
Vac	

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
Adm	ninistrative Questions
The fo	ninistrative Questions ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focustor	ollowing questions provide an understanding of how you administer various aspects of your
The focustor  4. Wh Sel No	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Thich types of customers are eligible for your customer assistance program?
The focustor  4. Wh Sel No	ellowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?  lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. Wh Sel No	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program?  I lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. Wh Sel No	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  In this initial types of customers are eligible for your customer assistance program? Heet all that apply.  It is it is your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. Wh Sel No	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. Wh Sel No	illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
The focustor  4. Wh Sel No	Allowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Anich types of customers are eligible for your customer assistance program? Heet all that apply.  Attention the section of the sect

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
<ul><li>A non-governmental organization that provides social services.</li><li>Other</li></ul>
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.			
Once per year.			
Once for the life of the account.			
We don't allow penalty forgiveness.			
Other			
Crisis Assistance Program			
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.			
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.			
No limit.			
Once per year.			
Once for the life of the account.			
We don't allow penalty forgiveness.			
Other			
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.			

Loss of job, death of a family member, Loss or change in income, medical issues,

The follorecovered next seconds:	ction.
The follorecovered next seconds:	owing questions describe how the costs of your customer assistance program are ed. If your utility does not currently have a customer assistance program, please skip to ction.  ch customer classes provide funding to recover the lost revenue or others of the customer assistance program? Select all that apply.
recovered next section 15. Which cost	ed. If your utility does not currently have a customer assistance program, please skip to ction.  ch customer classes provide funding to recover the lost revenue or others of the customer assistance program? Select all that apply.
cost	s of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
\	Wholesale
	Other
prog	those customer classes that provide funding for the customer assistance gram, which components of the bill contribute to the funding? Select all apply.
<b>✓</b> F	Fixed charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
Leve	lized Billing	
referri	ng to the practice of smoolly levelized bills reset per	to your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget. riodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer le	evelized billing for customers.
	Yes	
	No	
	Other	
18. Ho	w can a customer ap	ply to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through	a self-service web site.
	Other	
	es your utility have re elized billing? Select	equirements that a customer must meet to qualify for all that apply.
	History of reliable payme	ent.
	Minimum length of serv	ice.
	Maintenance of a depos	it.

	\$164,000,000
24. H	ow often do you bill your customers? Select all that apply.
V	Monthly
	Bimonthly
	Quarterly
	Other
95 H	ow do you meter your customers' usage of your services? Select all that apply.
_3.11	Manual meter reads
	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other
	Other

contact information to provide the survey results to you.

26. Utility name:

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Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Kansas
31. Would you like a copy of the results of this survey?
Yes
O No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Respondent 23		

## About Your Customer Assistance Program

I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
•	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Voc

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
•	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
Adm	ninistrative Questions
The fo	ninistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
<ul><li>A non-governmental organization that provides social services.</li><li>Other</li></ul>
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest
of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip ection.
	ich customer classes provide funding to recover the lost revenue or othes to the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
	those customer classes that provide funding for the customer assistan
-	gram, which components of the bill contribute to the funding? Select a t apply.
	Fixed charges

	Late fees	urvey of Customer Assistance Program
	Penalties	
	Other	
Leve	elized Billing	
	<u> </u>	our utility's use of levelized billing. By levelized billing, we're
referr	ring to the practice of smoothin ally levelized bills reset periodi	ng charges over time to make it easier for customers to budget. cally to allow a customer to "true-up" their bill to reflect actual
usage	<del>.</del>	
17. Do	oes your utility offer level	ized billing for customers.
	Yes	
•	No	
	Other	
18. Ho	ow can a customer apply	to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through a se	elf-service web site.
	Other	
	Other	
19. Do	oes your utility have requ	irements that a customer must meet to qualify for
	velized billing? Select all t	
	History of reliable payment.	
	Minimum length of service.	
	Maintenance of a deposit.	

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$253,000,000
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information  Please provide your contact information. We would appreciate this information for several reasons.  First, we would like to understand how programs vary by differing regions. Also, we would like to

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

28. Contact's email address:  29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No	Survey of Customer Assistance Program
28. Contact's email address:  29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	
31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
28. Contact's email address:  29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	
28. Contact's email address:  29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	
29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	27. Contact's name:
29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
29. City name:  30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	28. Contact's email address:
30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	
30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	
30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	
30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	
30. State name:  Texas  31. Would you like a copy of the results of this survey?  Yes  No  No	
Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	29. City name:
Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
Texas  31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	30. State name:
31. Would you like a copy of the results of this survey?  Yes  No  No  32. How did you learn about this survey?	
<ul><li>Yes</li><li>No</li><li>No</li><li>32. How did you learn about this survey?</li></ul>	Texas
<ul><li>Yes</li><li>No</li><li>No</li><li>32. How did you learn about this survey?</li></ul>	
<ul><li>Yes</li><li>No</li><li>No</li><li>32. How did you learn about this survey?</li></ul>	
<ul><li>Yes</li><li>No</li><li>No</li><li>32. How did you learn about this survey?</li></ul>	
No  32. How did you learn about this survey?	31. Would you like a copy of the results of this survey?
No  32. How did you learn about this survey?	(a) Vos
32. How did you learn about this survey?	res
	○ No
I received an email directly.	32. How did you learn about this survey?
I received an email directly.	
	I received an email directly.
Someone in my organization forwarded an email to me.	Someone in my organization forwarded an email to me
Someone in my organization for warded an email to me.	Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.	Either I or someone in my organization found the link on a social media site.
Someone in my organization forwarded an email to me	I received an email directly.

Other

## About Your Customer Assistance Program

1. Wh	at types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
•	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
•	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	Request for Board Resolution for the following: NOW, THEREFORE, BE IT RESOLVED by The Southeast Morris County Municipal Utilities Authority on this 16th day of April 2020 as collows: 1. The Authority hereby suspends the practice of water service shut offs as a result of non-payment of bills; and 2. The Authority hereby suspends the accruing of interest and benalties on currently past due bills and shall forbear from imposing such interest and benalty charges on bills that may become past due during the period that this suspension emains in effect; and 3. The Authority shall seek to accommodate customer hardships on a caseby- case basis through the implementation of payment plans for current and future butstanding balances that may accrue or continue to accrue during the period of this crisis. BE IT FURTHER RESOLVED that the suspension of these collection practices and the implementation of these efforts to accommodate those impacted by the COVID-19 outbreak shall be effective immediately and shall remain in effect until further or otherwise resolved by the Authority.
Adn	ninistrative Questions
	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
	hich types of customers are eligible for your customer assistance program? lect all that apply.
	te: If your utility does not currently have a customer assistance program, please skip the rest this section.
	Low-income customers
	Disabled customers

		Senior citizens	Survey of Customer Assistance Program
(		Disabled veterans	
		Veterans	
	<b>*</b>	All	
ŀ	pro	gram?	e eligibility criteria for your customer assistance  ourrently have a customer assistance program, please skip the rest
(	of ti	his section.	
(		We established our own e	eligibility criteria.
(		Income Home Energy Ass	v criteria for another means-tested program such as the Low istance Program (LIHEAP), Supplemental Nutrition Assistance stamps"), Medicaid, property tax assistance program, etc.
(		Other	
,	Not	e: If your utility does not c his section.	r's eligibility to participate in your program? Furrently have a customer assistance program, please skip the rest
(		Our utility staff.	
(		Another government-base	ed social service agency.
(		A non-governmental orga	anization that provides social services.
(		Other	
		ich customer classes a gram? Select all that a	are eligible to participate in your customer assistance apply.
		e: If your utility does not c his section.	urrently have a customer assistance program, please skip the rest
	<b>*</b>	Single-family residential	
		Multifamily residential	

8. How are bills adjusted a program? Select all tha Note: If your utility does not of this section.	t apply.			
	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				
Arrearage and Penalty Some customer assistance progressives forgiven so the customer arrearage and penalty forgiven	grams allow custor r can become curre	ners with arrearag	· ·	
9. If you have an arrearag frequently are you auth apply.	•	•	-	
Once per year.				
Once for the life of the	account.			
We don't allow arrearag	ge forgiveness.			
Other				
	_			

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Survey of Customer Assistance Program

Other

	Late payment.  Survey of Customer Assistance Program	
	Interest on unpaid balances.	
	Fees for disconnection and reconnection of services.	
	Charges for checks returned for non-sufficient funds.	
	Other	
fre	you have a penalty forgiveness policy, under your current policies, how equently are you authorized to forgiven a customer's penalty or penalties? elect all that apply.  Once per year.	)
	Once for the life of the account.	
	We don't allow penalty forgiveness.	
	By Board Resolution	
Crisi.	ia Agaistan ag Dyggygg	
Crisi	is Assistance Program	
assista This is	rugh known by differing names, we are using "Crisis Assistance Program" to refer to custo cance programs that assist customers having a temporary challenge in paying their utility is s unlike a low-income or affordability program that provides permanent relief for customale to afford their utility bills. Below are questions related to crisis assistance programs.	bill.
•	you have a crisis assistance program, how frequently can a customer acce 'Select all that apply.	SS
	,	
	No limit.	
	No limit.	
	No limit.  Once per year.	

	ents.	
	•	of assistance that is provided to a customer that in r crisis assistance program.
	- requirements for you	
Reco	overy of Program C	osts
The fo	ollowing questions describe	how the costs of your customer assistance program are
recove	ered. If your utility does not	currently have a customer assistance program, please skip
		, 5 ,
	ection.	
next s	ection.	
next s	ection. nich customer classes p	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	ection. nich customer classes p sts of the customer ass	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	ection. nich customer classes p	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	ection. nich customer classes p sts of the customer ass	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	ection. nich customer classes p sts of the customer ass All customers regardless o	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	ection.  nich customer classes posts of the customer ass  All customers regardless of Single-family residential  Multifamily residential	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	nich customer classes p sts of the customer ass All customers regardless o Single-family residential Multifamily residential Commercial	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	ection.  nich customer classes posts of the customer ass  All customers regardless of Single-family residential  Multifamily residential	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	nich customer classes p sts of the customer ass All customers regardless o Single-family residential Multifamily residential Commercial	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	ection.  nich customer classes posts of the customer ass  All customers regardless of Single-family residential  Multifamily residential  Commercial  Industrial  Institutional	provide funding to recover the lost revenue or othe istance program? Select all that apply.
next s	ection.  nich customer classes posts of the customer ass  All customers regardless of Single-family residential  Multifamily residential  Commercial  Industrial	provide funding to recover the lost revenue or othe istance program? Select all that apply.

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
Fixed charges
Consumption charges
Late fees
Penalties
Other
Levelized Billing
The following questions relate to your utility's use of levelized billing. By levelized billing, we're referring to the practice of smoothing charges over time to make it easier for customers to budget. Typically levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual usage.
17. Does your utility offer levelized billing for customers.
Yes
No
Other
18. How can a customer apply to have a levelized bill? Select all that apply.
Submit a written form.
Call our office.
Provide request through a self-service web site.
Other

	History of reliable payment.
	Minimum length of service.
	Maintenance of a deposit.
	Other
Λho	ut Your Utility
	ould like to collect information about your utility to make comparisons possible.
20. Wł	nich utility services are included on your utility bills? Select all that apply.
	Water
	Wastewater
	Stormwater
	Stormwater Electric
	Electric
	Electric Natural gas
	Electric Natural gas
21 W	Electric  Natural gas  Other
	Electric  Natural gas
ро	Natural gas  Other  Other  The service of the servi

22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most accounts.
17,500
23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
Approximately \$15.5 million
24. How often do you bill your customers? Select all that apply.  Monthly  Bimonthly  Quarterly  Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other

#### **Contact Information**

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26.	Utility name:
27.	Contact's name:
28.	Contact's email address:
29.	City name:
30.	State name:
	NJ
31.	Would you like a copy of the results of this survey?
	<ul><li>Yes</li></ul>
	○ No

### 32. How did you learn about this survey?

I received an email direc	ctly.	
Someone in my organization forwarded an email to me.		
Either I or someone in n	ny organization found the link on a social media site.	
Other		

## About Your Customer Assistance Program

I.WI	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
<b>*</b>	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
<b>*</b>	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ive you implemented or modified your customer assistance program as a sult of the current COVID-19 crisis?
	Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	We plan to stop shut-offs during this time for those experiencing COVID19 issues.
Adr	ninistrative Questions
The f	ninistrative Questions ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focusto	ollowing questions provide an understanding of how you administer various aspects of your
The focusto	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  hich types of customers are eligible for your customer assistance program?
The focusto	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  hich types of customers are eligible for your customer assistance program? elect all that apply.  ote: If your utility does not currently have a customer assistance program, please skip the rest
The focusto	bollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  hich types of customers are eligible for your customer assistance program? elect all that apply.  by the interest of the interest in the interest interest into the interest interest into the interest interest interest interest into the interest in
The focusto	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  hich types of customers are eligible for your customer assistance program? elect all that apply.  bite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focusto	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  hich types of customers are eligible for your customer assistance program? elect all that apply.  bite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focusto	collowing questions provide an understanding of how you administer various aspects of your mer assistance program.  hich types of customers are eligible for your customer assistance program? elect all that apply.  the steel of your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
individual needs-we
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.		
Once per year.		
Once for the life of the account.		
We don't allow penalty forgiveness.		
Penalties may be wa		
Crisis Assistance Program		
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.		
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.		
No limit.		
Once per year.		
Once for the life of the account.		
We don't allow penalty forgiveness.  Other		
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.		
job loss due to COVID19		

W	vaived late fees,no shut off
Reco	overy of Program Costs
recove	ellowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip tection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
•	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
pro	r those customer classes that provide funding for the customer assistand ogram, which components of the bill contribute to the funding? Select a at apply.
	Fixed charges
	Consumption charges

Late fees	Survey of Customer Assistance Program
Penalties	
there's not a direct c	
Levelized Billing	
referring to the practice of sm	e to your utility's use of levelized billing. By levelized billing, we're coothing charges over time to make it easier for customers to budget. eriodically to allow a customer to "true-up" their bill to reflect actual
7. Does your utility offer	levelized billing for customers.
Yes	
No	
Other	
19 How can a customor a	aply to have a lovelized hill? Select all that apply
	pply to have a levelized bill? Select all that apply.
Submit a written form.	
Call our office.	
Provide request throug	gh a self-service web site.
Other	
19. Does your utility have levelized billing? Selec	requirements that a customer must meet to qualify for t all that apply.
History of reliable payr	nent.
Minimum length of ser	vice.
Maintenance of a depo	osit

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$4,700,000
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information  Please provide your contact information. We would appreciate this information for several reasons.
First, we would like to understand how programs vary by differing regions. Also, we would like to

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program	
27. Contact's name:	
28. Contact's email address:	
29. City name:	
30. State name:	
OR	
31. Would you like a copy of the results of this survey?	
Yes	
O No	
32. How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to me.	
Either I or someone in my organization found the link on a social media site.	

Other

Respondent 26		
Respondent 26		

### About Your Customer Assistance Program

1001	at roar castorner / tosistance r rogram		
I. What types of customer assistance programs do you offer? Select all that apply.			
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.		
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.		
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.		
•	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.		
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.		
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.		
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.		
	None.		
	Other		
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?			
	Yes		

		No, but we are currently planning to implement or modify our customer assistance program.	
		No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.	
		We currently have no plans to modify our customer assistance program.	
		We don't currently have a customer assistance program.	
		Other	
3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.			
	W kr wi	e estimate through the winter and due to a flood event, had an extra month of estimating. e are just now coming out of estimating and will have to do major adjustments. We will now more about what changes we will contemplate after we have a month or two dealing th residential and small business non-payment. We are currently directing our customers areas of federal and state assistance that will aid them in paying their overall utilities.	
Ac	lm	inistrative Questions	
Γhe	fol	inistrative Questions lowing questions provide an understanding of how you administer various aspects of your ner assistance program.	
The cust 4. \ 9	fol tom Wh Sele	lowing questions provide an understanding of how you administer various aspects of your	
The cust 4. \ 9	fol tom Wh Sele	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program?  ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest	
The cust 4. \ 9	fol tom Wh Sele	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.	
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The cust 4. \ 9	fol tom Wh Sele	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers	
The cust 4. \ 9	fol tom Wh Sele	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest nis section.  Low-income customers  Disabled customers  Senior citizens	

5. How did you establish the eligibility criteria for your customer assistance program?		
		e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		We established our own eligibility criteria.
	•	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
		Other
5.	Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Our utility staff.
		Another government-based social service agency.
	•	A non-governmental organization that provides social services.
		Other
7.		ich customer classes are eligible to participate in your customer assistance gram? Select all that apply.
		e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Single-family residential
		Multifamily residential
	<b>*</b>	Dwelling units where

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Page B-272

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

#### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	✓ We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Late payment.
Interest on unpaid balances.
Fees for disconnection and reconnection of services.
Charges for checks returned for non-sufficient funds

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.  Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other

Survey of Customer Assistance Program

Other

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Survey of Customer Assistance Program
Between employment, family emergency, etc. Customer has to describe the disruption leading the request and receive department approval.

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.

Up to \$150 utility bill relief (includes water, sewer, storm, street fee, and public service capital replacement fee).

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.

All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
Page B-275

Maintenance of a deposit.  Other  About Your Utility  We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply  Water  Wastewater  Stormwater  Electric  Natural gas  Street maintenance  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), ple identify the population served for the service serving the largest population 20,000 for sewer  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), plea identify the number of customer accounts for the service serving the most accounts.	Your Utility like to collect information about your utility to make comparisons possible.  utility services are included on your utility bills? Select all that apply.  ter  stewater
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,	nts varies by the services provided (e.g., water vs. wastewater), please
	,

23. What are your estimated annual revenues for your utility services? Please
exclude revenue from activities other than providing utility services to
customers. For example, please exclude revenue from such things as
connection charges, system development charges, etc.

9	2,850,000
24. Ho	w often do you bill your customers? Select all that apply.
<b>*</b>	Monthly
	Bimonthly
	Quarterly
	Other
25. Ho	w do you meter your customers' usage of your services? Select all that apply.
	Manual meter reads
<b>*</b>	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

#### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of	f Customer Assistance Program
27 Cambastla mana	
27. Contact's name:	
28. Contact's email address:	
29. City name:	
20.54	
30. State name:	
Oregon	
Cregon	
31. Would you like a copy of the re	sults of this survey?
	-
<ul><li>Yes</li></ul>	
No	
32. How did you learn about this su	ırvey?
I received an email directly.	
Someone in my organization forw	varded an email to me.
, ,	
Either I or someone in my organiz	ration found the link on a social media site.

Received email from

# About Your Customer Assistance Program

I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
<b>*</b>	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
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	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Vac

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
I	or all customers we have waived late penalty fees.
Adr	ninistrative Questions
The fo	ninistrative Questions  ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focusto	ollowing questions provide an understanding of how you administer various aspects of your
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5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

Survey of Customer Assistance Program Separate Rate				
	Discount on Bill	Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

## Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Late payment.		
Interest on unpaid balan	ices.	
Fees for disconnection and reconnection of services.		
Charges for checks retur	ned for non-sufficient funds.	
during COVID-19, in		

<ul><li>11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.</li><li>Once per year.</li></ul>		
We don't allow penalty forgiveness.		
Other		
Crisis Assistance Program		
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.		
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Once for the life of the account.		
We don't allow penalty forgiveness.		
Other		
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.		

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip tection.
	ich customer classes provide funding to recover the lost revenue or othets of the customer assistance program? Select all that apply.
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	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
1 <i>6</i> F	these sustamor classes that provide funding for the guestamor assistant
pro	those customer classes that provide funding for the customer assistand gram, which components of the bill contribute to the funding? Select a t apply.

	Survey of Customer Assistance Program
Penalties	
All charges are marg	
Levelized Billing	
referring to the practice of smo	to your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget. riodically to allow a customer to "true-up" their bill to reflect actual
17. Does your utility offer le	evelized billing for customers.
Yes	
<ul><li>No</li></ul>	
Other	
18. How can a customer ap	ply to have a levelized bill? Select all that apply.
Submit a written form.	
Call our office.	
Provide request through	n a self-service web site.
Other	
Uther	
	equirements that a customer must meet to qualify for all that apply.
19. Does your utility have re	all that apply.
19. Does your utility have re levelized billing? Select	all that apply.

	24000000
24. H	How often do you bill your customers? Select all that apply.
	<b>✓</b> Monthly
	Bimonthly
	Quarterly
	Other
)5 k	How do you meter your customers' usage of your services? Select all that apply.
-3.1	Manual meter reads
	✓ Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other
	- Other

26. Utility name:

contact information to provide the survey results to you.

Survey of Customer Assistance Program	
27. Contact's name:	
28. Contact's email address:	
20. Contact's email address.	
29. City name:	
30. State name:	
Maine	
31. Would you like a copy of the results of this survey?	
Yes	
Tes .	
○ No	
32. How did you learn about this survey?	
I received an email directly.	
Treceived an email directly.	
Someone in my organization forwarded an email to me.	
Either I or someone in my organization found the link on a social media site.	

# About Your Customer Assistance Program

1001	at roar castorner / tosistance r rogram		
I. What types of customer assistance programs do you offer? Select all that apply.			
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	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.		
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.		
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.		
	None.		
	Other		
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?		
	Yes		

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	ninistrative Questions
The fo	ninistrative Questions Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. When Sell No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. When Sell No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Sell No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? ect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. When Sell No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? ect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Sell No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest whis section.  Low-income customers  Disabled customers
The focustor  4. When Sell No.	illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
The focustor  4. When Sell No.	illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

5. How did you establish the eligibi program?	lity criteria for your customer assistance
Note: If your utility does not currently had of this section.	ave a customer assistance program, please skip the rest
We established our own eligibility of	riteria.
Income Home Energy Assistance Pr	or another means-tested program such as the Low ogram (LIHEAP), Supplemental Nutrition Assistance Medicaid, property tax assistance program, etc.
Other	
	oility to participate in your program? ave a customer assistance program, please skip the rest
Our utility staff.	
Another government-based social s	ervice agency.
A non-governmental organization to Other	hat provides social services.
program? Select all that apply.  Note: If your utility does not currently had of this section.	ole to participate in your customer assistance ave a customer assistance program, please skip the rest
Single-family residential	
Multifamily residential	
Other	

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Other	
Crisis Assistance Program	
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.	
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.	
No limit.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Other	
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.	

Reco	very of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip tection.
	ich customer classes provide funding to recover the lost revenue or oth ts of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
16 5	
pro	those customer classes that provide funding for the customer assistant gram, which components of the bill contribute to the funding? Select a t apply.

	Late fees Survey of Customer Assistance Program
	Penalties
	Other
Leve	lized Billing
	llowing questions relate to your utility's use of levelized billing. By levelized billing, we're
referri	ng to the practice of smoothing charges over time to make it easier for customers to budget. Ily levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
3	
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	Other
19 Do	es your utility have requirements that a customer must meet to qualify for
	elized billing? Select all that apply.
	History of reliable payment.
	Minimum length of service.
	Maintenance of a deposit.

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$400 million
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
We purchase data fr
Contact Information
Please provide your contact information. We would appreciate this information for several reasons.

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

#### 26. Utility name:

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Missouri
31. Would you like a copy of the results of this survey?
Yes
O No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Respondent 29

## About Your Customer Assistance Program

1. Wh	at types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Disabled veteran, de

2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?

Yes.

( )	No, but we are currently planning to implement or modify our customer assistance program.		
( )	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.		
	We currently have no plans to modify our customer assistance program.		
<u> </u>	We don't currently have a customer assistance program.		
	Other		
-	u have or are planning to modify your customer assistance program, se provide a brief description of the changes you are contemplating.		
you 19 (th wa	We implemented the COVID-19 assistance as an extension of our low income program - if you can show that you or your spouse has lost their job or been hospitalized due to COVID-19 you can receive a \$10 credit to your bill for each service you have with us in Arizona only (this isn't approved for our NM or TX operations at this time). In AZ we offer water and wastewater services, and depending on where someone lives they may have one or both services.		
Admi	nistrative Questions		
The follo	nistrative Questions owing questions provide an understanding of how you administer various aspects of your er assistance program.		
The follocustomo	owing questions provide an understanding of how you administer various aspects of your		
The follocustome  4. Which selections is a selection of the selection of t	owing questions provide an understanding of how you administer various aspects of your er assistance program.  Ch types of customers are eligible for your customer assistance program?		
4. Whi	owing questions provide an understanding of how you administer various aspects of your er assistance program.  Ch types of customers are eligible for your customer assistance program?  Ct all that apply.  If your utility does not currently have a customer assistance program, please skip the rest		
4. Whie Sele Note of the	owing questions provide an understanding of how you administer various aspects of your er assistance program.  Ch types of customers are eligible for your customer assistance program?  Ct all that apply.  Ct If your utility does not currently have a customer assistance program, please skip the rest is section.		
4. Which selends of the selection of the	owing questions provide an understanding of how you administer various aspects of your er assistance program.  Ch types of customers are eligible for your customer assistance program? ct all that apply.  If your utility does not currently have a customer assistance program, please skip the rest is section.		
4. Which selends of the selection of the	owing questions provide an understanding of how you administer various aspects of your er assistance program.  Ch types of customers are eligible for your customer assistance program? ct all that apply.  If your utility does not currently have a customer assistance program, please skip the rest is section.  Cow-income customers  Disabled customers		

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

## Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness	policy, what ki	nds of penalties	can be
forgiven? Select all that apply.			

Late payment.
Interest on unpaid balances.

	Charges for checks returned for non-sufficient funds.
	Other
-	you have a penalty forgiveness policy, under your current policies, how equently are you authorized to forgiven a customer's penalty or penalties?
Sel	lect all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow penalty forgiveness.
	case by case basis
Crici	s Assistance Program
Althou assista This is	ugh known by differing names, we are using "Crisis Assistance Program" to refer to customer ance programs that assist customers having a temporary challenge in paying their utility bill. It is unlike a low-income or affordability program that provides permanent relief for customers to afford their utility bills. Below are questions related to crisis assistance programs.
-	ou have a crisis assistance program, how frequently can a customer access Select all that apply.
	No limit.
	Once per year.
	Once for the life of the account.
	We don't allow penalty forgiveness.
	Other

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

For COVID-19 - loss of job by account holder or spouse or hospitalization of account holder or spouse due to COVID-19.

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.

\$10 off of bill for each service they have with us (water or wastewater or both) for a max of \$20 off per month.

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.

All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
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Fixed charges	Survey of Customer Assistance Program
Consumption charges	
Late fees	
Penalties	
Other	
l le le pelle	
Levelized Billing	
<u> </u>	o your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget.
Typically levelized bills reset per usage.	iodically to allow a customer to "true-up" their bill to reflect actual
17. Does your utility offer le	evelized billing for customers.
Yes	
No	
Other	
o thei	
18. How can a customer app	ply to have a levelized bill? Select all that apply.
Submit a written form.	
Call our office.	
Provide request through	a self-service web site.
Other	
19. Does your utility have re levelized billing? Select a	equirements that a customer must meet to qualify for all that apply.
History of reliable payme	
instary of remable payme	·····

	Survey of Customer Assistance Program  Minimum length of service.
	Maintenance of a deposit.
	Other
Abo	out Your Utility
We we	ould like to collect information about your utility to make comparisons possible.
20. WI	hich utility services are included on your utility bills? Select all that apply.
	Water
	Wastewater
	Stormwater
	Electric
	Natural gas
	Other
21 \\/	hat is the actionated manufation comed by your utility? If the comice
ро	hat is the estimated population served by your utility? If the service opulation varies by the services provided (e.g., water vs. wastewater), pleas
ide	entify the population served for the service serving the largest population
3	360,000 water and wastewater in AZ and NM
22. Hc	ow many customer accounts do you serve? If the number of customer
	counts varies by the services provided (e.g., water vs. wastewater), please
	entify the number of customer accounts for the service serving the most

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24. How often do you bill your customers? Select all that apply.
✓ Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other

### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

	Survey of Customer Assistance Program
27.	. Contact's name:
28	. Contact's email address:
_0.	. Contact's cinali dadress.
29	. City name:
	. City flame.
20	State name:
50.	. State name:
	Arizona
	Alizona
01	Mould you like a copy of the regults of this survey?
ЭΙ.	. Would you like a copy of the results of this survey?
	Yes
	○ No
32.	. How did you learn about this survey?
	I received an email directly.
	Someone in my organization forwarded an email to me.
	Someone in my organization forwarded an email to me.
	Either I or someone in my organization found the link on a social media site.

Respondent 30

## About Your Customer Assistance Program

result of the current COVID-19 crisis?

Yes.

1. Wha	at types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
-	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
2. Have	e you implemented or modified your customer assistance program as a

(	No, but we are currently planning to implement or modify our customer assistance program.							
(	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.							
(	We currently have no plans to modify our customer assistance program.							
(	We don't currently have a customer assistance program.							
(	Other							
	If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.							
	Suspended disconnects and late fees Expanded crisis assistance funding and program flexibility Expanding payment plan duration - not yet finalized							
Ac	dministrative Questions							
The	dministrative Questions e following questions provide an understanding of how you administer various aspects of your tomer assistance program.							
The cus	e following questions provide an understanding of how you administer various aspects of your							
The cus	e following questions provide an understanding of how you administer various aspects of your tomer assistance program.  Which types of customers are eligible for your customer assistance program?							
The cus	e following questions provide an understanding of how you administer various aspects of your stomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest							
The cus	e following questions provide an understanding of how you administer various aspects of your stomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.							
The cus	e following questions provide an understanding of how you administer various aspects of your stomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers							
The cus	e following questions provide an understanding of how you administer various aspects of your stomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers							
The cus	e following questions provide an understanding of how you administer various aspects of your tomer assistance program.  Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers  Senior citizens							

	ow did you establish the eligibility criteria for your customer assistance ogram?
	te: If your utility does not currently have a customer assistance program, please skip the rest this section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Local social services
No	ho assesses a customer's eligibility to participate in your program?  ote: If your utility does not currently have a customer assistance program, please skip the rest this section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
pr <i>Na</i>	hich customer classes are eligible to participate in your customer assistance ogram? Select all that apply.  Select all that apply have a customer assistance program, please skip the rest this section.
<b>*</b>	Single-family residential
<b>*</b>	Multifamily residential
•	Must be directly pay

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

frequently are you authorized to forgiven a customer's penalty or penalties?  Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
CSRs have discretion
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Once per two years
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Loss of job, medical, other catastrophic events as assessed by third party social services

organization

Page B-318

14. Please d	lescribe the ty	pe of assistance	e that is provi	ided to a	customer	that meets
the requ	uirements for y	your crisis assist	ance progran	n.		

Assistance up to \$300 for bill assistance that can be single bill or partial assistance within the cap over a one year period. Also can provide up to \$600 for water and sewer related property repairs

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. W	/hich	custo	mer d	classe	es prov	de f	undin	g to	recove	r the	lost	reven	ue or	other
CC	osts o	of the	custo	mer	assistaı	nce	progra	am? :	Select a	all th	at ap	ply.		

All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

Co	nsumption charges  Survey of Customer Assistance Program
Lat	te fees
Per	nalties
	General operating fu
1 1:	ad Dillian
	ed Billing
	ring questions relate to your utility's use of levelized billing. By levelized billing, we're o the practice of smoothing charges over time to make it easier for customers to budget.
Typically le usage.	evelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
J	
17. Does y	your utility offer levelized billing for customers.
Yes	5
<ul><li>No</li></ul>	
	Other
18. How c	can a customer apply to have a levelized bill? Select all that apply.
Sul	bmit a written form.
Cal	ll our office.
Pro	ovide request through a self-service web site.
	Other
-	your utility have requirements that a customer must meet to qualify for ed billing? Select all that apply.
His	story of reliable payment.
Mi	nimum length of service.

	Maintenance of a deposit.  Other
۸ho	ut Vour Htility
	ut Your Utility  ould like to collect information about your utility to make comparisons possible.
20 Wł	nich utility services are included on your utility bills? Select all that apply.
<b>2</b> 0. <b>11</b> .	Water
	Wastewater
	Stormwater
	Electric
	Natural gas
	Reclaimed water
ро	nat is the estimated population served by your utility? If the service pulation varies by the services provided (e.g., water vs. wastewater), pleasentify the population served for the service serving the largest population
3	00,000
aco	ow many customer accounts do you serve? If the number of customer counts varies by the services provided (e.g., water vs. wastewater), please entify the number of customer accounts for the service serving the most counts.
aco	counts.

	\$139M
. Н	ow often do you bill your customers? Select all that apply.
<b>*</b>	Monthly
	Bimonthly
	Quarterly
	Other
. H	ow do you meter your customers' usage of your services? Select all that apply.
	Manual meter reads
	Automated meter reading (AMR)
<b>*</b>	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Florida
31. Would you like a copy of the results of this survey?
Yes
○ No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

1. What types of customer assistance programs do you offer? Select all that apply.

Resp	onden	t 31
	onaci.	

### About Your Customer Assistance Program

	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
<b>*</b>	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a sult of the current COVID-19 crisis?
	Yes.

		No, but we are currently planning to implement or modify our customer assistance program.
		No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
		We currently have no plans to modify our customer assistance program.
		We don't currently have a customer assistance program.
		Other
3.	•	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
		pon completion of a hardship application, our utility will provide up to \$50 per month of edit. We are water only, so for many customers it will completely cover the monthly bill.
Α	dm	inistrative Questions
Th	e fo	inistrative Questions lowing questions provide an understanding of how you administer various aspects of your ner assistance program.
Th cu	ie fo ston Wh	lowing questions provide an understanding of how you administer various aspects of your
Th cu	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program?
Th cu	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest
Th cu	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.
Th cu	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers
Th cu	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers
Th cu	wh Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance

	program?
	Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
6	. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
7	. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
	Single-family residential
	Multifamily residential
	All

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Survey of Customer Assistance Program Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties**

#### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Payment plan only

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

•	Late payment.	
<b>*</b>	Interest on unpaid balances.	
<b>*</b>	Fees for disconnection and reconnection of services.	
	Charges for checks retur	ned for non-sufficient funds.
	Other	

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Other	
Crisis Assistance Program	
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.	
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.	
No limit.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Only COVID-19 proς	
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.	
Job loss, income loss, or similar	

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.
Up to \$50 forgiveness for each monthly bill.
Recovery of Program Costs
The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.
15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.
All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
Reserves
16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
Fixed charges

Consumption charges

	Late fees Survey of Customer Assistance Program
	Penalties
	Other
Leve	lized Billing
	llowing questions relate to your utility's use of levelized billing. By levelized billing, we're
referri	ng to the practice of smoothing charges over time to make it easier for customers to budget. Ily levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
3	
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	Other
19 Do	es your utility have requirements that a customer must meet to qualify for
	elized billing? Select all that apply.
	History of reliable payment.
	Minimum length of service.
	Maintenance of a deposit.

Survey of Customer Assistance Program

exclud custon	are your estimated annual revenues for your utility services? Please e revenue from activities other than providing utility services to ners. For example, please exclude revenue from such things as ction charges, system development charges, etc.
27000	0000
24. How o	ften do you bill your customers? Select all that apply.
<b>✓</b> Mo	nthly
Bim	nonthly
	ther
	o you meter your customers' usage of your services? Select all that apply.
	comated meter reading (AMR)
<b>✓</b> Adv	vanced Meter Infrastructure (AMI)
	do not meter usage. ther
	Information vide your contact information. We would appreciate this information for several reasons.

Please provide your contact information. We would appreciate this information for several reasons First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Curvey of Customer / Estating
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Ohio
31. Would you like a copy of the results of this survey?
Yes
○ No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.



Respondent 32

### About Your Customer Assistance Program

1. Wh	at types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
<b>✓</b>	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Disability discount

2. Have you implemented or modified your customer assistance program as a

result of the current COVID-19 crisis?

Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
•	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	We have suspended all delinquent payment lock-offs and have extended payment rrangements. We have also suspended late fees.
Δdm	
<del>-</del> luii	ninictrativa Augstians
he fo	ninistrative Questions  Solutions provide an understanding of how you administer various aspects of your
	ninistrative Questions  Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.
custor 4. Wł	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Thich types of customers are eligible for your customer assistance program?
4. Wh Sel	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
4. Wh Sel	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?  lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
ustor 4. Wh Sel <i>No</i>	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program?  I lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.
4. Wh Sel	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  In this initial types of customers are eligible for your customer assistance program? I lect all that apply.  It is it is your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
4. Wh Sel	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
4. Wh Sel	collowing questions provide an understanding of how you administer various aspects of your mer assistance program.  In this section.  Low-income customers  Disabled customers  Senior citizens
ustor 4. Wh Sel <i>No</i>	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest whis section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.  Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Survey of Customer Assistance Program Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account.

We don't allow arrearage forgiveness.

10. If you have a penalty forgiveness policy, what kinds of penalties can be

We lien a property for

forgiven? Select all that apply.

Interest on unpaid balances.

Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Late payment.

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
✓ We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.
None

	None
Re	covery of Program Costs
rec	e following questions describe how the costs of your customer assistance program are overed. If your utility does not currently have a customer assistance program, please skip to section.
	Which customer classes provide funding to recover the lost revenue or oth costs of the customer assistance program? Select all that apply.
(	✓ All customers regardless of class
	Single-family residential
(	Multifamily residential
	Commercial
(	Industrial
	Institutional
	Irrigation
	Wholesale
(	Other
ŀ	For those customer classes that provide funding for the customer assistand program, which components of the bill contribute to the funding? Select as that apply.
	✓ Fixed charges
	Consumption charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
1 4	evelized Billing	
	J	te to your utility's use of levelized billing. By levelized billing, we're
re Ty	ferring to the practice of sn	moothing charges over time to make it easier for customers to budget.  periodically to allow a customer to "true-up" their bill to reflect actual
us	age.	
17.	Does your utility offer	r levelized billing for customers.
	Yes	
	<ul><li>No</li></ul>	
	Other	
18.	How can a customer a	apply to have a levelized bill? Select all that apply.
	Submit a written form	1.
	Call our office.	
	Provide request throu	igh a self-service web site.
	Other	
19.	Does your utility have levelized billing? Selec	e requirements that a customer must meet to qualify for ct all that apply.
	History of reliable pay	/ment.
	Minimum length of se	ervice.
	Maintenance of a dep	posit.

9	\$130M
<b>Л</b> Ц	ow often de vou hill vour customers? Select all that apply
<b>4.</b> □(	ow often do you bill your customers? Select all that apply.  Monthly
	Bimonthly
	Quarterly Other
5. Ho	ow do you meter your customers' usage of your services? Select all that apply.  Manual meter reads
<b>✓</b>	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.  Other

contact information to provide the survey results to you.

26. Utility name:

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Survey of Customer Assistance Program	
Contact's name:	
Contact's name.	
Contact's email address:	
Contact 5 cmail address.	
City name:	
•	
State name:	
Nevada	
Would you like a copy of the results of this survey?	
<ul><li>Yes</li></ul>	
les les	
O No	
How did you learn about this survey?	
I received an email directly.	

Respondent	33
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## About Your Customer Assistance Program

I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a
res	ult of the current COVID-19 crisis?

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	limination of the qualifying event that triggers a security deposit. No security deposits are eing applied during the crisis.
۵dm	ninistrative Questions
he fo	ninistrative Questions ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
he focustor	ollowing questions provide an understanding of how you administer various aspects of your
tustor 4. Wh Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Thich types of customers are eligible for your customer assistance program?
tustor 4. Wh Se	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?  lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
tustor 4. Wh Se	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program?  I lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.
tustor 4. Wh Se	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  In this initial types of customers are eligible for your customer assistance program? Lect all that apply.  It is it is your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
tustor 4. Wh Se	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
tustor 4. Wh Se	collowing questions provide an understanding of how you administer various aspects of your mer assistance program.  In this section.  Low-income customers  Disabled customers  Senior citizens
the fo tustor 1. Wh Sel <i>No</i>	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest whis section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Commercial

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
We don't allow penalty forgiveness.  Other

We don't ask customers for details about events. Payment history is the key factor in

determining which customers will receive concessions.

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14	. Please	describe	the type of	of assistance	that is p	orovided	to a cus	stomer tl	nat me	eets
	the red	quirement	ts for your	crisis assist	ance pro	gram.				

Penalty forgiveness, payment arrangements. In extremely rare situations a security deposit request may be removed, one-time only.

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide	funding to recover the lost revenue or other
costs of the customer assistance	program? Select all that apply.

<b>*</b>	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

•	Fixed	charges
	rixeu	citatyes

Consumption charges	Survey of Customer Assistance Program
Late fees	
Penalties	
Other	
Levelized Billing	
The following questions relate	to your utility's use of levelized billing. By levelized billing, we're
	pothing charges over time to make it easier for customers to budget. riodically to allow a customer to "true-up" their bill to reflect actual
usage.	
7. Does your utility offer le	evelized billing for customers.
Yes	
<ul><li>No</li></ul>	
Other	
Other	
9 How can a customer an	oply to have a levelized bill? Select all that apply.
	ply to have a levelized bill: Select all that apply.
Submit a written form.	
Call our office.	
Provide request through	n a self-service web site.
Other	
Other	
19. Does your utility have ro levelized billing? Select	equirements that a customer must meet to qualify for all that apply
_	
History of reliable paym	ent.
Minimum length of serv	vice.

Abc	out Your Utility
We w	ould like to collect information about your utility to make comparisons possible.
20. W	hich utility services are included on your utility bills? Select all that apply.
•	Water
	Wastewater
	Stormwater
	Electric
	Natural gas
	Other
pc id	That is the estimated population served by your utility? If the service opulation varies by the services provided (e.g., water vs. wastewater), pleas entify the population served for the service serving the largest population.
	400,000

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other

#### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program

Respondent 34

## About Your Customer Assistance Program

1. Wł	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
•	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	We are exploring otl
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Yes.

		No, but we are currently planning to implement or modify our customer assistance program.
		No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
		We currently have no plans to modify our customer assistance program.
		We don't currently have a customer assistance program.
		Other
3.	•	ou have or are planning to modify your customer assistance program, asse provide a brief description of the changes you are contemplating.
	V	We are looking at one time assistance, reduced rates, extended payment plans and others.
А	dm	ninistrative Questions
Tŀ	ne fo	ninistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
Tł cu	ne fo istor	llowing questions provide an understanding of how you administer various aspects of your
Tł cu	ne fo ustor . Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
Tł cu	ne fo ustor . Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
Tł cu	ne fo ustor . Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
Tł cu	ne fo ustor . Wh Sel	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
Tł cu	ne fo ustor . Wh Sel	llowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
Tł cu	ne fo ustor . Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
• We are still working
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
We are still working
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
We have not decide

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Survey of Customer A	Assistance Program Separate Rate		
	Discount on Bill	Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				
Volume charges  Late Fees				

#### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow arrearage forgiveness.
We are working on t

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Late payment.	
Interest on unpaid balar	nces.
Fees for disconnection a	and reconnection of services.
Charges for checks retur	rned for non-sufficient funds.
N/A at this time. So	

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
We do not have a cr
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

We are working on a program, but criteria have not been decided at this time.

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14. Please describe the type of assistance that is provided to a customer that m	eets
the requirements for your crisis assistance program.	

We are working on a program, but the type of assistance has not been decided upon at this time.

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or ot	her
costs of the customer assistance program? Select all that apply.	

All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
We are currently set

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

Fixed	charges

Consumption charges

	Late fees Survey of Customer Assistance Program
	Penalties
	Unsure at this time.
Leve	lized Billing
referri	llowing questions relate to your utility's use of levelized billing. By levelized billing, we're ng to the practice of smoothing charges over time to make it easier for customers to budge lly levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	N/A
	es your utility have requirements that a customer must meet to qualify for elized billing? Select all that apply.
	History of reliable payment.
	Minimum length of service.
	Maintenance of a deposit.

accounts.

241,000 water accounts

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.	
Average of around \$145M for water.	
24. How often do you bill your customers? Select all that apply.	
Monthly	
Bimonthly	
Quarterly Other	
25. How do you meter your customers' usage of your services? Select all that appears the manual meter reads	oply.
Automated meter reading (AMR)	
Advanced Meter Infrastructure (AMI)	
We do not meter usage.	
Other	
Contact Information	
Please provide your contact information. We would appreciate this information for several reas	sons.
First, we would like to understand how programs vary by differing regions. Also, we would like combine results should a utility have more than one response. And if you request, we need you	to

contact information to provide the survey results to you.

26. Utility name:

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Survey of Customer Assistance Program
07 Contact's name:
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Ohio
Cilic
31. Would you like a copy of the results of this survey?
Yes
O No
○ No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an amail to me
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Other

Respondent	35
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Yes.

## About Your Customer Assistance Program

1. Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
<b>✓</b>	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
) ∐ <sub>_1</sub> ,	vo you implemented or modified your customer assistance program as a
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
•	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	Ve have suspended our shut off program for collections. We are waiving late penalties for ow.
Adm	ninistrative Questions
The fo	ninistrative Questions Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. When Se No	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. When Se No	ellowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Se No	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. When Se No	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? ect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Se No	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. When Se No	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? ect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest whis section.  Low-income customers  Disabled customers  Senior citizens

	w did you establish the eligibility criteria for your customer assistance gram?
	e: If your utility does not currently have a customer assistance program, please skip the rest nis section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest nis section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
pro <i>Not</i>	ich customer classes are eligible to participate in your customer assistance gram? Select all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest nis section.
	Single-family residential
	Multifamily residential
	Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip tection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
pro	those customer classes that provide funding for the customer assistance that provide funding for the customer assistance of the bill contribute to the funding? Select a tapply.
	Fixed charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
Leve	elized Billing	
referri	ng to the practice of smo Ily levelized bills reset pe	to your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget. riodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer le	evelized billing for customers.
	Yes	
	No	
	Other	
18. Ho	w can a customer an	ply to have a levelized bill? Select all that apply.
10.110	Submit a written form.	pry to have a levelized biii. Select all that apply.
	Call our office.	
	Provide request through	ı a self-service web site.
	Other	
	es your utility have re elized billing? Select	equirements that a customer must meet to qualify for all that apply.
	History of reliable paym	
	Minimum length of serv	ICE.
	Maintenance of a depos	iit.

Survey of Customer Assistance Program

\$	24,000,000
. Ho	ow often do you bill your customers? Select all that apply.
<b>*</b>	Monthly
	Bimonthly
	Quarterly Other
. Ho	ow do you meter your customers' usage of your services? Select all that apply.  Manual meter reads
<b>*</b>	Automated meter reading (AMR)
<b>*</b>	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

contact information to provide the survey results to you.

26. Utility name:

23. What are your estimated annual revenues for your utility services? Please

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
25. City Hame.
30. State name:
New York
31. Would you like a copy of the results of this survey?
Yes
O No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Joineone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Other

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Yes.

## About Your Customer Assistance Program

1. Wł	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
<b>*</b>	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
<b>✓</b>	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
<b>✓</b>	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
162	ait of the callent COVID-13 (1313):

	No, but we are currently planning to implement or modify our customer assistance program.	
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.	
	We currently have no plans to modify our customer assistance program.	
	We don't currently have a customer assistance program.	
	Other	
3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.		
li <sub>i</sub>	'e waived late fees, stopped turn-off for non-pay, and added job loss as a qualifier for mited income assistance. As we begin to return to normal operations in the summer, we an to allow extended payment plans for residential, and loans for small-medium usinesses to get back to current.	
Adm	inistrative Questions	
The fo	inistrative Questions  Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.	
The focustor	lowing questions provide an understanding of how you administer various aspects of your	
The focustor  4. When Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program?	
The focustor  4. When Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest	
The focustor  4. When Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.	
The focustor  4. When Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers	
The focustor  4. When Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers	
The focustor  4. When Sel	lowing questions provide an understanding of how you administer various aspects of your ner assistance program.  ich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers  Senior citizens	

5.		w did you establish the eligibility criteria for your customer assistance ogram?
		e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		We established our own eligibility criteria.
	•	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
		Other
5.	Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Our utility staff.
		Another government-based social service agency.
		A non-governmental organization that provides social services.  Other
7.	pro <i>Not</i>	nich customer classes are eligible to participate in your customer assistance ogram? Select all that apply. The: If your utility does not currently have a customer assistance program, please skip the rest this section.
		Single-family residential
	<b>*</b>	Multifamily residential
		Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

#### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.			
	Once per year.			
	Once for the life of the account.			
	✓ We don't allow arrearage forgiveness.			
	Other			

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

<b>*</b>	Late payment.
	Interest on unpaid balances.
	Fees for disconnection and reconnection of services.
	Charges for checks returned for non-sufficient funds

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying

Survey of Customer Assistance Program

Other

events.

14. Ple	ease	describe	the ty	ype of	assist	ance	that is	provided	d to a	customer	that i	meets
the	e rec	quiremen	ts for	your	crisis a	ssista	nce pi	ogram.				

CSAs can give up to \$200 per account per year for extenuating circumstances/crisis

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

- 15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.
  - All customers regardless of class
  - Single-family residential
  - Multifamily residential
  - Commercial
  - Industrial
  - Institutional
  - Irrigation
  - Wholesale
  - Other
- 16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

Fixed charges	Survey of Customer Assistance Program
Consumption charges	
Late fees	
Penalties	
Other	
Levelized Billing	
referring to the practice of smo	to your utility's use of levelized billing. By levelized billing, we're oothing charges over time to make it easier for customers to budget. riodically to allow a customer to "true-up" their bill to reflect actual
17. Does your utility offer l	evelized billing for customers.
Yes	
No	
Other	
18. How can a customer ap	ply to have a levelized bill? Select all that apply.
Submit a written form.	
Call our office.	
Provide request through	n a self-service web site.
Other	
19. Does your utility have r levelized billing? Select	equirements that a customer must meet to qualify for all that apply.
History of reliable paym	ent.

	Minimum length of service.  Survey of Customer Assistance Program
	Maintenance of a deposit.
	None
Abc	out Your Utility
We w	ould like to collect information about your utility to make comparisons possible.
20. W	hich utility services are included on your utility bills? Select all that apply.
	Water
<b>✓</b>	Wastewater
<b>✓</b>	Stormwater
<b>✓</b>	Electric
	Natural gas
	Other
	hat is the estimated population served by your utility? If the service opulation varies by the services provided (e.g., water vs. wastewater), pleasentify the population served for the service serving the largest population
-	
ide	170,000
22. Ho	ow many customer accounts do you serve? If the number of customer counts varies by the services provided (e.g., water vs. wastewater), please entify the number of customer accounts for the service serving the most counts.

3. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.					
24. How often do you bill your customers? Select all that apply.					
Monthly					
Bimonthly					
Quarterly					
Other					
25. How do you meter your customers' usage of your services? Select all that apply.					
Manual meter reads					
Automated meter reading (AMR)					
Advanced Meter Infrastructure (AMI)					
We do not meter usage.					
Other					

#### **Contact Information**

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of Cus	tomer Assistance Program
27 Camba etta manan	
27. Contact's name:	
28. Contact's email address:	
20 Cit	
29. City name:	
30. State name:	
OR	
OK	
21 Mould you like a copy of the recult	es of this sum sou?
31. Would you like a copy of the result	s or this survey?
Yes	
No	
32. How did you learn about this surve	<sub>?</sub> y?
I received an email directly.	
	ad an amail to ma
<ul> <li>Someone in my organization forward</li> </ul>	ва ан етпан то тпе.
Either I or someone in my organizatio	n found the link on a social media site.

Respondent 37

### About Your Customer Assistance Program

1. Wh	at types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
<b>*</b>	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.

2. Have you implemented or modified your customer assistance program as a

result of the current COVID-19 crisis?

Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
\	Ve have deferred shut-offs for non-payment of bills
Adn	ninistrative Questions
The fo	ninistrative Questions  ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focusto	ollowing questions provide an understanding of how you administer various aspects of your
The focusto  4. W  Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?
The focusto  4. W  Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focusto  4. W  Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focusto  4. W  Se	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focusto  4. W  Se	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Thich types of customers are eligible for your customer assistance program? lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focusto  4. W  Se	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.  Other
Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.					
Once per year.					
Once for the life of the account.					
We don't allow penalty forgiveness.					
Other					
Crisis Assistance Program					
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.					
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.					
No limit.					
Once per year.					
Once for the life of the account.					
✓ We don't allow penalty forgiveness.					
Other					
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.					

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip tection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
•	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
pro	r those customer classes that provide funding for the customer assistand ogram, which components of the bill contribute to the funding? Select a at apply.
	Fixed charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
Leve	elized Billing	
referri	ng to the practice of smoo lly levelized bills reset per	o your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget. iodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer le	evelized billing for customers.
	Yes	
	No	
	Other	
18. Ho	w can a customer ap	ply to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through	a self-service web site.
	Other	
	es your utility have re elized billing? Select	equirements that a customer must meet to qualify for all that apply.
	History of reliable payme	ent.
	Minimum length of servi	ice.
	Maintenance of a deposi	it.

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$1.4 billion
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
✓ Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information  Please provide your contact information. We would appreciate this information for several reasons.  First, we would like to understand how programs vary by differing regions. Also, we would like to

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
California
21 Marild !!!
31. Would you like a copy of the results of this survey?
Yes
○ No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Respondent	38
respondent	50

### About Your Customer Assistance Program

1001	at rour customer / ssistance r rogram
I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	We have not implem
-	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
	ninistrative Questions  Solutions provide an understanding of how you administer various aspects of your
	mer assistance program.
	nich types of customers are eligible for your customer assistance program? lect all that apply.
	te: If your utility does not currently have a customer assistance program, please skip the rest this section.
	Low-income customers
	Disabled customers
	Senior citizens
	Semor citizens
	Disabled veterans
	Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?  Note: If your utility does not currently have a customer assistance program, please skip of this section.	
We established our own eligibility criteria.	
We adopted the eligibility criteria for another means-tested program such as the Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assis Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.	tance
Other	
6. Who assesses a customer's eligibility to participate in your program? Note: If your utility does not currently have a customer assistance program, please skip of this section.	o the rest
Our utility staff.	
Another government-based social service agency.	
A non-governmental organization that provides social services.	
Other	
7. Which customer classes are eligible to participate in your customer ass program? Select all that apply.	istance
Note: If your utility does not currently have a customer assistance program, please skip of this section.	o the rest
Single-family residential	
Multifamily residential	
Other	

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

## Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
we do not have a pc
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
We do not have a cr
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Dogo	average of Dragues as Coata
	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are red. If your utility does not currently have a customer assistance program, please skip tection.
	nich customer classes provide funding to recover the lost revenue or oth sts of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
1C F-	
pro	those customer classes that provide funding for the customer assistance that the customer assistance that gram, which components of the bill contribute to the funding? Select all tapply.

Late fees	Survey of Customer Assistance Program
Penalties	
Other	
Levelized Billing	
referring to the practice of s	ate to your utility's use of levelized billing. By levelized billing, we're smoothing charges over time to make it easier for customers to budget. periodically to allow a customer to "true-up" their bill to reflect actual
7. Does your utility offe	er levelized billing for customers.
Yes	
<ul><li>No</li></ul>	
Other	
18. How can a customer	apply to have a levelized bill? Select all that apply.
Submit a written form	m.
Call our office.	
Provide request thro	ugh a self-service web site.
Other	
19. Does your utility hav levelized billing? Sele	re requirements that a customer must meet to qualify for ect all that apply.
History of reliable pa	ayment.
Minimum length of s	service.
Maintenance of a de	posit.

Survey of Customer Assistance Program

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$55,605,175.42
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly Other
25. How do you mater your customers' usage of your services? Select all that apply
25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads
Automated meter reading (AMR)  Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information
Please provide your contact information. We would appreciate this information for several reasons.  First, we would like to understand how programs vary by differing regions. Also, we would like to

contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
29. City name:
, 
30. State name:
Kentucky
31. Would you like a copy of the results of this survey?
Yes
○ No
32. How did you learn about this survey?
52.110th and you realth about this survey.
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Respondent 39

## About Your Customer Assistance Program

1. What types of customer assistance programs do you offer? Select all that apply.
Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
None.
Payment Extensions
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?
Yes.

No, but we are currently planning to implement or modify our customer assistance program.	
No, but we are considering the potential impacts that the COVID-19 crisis may have of our community, and customer assistance program discussions may soon follow.	า
We currently have no plans to modify our customer assistance program.	
We don't currently have a customer assistance program.	
Other	
3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.	
Changing from LLSIL to Federal Poverty level. Currently low income discount 50%, considering changing to tiers 25%, 50%, 75% depending on poverty level. Adding emergency relief program to assist individuals who have had a major life event like job locar accident, death of main income earner.	)SS,
Administrative Questions	
Administrative Questions  The following questions provide an understanding of how you administer various aspects of your customer assistance program.	our/
The following questions provide an understanding of how you administer various aspects of y	
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program.	m?
<ul> <li>The following questions provide an understanding of how you administer various aspects of your customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program.</li> <li>Select all that apply.</li> <li>Note: If your utility does not currently have a customer assistance program, please skip the</li> </ul>	m?
<ul> <li>The following questions provide an understanding of how you administer various aspects of your customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program.</li> <li>Select all that apply.</li> <li>Note: If your utility does not currently have a customer assistance program, please skip the of this section.</li> </ul>	m?
<ul> <li>The following questions provide an understanding of how you administer various aspects of your customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program Select all that apply.</li> <li>Note: If your utility does not currently have a customer assistance program, please skip the of this section.</li> <li>Low-income customers</li> </ul>	m?
<ul> <li>The following questions provide an understanding of how you administer various aspects of your customer assistance program.</li> <li>4. Which types of customers are eligible for your customer assistance program Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the of this section.</li> <li>Low-income customers</li> <li>Disabled customers</li> </ul>	m?
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the of this section.  Low-income customers  Disabled customers  Senior citizens	m?

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Duplex-Triplex

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

#### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

<b>*</b>	Late payment.
	Interest on unpaid balances.
<b>*</b>	Fees for disconnection and reconnection of services.
	Charges for checks returned for non-sufficient funds.

Survey of Customer Assistance Program

from the crisis assistance program? Please provide examples of qualifying events.

13. What events that occur in a customer's life can qualify that customer to benefit

COS	its of the customer assistan
<b>*</b>	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
<b>✓</b>	Part of O&M Budge

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

Fixed charges

	Consumption charges  Survey of Customer Assistance Program
	Late fees
	Penalties
	Other
Leve	lized Billing
referri	llowing questions relate to your utility's use of levelized billing. By levelized billing, we're ng to the practice of smoothing charges over time to make it easier for customers to budget. Ily levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	Other
	es your utility have requirements that a customer must meet to qualify for elized billing? Select all that apply.
	History of reliable payment.
	Minimum length of service.

۸ ام م	vat Marina I Itilita
	out Your Utility  ould like to collect information about your utility to make comparisons possible.
-	
20. W	hich utility services are included on your utility bills? Select all that apply.
	Water
	Wastewater
	Stormwater
	Electric
	Natural gas
	Other
рс	hat is the estimated population served by your utility? If the service opulation varies by the services provided (e.g., water vs. wastewater), pleasentify the population served for the service serving the largest population
(	Over 730,000 customers

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$210,000,000
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information
Contact Information  Please provide your contact information. We would appreciate this information for several reasons.

Please provide your contact information. We would appreciate this information for several reasons First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

Survey of Customer Assistance Program	
27. Contact's name:	
28. Contact's email address:	
29. City name:	
20 State name:	
30. State name:	
Arizona	
31. Would you like a copy of the results of this survey?	
Yes	
103	
No	
32. How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to me.	
Either I or someone in my organization found the link on a social media site	2.

Respondent 40

## About Your Customer Assistance Program

1. What types of customer assistance programs do you offer? Select all that apply.	
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
<b>/</b>	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	We contribute funds

Yes.

(		No, but we are currently planning to implement or modify our customer assistance program.
(		No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
		We currently have no plans to modify our customer assistance program.
(		We don't currently have a customer assistance program.
		Other
	-	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
		le have suspended collection cuts and loosened eligibility requirements for pay greements.
40	dm	inistrative Questions
Γhe	e fo	inistrative Questions  Illowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The cus	e fo ston	llowing questions provide an understanding of how you administer various aspects of your
The cus	e fol ston Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  siich types of customers are eligible for your customer assistance program?
The cus	e fol ston Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program? ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest
The cus	e fol ston Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program? ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest his section.
The cus	e fol ston Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  siich types of customers are eligible for your customer assistance program? ect all that apply.  see: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The cus	e fol ston Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  Lich types of customers are eligible for your customer assistance program? ect all that apply.  Let if your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The cus	e fol ston Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  Lich types of customers are eligible for your customer assistance program? ect all that apply.  Let if your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
The cus	e fol ston Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  Lich types of customers are eligible for your customer assistance program? ect all that apply.  Let If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

	w did you establish the eligibility criteria for your customer assistance gram?
	e: If your utility does not currently have a customer assistance program, please skip the rest his section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest his section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
pro <i>Not</i>	ich customer classes are eligible to participate in your customer assistance gram? Select all that apply. e: If your utility does not currently have a customer assistance program, please skip the rest his section.
	Single-family residential
	Multifamily residential
	Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
recove	llowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip tection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
pro	r those customer classes that provide funding for the customer assistand ogram, which components of the bill contribute to the funding? Select a at apply.
Cite	~~~

	Survey of Customer Assistance Program ate fees
F	enalties
	Other
Leveli	zed Billing
The follo	wing questions relate to your utility's use of levelized billing. By levelized billing, we're to the practice of smoothing charges over time to make it easier for customers to budget levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Doe:	your utility offer levelized billing for customers.
<u> </u>	es
• 1	lo
	Other
_	
18. How	can a customer apply to have a levelized bill? Select all that apply.
9	ubmit a written form.
	all our office.
F	rovide request through a self-service web site.
	Other
	your utility have requirements that a customer must meet to qualify for zeed billing? Select all that apply.
H	listory of reliable payment.
	1inimum length of service.
	laintenance of a deposit.

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$65 million
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information  Please provide your contact information. We would appreciate this information for several reasons.  First, we would like to understand how programs vary by differing regions. Also, we would like to

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

Survey of Customer Assistance Program	
27. Contact's name:	
27. Contact 3 Hame.	
28. Contact's email address:	
29. City name:	
30. State name:	
IA	
31. Would you like a copy of the results of this survey?	
Yes	
No.	
O No	
32. How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to me.	
Either I or someone in my organization found the link on a social media site.	

### About Your Customer Assistance Program

1001	at rour customer / ssistance r rogram
I.Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
•	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
•	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
Adm	ninistrative Questions
The fo	ninistrative Questions  Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest his section.
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?	ļ
Note: If your utility does not currently have a customer assistance program, please skip of this section.	the rest
We established our own eligibility criteria.	
We adopted the eligibility criteria for another means-tested program such as the Lo Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assista Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.	
Other	
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip of this section.	the rest
Our utility staff.	
Another government-based social service agency.	
A non-governmental organization that provides social services.  Other	
7. Which customer classes are eligible to participate in your customer assis program? Select all that apply.	tance
Note: If your utility does not currently have a customer assistance program, please skip of this section.	the rest
Single-family residential	
Multifamily residential	
Other	

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

## Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Management discre
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
3 in a lifetime.
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.
Eligible when issued a notice of discontinuance.

	\$125 maximum towards notice of discontinuance.
Re	covery of Program Costs
reco	following questions describe how the costs of your customer assistance program are overed. If your utility does not currently have a customer assistance program, please skip to the section.
	Vhich customer classes provide funding to recover the lost revenue or other osts of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
p	or those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all hat apply.
	Fixed charges
	Consumption charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
Leve	elized Billing	
The fo	llowing questions relate t ng to the practice of smoo lly levelized bills reset per	o your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget riodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer le	evelized billing for customers.
	Yes	
	No	
	Other	
18. Ho	w can a customer ap	ply to have a levelized bill? Select all that apply.
	Submit a written form.	
<b>✓</b>	Call our office.	
•	Provide request through	a self-service web site.
	Other	
	es your utility have re elized billing? Select	equirements that a customer must meet to qualify for all that apply.
•	History of reliable payme	ent.
	Minimum length of servi	ice.
	Maintenance of a deposi	i <del>t</del>

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
25.7 million, metered water revenue only
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly Other
25. How do you meter your customers' usage of your services? Select all that apply.  Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.  Other
Contact Information  Please provide your contact information. We would appreciate this information for several reasons.

Please provide your contact information. We would appreciate this information for several reasons First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

Survey of Customer Assistance Program
27. Contact's name:
28. Contact's email address:
20. Contact 3 email address.
29. City name:
30. State name:
co
СО
31. Would you like a copy of the results of this survey?
Yes
O No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

1. What types of customer assistance programs do you offer? Select all that apply.

## About Your Customer Assistance Program

		Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
		Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
		Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
		Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
		Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
		Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	<b>*</b>	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
		None.
		Other
		ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
(		Yes.

No, but we are currently planning to implement or modify our customer assistance program.
No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
We currently have no plans to modify our customer assistance program.
We don't currently have a customer assistance program.
Other
3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.
We are using penalty and arrearage forgiveness during the crisis.
Administrative Questions
The following questions provide an understanding of how you administer various aspects of your customer assistance program.
4. Which types of customers are eligible for your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Low-income customers
Disabled customers
Senior citizens
Disabled veterans
Veterans
Governing statutes γ

	w did you establish the eligibility criteria for your customer assistance gram?
	e: If your utility does not currently have a customer assistance program, please skip the rest his section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest his section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.
•	Both staff and the Sa
	ich customer classes are eligible to participate in your customer assistance gram? Select all that apply.
	e: If your utility does not currently have a customer assistance program, please skip the rest his section.
	Single-family residential
	Multifamily residential
<b>*</b>	Cannot use custome

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Arrearage forgivene: 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Other	
Crisis Assistance Program	
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.	
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.	
No limit.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Not normally allowe	
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.	
Death Short and longterm disability Job loss	

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.
Arrearage forgiveness, penalty waiver, payment plan, and in rare cases, payment delay.
Recovery of Program Costs
The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.
15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.
All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
Other
16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
Fixed charges

Consumption charges

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
1.	evelized Billing	
	J	e to your utility's use of levelized billing. By levelized billing, we're
re Ty	ferring to the practice of sn	noothing charges over time to make it easier for customers to budget.  Deriodically to allow a customer to "true-up" their bill to reflect actual
0.0	age.	
17.	Does your utility offer	levelized billing for customers.
	Yes	
	<ul><li>No</li></ul>	
	Other	
18	. How can a customer a	apply to have a levelized bill? Select all that apply.
	Submit a written form	ı.
	Call our office.	
	Provide request throu	gh a self-service web site.
	Other	
19.	Does your utility have levelized billing? Selec	requirements that a customer must meet to qualify for ct all that apply.
	History of reliable pay	ment.
	Minimum length of se	ervice.
	Maintenance of a dep	posit.

	Insure.
Но	w often do you bill your customers? Select all that apply.
	Monthly
<b>*</b>	Bimonthly
	Quarterly
	Other
. Но	w do you meter your customers' usage of your services? Select all that apply.
	Manual meter reads
<b>*</b>	Automated meter reading (AMR)
<b>*</b>	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

#### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

	Survey of Customer Assistance Program
27. C	Contact's name:
28. (	Contact's email address:
29. C	City name:
30. S	State name:
31. V	Would you like a copy of the results of this survey?
	Yes
	No
32. F	How did you learn about this survey?
	I received an email directly.
	Someone in my organization forwarded an email to me.
	Either I or someone in my organization found the link on a social media site.

Respondent 43

# About Your Customer Assistance Program

1. Wh	at types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Senior citizen rates f

2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?

Yes.

No, but we are currently planning to implement or modify our customer assistance program.
No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
We currently have no plans to modify our customer assistance program.
We don't currently have a customer assistance program.
Other
3. If you have or are planning to modify your customer assistance program, please provide a brief description of the changes you are contemplating.
Not disconnecting water service due to non-payment of bills. Not requiring the bill to be paid on-time for the next two billing cycles; waiving late fees and offering payment plans to everyone (generally only those who've had service with City for at least a year can have a payment plan and it's limited to once per year).
Administrative Questions
Administrative Questions  The following questions provide an understanding of how you administer various aspects of your customer assistance program.
The following questions provide an understanding of how you administer various aspects of your
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program?
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program?  Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program? Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers
The following questions provide an understanding of how you administer various aspects of your customer assistance program.  4. Which types of customers are eligible for your customer assistance program?  Select all that apply.  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.  Low-income customers  Disabled customers  Senior citizens

5.		w did you establish the eligibility criteria for your customer assistance gram?
		e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		We established our own eligibility criteria.
		We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
		Other
5.	Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Our utility staff.
		Another government-based social service agency.
		A non-governmental organization that provides social services.  Other
7.		ich customer classes are eligible to participate in your customer assistance gram? Select all that apply.
		e: If your utility does not currently have a customer assistance program, please skip the rest his section.
	<b>*</b>	Single-family residential
		Multifamily residential
		Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

## Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	✓ We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Late payment.
Interest on unpaid balances.
Fees for disconnection and reconnection of services.
Charges for checks returned for non-sufficient funds

I1. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penaltie Select all that apply.	s?
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.  Other	
Crisis Assistance Program  Although known by differing names, we are using "Crisis Assistance Program" to refer to cust assistance programs that assist customers having a temporary challenge in paying their utilit. This is unlike a low-income or affordability program that provides permanent relief for custo unable to afford their utility bills. Below are questions related to crisis assistance programs.	y bill.
12. If you have a crisis assistance program, how frequently can a customer accit? Select all that apply.	ess
No limit.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Other	

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying

Survey of Customer Assistance Program

Other

events.

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Survey of Customer Assistance Program The current Covid-19 crisis is the first time we have ever had this type of program. So, I would have to say it's widespread loss of income, and a declaration of disaster by the Governor. 14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program. We are not disconnecting customers for nonpayment of bills; we are not charging late fees; we are setting up payment plans as needed. Customers will still be required to pay the bill(s). Recovery of Program Costs The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section. 15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply. All customers regardless of class Single-family residential

Multifamily residential

Commercial

Industrial

Irrigation

Wholesale

Other

Institutional

	History of reliable payment.
	Minimum length of service.
	Maintenance of a deposit.
	Other
Abo	out Your Utility
We wo	ould like to collect information about your utility to make comparisons possible.
20. Wł	hich utility services are included on your utility bills? Select all that apply.
<b>*</b>	Water
•	Wastewater
<b>✓</b>	Wastewater Stormwater
•	Stormwater
•	Stormwater Electric
	Stormwater
	Stormwater Electric
	Stormwater  Electric  Natural gas
	Stormwater  Electric  Natural gas
	Stormwater  Electric  Natural gas  Trash and recycling
21. Wł	Stormwater  Electric  Natural gas  Trash and recycling  hat is the estimated population served by your utility? If the service
21. Wł po	Stormwater  Electric  Natural gas  Trash and recycling

22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most accounts.
32,000
23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
I don't know.
24. How often do you bill your customers? Select all that apply.  Monthly  Bimonthly  Quarterly  Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other

#### **Contact Information**

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:				
27. Contact's nam	e:			
28. Contact's ema	il address:			
29. City name:				
		ı		
30. State name:				
Texas				
31. Would you lik	e a copy of the resul	ts of this survey	?	
<ul><li>Yes</li></ul>				

# 32. How did you learn about this survey?

I received an email direc	tly.
Someone in my organiza	ation forwarded an email to me.
Either I or someone in m	y organization found the link on a social media site.

Respond	ent	44
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# About Your Customer Assistance Program

1. What types of customer assistance programs do you offer? Select all that apply.
Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
None.
Leak Adjustment

2. Have you implemented or modified your customer assistance program as a

result of the current COVID-19 crisis?

Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
,	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
e fo	We did not have a payment plan option prior to a response to COVID-19. We may not extend it beyond response to this pandemic. With this, we are not doing shut offs IF they below the terms we set up with them in their customized deferred payment plan. 50% of bill do upfront and remainder can be split up into payments over 4 weeks.
Adm	ninistrative Questions
The fo	ninistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5.		w did you establish the eligibility criteria for your customer assistance gram?
		e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		We established our own eligibility criteria.
		We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
		oute.
5.	Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Our utility staff.
		Another government-based social service agency.
		A non-governmental organization that provides social services.  Other
7.	pro <i>Not</i>	ich customer classes are eligible to participate in your customer assistance gram? Select all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Single-family residential
		Multifamily residential
		Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

## Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Late payment.
Interest on unpaid balances.
Fees for disconnection and reconnection of services.
Charges for checks returned for non-sufficient funds

1. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.  Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
2. If you have a crisis assistance program, how frequently can a customer access
it? Select all that apply.
it? Select all that apply.
it? Select all that apply.  No limit.
it? Select all that apply.  No limit.  Once per year.
it? Select all that apply.  ✓ No limit.  Once per year.  Once for the life of the account.

Survey of Customer Assistance Program

Other

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

	See previous answer.
Re	ecovery of Program Costs
rec	e following questions describe how the costs of your customer assistance program are covered. If your utility does not currently have a customer assistance program, please skip to the xt section.
	Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other

program, which components of the bill contribute to the funding? Select all

that apply.

Survey of Customer Assistance Program

So far it's anyone during this pandemic.

Fixed charges	Survey of Customer Assistance Program
Consumption charges	
Late fees	
Penalties	
Other	
l le le pelle	
Levelized Billing	
<u> </u>	o your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget.
Typically levelized bills reset per usage.	iodically to allow a customer to "true-up" their bill to reflect actual
17. Does your utility offer le	evelized billing for customers.
Yes	
No	
Other	
o thei	
18. How can a customer app	ply to have a levelized bill? Select all that apply.
Submit a written form.	
Call our office.	
Provide request through	a self-service web site.
Other	
19. Does your utility have re levelized billing? Select a	equirements that a customer must meet to qualify for all that apply.
History of reliable payme	
instary of remable payme	·····

About Your Utility  We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please		Minimum length of service.  Survey of Customer Assistance Program
About Your Utility  We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please identify the population served for the service serving the largest population 10000		Maintenance of a deposit.
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		Other
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), please identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		
We would like to collect information about your utility to make comparisons possible.  20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most	А	bout Your Utility
20. Which utility services are included on your utility bills? Select all that apply.  Water  Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		•
Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		
Wastewater  Stormwater  Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population  10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most	20.	Which utility services are included on your utility bills? Select all that apply.
Electric  Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		✓ Water
<ul> <li>Natural gas</li> <li>Other</li> <li>21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000</li> <li>22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most</li> </ul>		✓ Wastewater
Natural gas  Other  21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		Stormwater
<ul> <li>Natural gas</li> <li>Other</li> <li>21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000</li> <li>22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most</li> </ul>		
21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population  10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		Electric
<ul> <li>21. What is the estimated population served by your utility? If the service population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000</li> <li>22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most</li> </ul>		Natural gas
population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population 10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		Other
population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population  10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		
population varies by the services provided (e.g., water vs. wastewater), pleas identify the population served for the service serving the largest population  10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		
identify the population served for the service serving the largest population  10000  22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most	21.	
22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		
22. How many customer accounts do you serve? If the number of customer accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		10000
accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		
accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most		
accounts varies by the services provided (e.g., water vs. wastewater), please identify the number of customer accounts for the service serving the most	22.	How many customer accounts do you serve? If the number of customer
,		accounts varies by the services provided (e.g., water vs. wastewater), please
		·

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other

#### **Contact Information**

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance Program	
7. Contact's name:	
B. Contact's email address:	
). City name:	
, 	
). State name:	
TV	
TX	
. Would you like a copy of the results of this survey?	
Yes	
○ No	
INO	
How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to me.	
Either I or someone in my organization found the link on a social media site.	

Other

Respondent 45

# About Your Customer Assistance Program

1. Wh	at types of customer assistance programs do you offer? Select all that apply.		
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.		
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.		
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.		
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.		
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.		
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.		
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.		
	None.		
	Senior and Veteran I		

2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?

Yes.

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
С	urlough assistance-Allows furloughed customers to temporarily apply and be accepted into our current assistance program with the understanding that they will be removed as soon as heir income is restored again.
Adm	ninistrative Questions
The fo	ninistrative Questions  Ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
he fo	ollowing questions provide an understanding of how you administer various aspects of your
The focustor  4. Wh Se No	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. Wh Se No	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. Wh Se No	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. Wh Se No	bllowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? lect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. Wh Se No	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. Wh Se No	billowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Heet all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
The focustor  4. Wh Se No	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Hect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

	w did you establish the eligibility criteria for your customer assistance ogram?
	te: If your utility does not currently have a customer assistance program, please skip the rest his section.
	We established our own eligibility criteria.
	We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
	Other
No	no assesses a customer's eligibility to participate in your program? te: If your utility does not currently have a customer assistance program, please skip the rest his section.
	Our utility staff.
	Another government-based social service agency.
	A non-governmental organization that provides social services.  Other
pro <i>No</i> :	nich customer classes are eligible to participate in your customer assistance ogram? Select all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest his section.
	Single-family residential
	Multifamily residential  Other
	out of the state o

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

## Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

<b>*</b>	Late payment.
	Interest on unpaid balances.
<b>*</b>	Fees for disconnection and reconnection of services.
	Charges for checks returned for non-sufficient funds.

Survey of Customer Assistance Program

Other

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Survey of Customer Assistance Program

We don't take that into consideration. Once they are income approved for the program, they can use the crisis assistance twice per year as needed.

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.

Assistance (up to twice per yet) up to \$115 in assistance each time-a customer could receive \$230 in assistance each year.

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.

All customers regardless of class
Single-family residential
Multifamily residential
Commercial
Industrial
Institutional
Irrigation
Wholesale
Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
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	Fixed charges	Survey of Customer Assistance Program
	Consumption charges	
	Late fees	
	Penalties	
	Other	
Lovo	dizad Dillina	
The fo	ng to the practice of smoot Ily levelized bills reset perio	your utility's use of levelized billing. By levelized billing, we're thing charges over time to make it easier for customers to budget odically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer lev	relized billing for customers.
	Yes	
•	No	
	Other	
18. Ho	w can a customer app	ly to have a levelized bill? Select all that apply.
	Submit a written form.	
	Call our office.	
	Provide request through a	self-service web site.
	Other	
	es your utility have red elized billing? Select a	quirements that a customer must meet to qualify for II that apply.
	History of reliable paymer	nt.

	Minimum length of service.  Survey of Customer Assistance Program  Maintenance of a deposit.
	Other
Abo	ut Your Utility
We we	ould like to collect information about your utility to make comparisons possible.
20. WI	nich utility services are included on your utility bills? Select all that apply.
	Water
	Wastewater
	Stormwater
	Electric
	Natural gas
	Other
po ide	hat is the estimated population served by your utility? If the service pulation varies by the services provided (e.g., water vs. wastewater), pleasentify the population served for the service serving the largest population.
1	.7 million
22. Hc	ow many customer accounts do you serve? If the number of customer counts varies by the services provided (e.g., water vs. wastewater), please

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other

## Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

	Survey of Customer Assistance Program
27. Contact's name:	
28. Contact's email address:	
29. City name:	
30. State name:	
Texas	
31. Would you like a copy of	the results of this survey?
Yes	
163	
No	
32. How did you learn about	this survey?
I received an email directly	
Someone in my organizati	on forwarded an email to me.
	· · · · · · · · · · · · · · · · · · ·

RogueWater

# About Your Customer Assistance Program

ADOU	at Your Customer Assistance Program		
I. What types of customer assistance programs do you offer? Select all that apply.			
<b>✓</b>	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.		
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.		
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.		
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.		
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.		
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.		
<b>✓</b>	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.		
	None.		
	Other		
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?			
○ Voc			

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
Adm	ninistrative Questions
The fo	ninistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. Wh Sel No	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
The focustor  4. When Sell No.	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.  Other
Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
twice a year
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.  Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.
medical, loss of employment

	payment arrangements, penalty forgiveness
R	ecovery of Program Costs
re	ne following questions describe how the costs of your customer assistance program are covered. If your utility does not currently have a customer assistance program, please skip text section.
15.	Which customer classes provide funding to recover the lost revenue or oth costs of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
16.	For those customer classes that provide funding for the customer assistand program, which components of the bill contribute to the funding? Select a that apply.
	Fixed charges
	Consumption charges

	Survey of Customer Assistance Program ate fees
F	enalties
	Other
Leveli	zed Billing
The follo	wing questions relate to your utility's use of levelized billing. By levelized billing, we're to the practice of smoothing charges over time to make it easier for customers to budget levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Doe:	your utility offer levelized billing for customers.
<u> </u>	es
• 1	lo
	Other
_	
18. How	can a customer apply to have a levelized bill? Select all that apply.
9	ubmit a written form.
	all our office.
F	rovide request through a self-service web site.
	Other
	your utility have requirements that a customer must meet to qualify for zeed billing? Select all that apply.
H	listory of reliable payment.
	1inimum length of service.
	laintenance of a deposit.

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
✓ Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other

#### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

## About Your Customer Assistance Program

1001	at rour customer / ssistance r rogram
1. Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
•	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?
	Yes.

	No, but we are currently planning to implement or modify our customer assistance program program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
Adm	ninistrative Questions
	ollowing questions provide an understanding of how you administer various aspects of your mer assistance program.
	nich types of customers are eligible for your customer assistance program? lect all that apply.
	te: If your utility does not currently have a customer assistance program, please skip the rest this section.
	Low-income customers
	Disabled customers
	Disabled customers  Senior citizens
	Senior citizens
	Senior citizens  Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the resoft this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the resoft this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.  Lifeline rate is built i
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the resolution of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services.

Charges for checks returned for non-sufficient funds.

Other

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
	llowing questions describe how the costs of your customer assistance program are tred. If your utility does not currently have a customer assistance program, please skip tection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
16. For	those customer classes that provide funding for the customer assistan
-	ogram, which components of the bill contribute to the funding? Select a t apply.

	Late fees	Survey of Customer Assistance Program
	Penalties	
	Other	
Leve	elized Billing	
referri	ng to the practice of smo Ily levelized bills reset pe	to your utility's use of levelized billing. By levelized billing, we're othing charges over time to make it easier for customers to budget. riodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer le	evelized billing for customers.
	Yes	
	No	
	Other	
18. Ho	w can a customer an	ply to have a levelized bill? Select all that apply.
10.110	Submit a written form.	pry to have a levelized biii. Select all that apply.
	Call our office.	
	Provide request through	ı a self-service web site.
	Other	
	es your utility have re elized billing? Select	equirements that a customer must meet to qualify for all that apply.
	History of reliable paym	
	Minimum length of serv	ICE.
	Maintenance of a depos	iit.

	\$226,000,000
24. H	low often do you bill your customers? Select all that apply.
<b>✓</b>	<b>M</b> onthly
	Bimonthly
	Quarterly
	Other
) F   I	
25. H	low do you meter your customers' usage of your services? Select all that apply.
<b>◆</b>	Manual meter reads
<b>~</b>	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

contact information to provide the survey results to you.

26. Utility name:

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	Survey of Customer Assistance Program
Contact's r	name:
Contact's 6	email address:
. City name:	
. State name	e:
I lawa!i	
Hawaii	
. Would you	I like a copy of the results of this survey?
Yes	
No	
110	
. How did y	ou learn about this survey?
I receive	ed an email directly.
	ne in my organization forwarded an email to me.
Either I o	or someone in my organization found the link on a social media site.

Other

# About Your Customer Assistance Program

1. Wh	nat types of customer assistance programs do you offer? Select all that apply.
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
<b>✓</b>	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
<b>*</b>	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
	None.
	Other
	ve you implemented or modified your customer assistance program as a
res	ult of the current COVID-19 crisis?

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
a	ne utility worked closely with our economic development team to establish an emergency sistance program geared toward commercial customers in particular. Staff identified \$25k ater and \$25k reclamation funding to support the temporary, \$50k program. Existing oneme assistance programs will continue to serve SFR customers.
Adm	inistrative Questions
The fo	inistrative Questions llowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. When Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program?
The focustor  4. When Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program? ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  sich types of customers are eligible for your customer assistance program? ect all that apply.  se: If your utility does not currently have a customer assistance program, please skip the rest his section.
The focustor  4. When Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  iich types of customers are eligible for your customer assistance program? ect all that apply.  ie: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  iich types of customers are eligible for your customer assistance program? ect all that apply.  ie: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers
The focustor  4. When Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  iich types of customers are eligible for your customer assistance program? ect all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.  Low-income customers  Disabled customers  Senior citizens

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the resoft this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?
Note: If your utility does not currently have a customer assistance program, please skip the resoft this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
combination of utilit
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the resoft this section.
Single-family residential
Multifamily residential
SFR and Commercia

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Late payment.
Interest on unpaid balances.
Fees for disconnection and reconnection of services.
Charges for checks returned for non-sufficient funds

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program  Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers
unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying

Survey of Customer Assistance Program

none

events.

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Survey of Customer Assistance Program

One-time assistance is available for SFR. Temporary program established for Commercial customers with one-time emergency assistance.

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.

Financial assistance in the form of an account credit.

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

- 15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.
  - All customers regardless of class
  - Single-family residential
  - Multifamily residential
  - **✓** Commercial
  - Industrial
  - Institutional
  - Irrigation
  - Wholesale

Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.

	Fixed charges  Survey of Customer Assistance Program
	Consumption charges
	Late fees
	Penalties
	Other
The fo	lized Billing Ilowing questions relate to your utility's use of levelized billing. By levelized billing, we're ng to the practice of smoothing charges over time to make it easier for customers to budget Ily levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	Other
	es your utility have requirements that a customer must meet to qualify for elized billing? Select all that apply.
	History of reliable payment.

	Survey of Customer Assistance Program  Minimum length of service.
<b>*</b>	Maintenance of a deposit.
	Other
Abc	out Your Utility
We w	ould like to collect information about your utility to make comparisons possible.
20. W	hich utility services are included on your utility bills? Select all that apply.
<b>*</b>	Water
	Wastewater
	Stormwater
	Electric
	Natural gas
	Other
	hat is the estimated population served by your utility? If the service pulation varies by the services provided (e.g., water vs. wastewater), plea
-	entify the population served for the service serving the largest population
-	70k
	ow many customer accounts do you serve? If the number of customer
ac	ow many customer accounts do you serve? If the number of customer counts varies by the services provided (e.g., water vs. wastewater), please entify the number of customer accounts for the service serving the most
ac ide	counts varies by the services provided (e.g., water vs. wastewater), please

23. What are your estimated annual revenues for your utility services? Please

	NA
4. ⊦	low often do you bill your customers? Select all that apply.
•	Monthly
	Bimonthly
	Quarterly
	Other
5. H	low do you meter your customers' usage of your services? Select all that apply.
	Manual meter reads
	Automated meter reading (AMR)
•	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

#### **Contact Information**

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

	Survey of Customer Assistance Program
77	
21.	Contact's name:
28.	Contact's email address:
29.	City name:
30.	. State name:
	OR
21	Would you like a copy of the results of this survey?
١, ر	. Would you like a copy of the results of this survey:
	Yes
	○ No
	INO
32.	How did you learn about this survey?
	I received an email directly.
	Someone in my organization forwarded an email to me.
	Either I or someone in my organization found the link on a social media site.

Other

Respondent	49
respondent	

## About Your Customer Assistance Program

About Your Customer Assistance Program						
. What types of customer assistance programs do you offer? Select all that apply.						
Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.						
Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.						
Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.						
Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.						
Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.						
Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.						
Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.						
None.						
Other						
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?						
Vec						

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
•	you have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
h d a	at the beginning of last fall we started assessing our customer assistance programs. We ave been left with not a lot of options in relation to rate costs due to state statute that on't allow utilities to discount rates with rate payer funding. We are looking into other venues, but right now, due to COVID-19, all efforts are funneling toward folx who's water yould have been shut off but we are leaving on due to the health crisis.
Adm	ninistrative Questions
	ellowing questions provide an understanding of how you administer various aspects of your mer assistance program.
	nich types of customers are eligible for your customer assistance program? lect all that apply.
	te: If your utility does not currently have a customer assistance program, please skip the rest this section.
	Low-income customers
	Disabled customers
	Senior citizens
	Disabled veterans
	Veterans
	Anyone. They only n

5.		w did you establish the eligibility criteria for your customer assistance gram?
		e: If your utility does not currently have a customer assistance program, please skip the rest nis section.
		We established our own eligibility criteria.
		We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
		No criteria other tha
_		
6.	Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Our utility staff.
		Another government-based social service agency.
		A non-governmental organization that provides social services.
		Other
7.	pro <i>Not</i>	ich customer classes are eligible to participate in your customer assistance gram? Select all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest
	of ti	nis section.
		Single-family residential
		Multifamily residential
		Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.  $$_{\mbox{\scriptsize Page B-523}}$$ 

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

Late payment.
Interest on unpaid balances.
Fees for disconnection and reconnection of services.
Charges for checks returned for non-sufficient funds

I1. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penaltie Select all that apply.	s?
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.  Other	
Crisis Assistance Program  Although known by differing names, we are using "Crisis Assistance Program" to refer to cust assistance programs that assist customers having a temporary challenge in paying their utilit. This is unlike a low-income or affordability program that provides permanent relief for custo unable to afford their utility bills. Below are questions related to crisis assistance programs.	y bill.
12. If you have a crisis assistance program, how frequently can a customer accit? Select all that apply.	ess
No limit.	
Once per year.	
Once for the life of the account.	
We don't allow penalty forgiveness.	
Other	

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying

Survey of Customer Assistance Program

Other

events.

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				Survey	of Custo	omer A	ssistar	ice Prog	ram
Loss of	job, d	eath in	family,	, illness,	chang	je in f	amily	statu:	S

14. Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.

Customers can "round up" or give a flat donation on their utilities bill. This money is set aside into a "pot" and distributed to Salvation Army once a year. SA administers the funds throughout the year, usually helping less than 300 families - turning thousands away.

#### Recovery of Program Costs

The following questions describe how the costs of your customer assistance program are recovered. If your utility does not currently have a customer assistance program, please skip to the next section.

15. Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.

<b>*</b>	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other

16. For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all that apply.
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ed charges	Survey of Customer Assistance Program
sumption charges	
e fees	
alties	
onation on bill	
ed Billing	
the practice of smoot	your utility's use of levelized billing. By levelized billing, we're thing charges over time to make it easier for customers to budget. odically to allow a customer to "true-up" their bill to reflect actual
our utility offer lev	velized billing for customers.
ther	
an a customer app	ly to have a levelized bill? Select all that apply.
mit a written form.	
our office.	
vide request through a	a self-service web site.
ther	
	quirements that a customer must meet to qualify for ll that apply.
ory of reliable paymer	nt.
	e fees  alties  conation on bill  ed Billing  ing questions relate to one the practice of smooth evelized bills reset period evelized bills reset period eveloped and a customer appropriate a written form.  I our office.  vide request through a ther

	Survey of Customer Assistance Program  Minimum length of service.
	Maintenance of a deposit.
	Other
Abo	ut Your Utility
We wo	ould like to collect information about your utility to make comparisons possible.
20. Wh	nich utility services are included on your utility bills? Select all that apply.
	Water
•	Wastewater
<b>✓</b>	Stormwater
	Electric
	Natural gas
	Solid Waste
	nat is the estimated population served by your utility? If the service
	pulation varies by the services provided (e.g., water vs. wastewater), pleas ntify the population served for the service serving the largest population
1.	.4 milion
	w many customer accounts do you serve? If the number of customer counts varies by the services provided (e.g., water vs. wastewater), please
acc	w many customer accounts do you serve? If the number of customer counts varies by the services provided (e.g., water vs. wastewater), please intify the number of customer accounts for the service serving the most

1	NA
4. Ho	ow often do you bill your customers? Select all that apply.
<b>*</b>	Monthly
	Bimonthly
	Quarterly
	Other
:5. Ho	ow do you meter your customers' usage of your services? Select all that apply.
<b>✓</b>	Manual meter reads
	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

#### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Survey of Customer Assistance P	Program
27. Contact's name:	
28. Contact's email address:	
29. City name:	
30. State name:	
Oklahoma	
31. Would you like a copy of the results of this sur	vey?
Yes	
○ No	
32. How did you learn about this survey?	
I received an email directly.	
Someone in my organization forwarded an email to	me.
Either I or someone in my organization found the lin	

Other

Respondent 50

Yes.

## About Your Customer Assistance Program

1. What types of customer assistance programs do you offer? Select all that apply.
Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.
Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.
Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.
Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.
Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.
Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.
Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.
None.
Other
2. Have you implemented or modified your customer assistance program as a result of the current COVID-19 crisis?

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ase provide a brief description of the changes you are contemplating.
а	We offer customers both payment extensions and long-term payment plans. Our board just dopted a new plan which allows a customer to defer their payment by a month and repay wer the following eleven months. This plan will be offered through July. It gives an option of customers who would normally not need payment assistance.
Adm	ninistrative Questions
The fo	ninistrative Questions Ilowing questions provide an understanding of how you administer various aspects of your ner assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers
The focustor  4. Wh Sel	llowing questions provide an understanding of how you administer various aspects of your ner assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens

5.		w did you establish the eligibility criteria for your customer assistance gram?
		e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		We established our own eligibility criteria.
		We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
		oute.
5.	Not	o assesses a customer's eligibility to participate in your program? e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Our utility staff.
		Another government-based social service agency.
		A non-governmental organization that provides social services.  Other
7.	pro <i>Not</i>	ich customer classes are eligible to participate in your customer assistance gram? Select all that apply.  e: If your utility does not currently have a customer assistance program, please skip the rest his section.
		Single-family residential
		Multifamily residential
		Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

	Discount on Bill	Separate Rate Structure	Other	None
Fixed charges				
Volume charges				
Late Fees				
Penalties				

### Arrearage and Penalty Forgiveness

Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness.

9	. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply.
	Once per year.
	Once for the life of the account.
	We don't allow arrearage forgiveness.
	Other

10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply.

<b>*</b>	Late payment.
	Interest on unpaid balances.
<b>*</b>	Fees for disconnection and reconnection of services.
	Charges for checks returned for non-sufficient funds.

13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying

events.

Survey of Customer Assistance Program

	Survey of Customer Assistance Program
	Please describe the type of assistance that is provided to a customer that meets the requirements for your crisis assistance program.
	covery of Program Costs
reco	following questions describe how the costs of your customer assistance program are overed. If your utility does not currently have a customer assistance program, please skip to the t section.
	Which customer classes provide funding to recover the lost revenue or other costs of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
16 [	For those customer classes that provide funding for the customer assistance
ķ	For those customer classes that provide funding for the customer assistance program, which components of the bill contribute to the funding? Select all hat apply.
·	wide apply.

Fixed charges

	Consumption charges Survey of Customer Assistance Program
	Late fees
	Penalties
	Other
Leve	elized Billing
The fo	ollowing questions relate to your utility's use of levelized billing. By levelized billing, we're ng to the practice of smoothing charges over time to make it easier for customers to budget. Ily levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
17. Do	es your utility offer levelized billing for customers.
	Yes
	No
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	Other
	es your utility have requirements that a customer must meet to qualify for elized billing? Select all that apply.
	History of reliable payment.
	Minimum length of service.

Abc	out Your Utility
	rould like to collect information about your utility to make comparisons possible.
20. W	hich utility services are included on your utility bills? Select all that apply.
	Water
•	Wastewater
	Stormwater
	Electric
	Natural gas
	Other
рс	hat is the estimated population served by your utility? If the service opulation varies by the services provided (e.g., water vs. wastewater), pleas entify the population served for the service serving the largest population.
•	175,000

23. What are your estimated annual revenues for your utility services? Please exclude revenue from activities other than providing utility services to customers. For example, please exclude revenue from such things as connection charges, system development charges, etc.
\$80 million
24. How often do you bill your customers? Select all that apply.
Monthly
Bimonthly
Quarterly
Other
25. How do you meter your customers' usage of your services? Select all that apply.
Manual meter reads
Automated meter reading (AMR)
Advanced Meter Infrastructure (AMI)
We do not meter usage.
Other
Contact Information  Please provide your contact information. We would appreciate this information for several reasons.  First, we would like to understand how programs vary by differing regions. Also, we would like to

combine results should a utility have more than one response. And if you request, we need your

contact information to provide the survey results to you.

26. Utility name:

	Survey of Customer Assistance Program
Contact	:'s name:
Contact	. S Hallie.
Contact	's email address:
. City nar	ne:
. State na	ame:
Californ	nia
. Would y	you like a copy of the results of this survey?
Yes	
No	
. How did	d you learn about this survey?
I rece	eived an email directly.
Som	eone in my organization forwarded an email to me.
Eithe	er I or someone in my organization found the link on a social media site.

Other

Respondent 51
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## About Your Customer Assistance Program

1001	at roar castorner / 15515tarree r rogram		
. What types of customer assistance programs do you offer? Select all that apply			
	Low-income rates. These are special rates that apply only to customers that meet certain qualification standards.		
	Low-income discounts. For water bills based on a utility's standard rates, these are discounts applied to the bills of qualifying customers.		
	Lifeline rates. This is a low-cost rate applied to a small first block (or tier) of water. Lifeline rates are available to all customers within the same customer class.		
	Crisis assistance program. A temporary assistance given to customers who experience an unexpected challenge to paying their utility bill.		
	Arrearage forgiveness. The forgiveness of past billed amounts to allow a customer to become current.		
	Penalty forgiveness. The forgiveness of penalty or other fee to allow a customer to become current.		
	Payment plans. A negotiated payment plan that allows customers to become current after the normal due date.		
	None.		
	Other		
	ve you implemented or modified your customer assistance program as a ult of the current COVID-19 crisis?		
	Yes		

	No, but we are currently planning to implement or modify our customer assistance program.
	No, but we are considering the potential impacts that the COVID-19 crisis may have on our community, and customer assistance program discussions may soon follow.
	We currently have no plans to modify our customer assistance program.
	We don't currently have a customer assistance program.
	Other
-	ou have or are planning to modify your customer assistance program, ease provide a brief description of the changes you are contemplating.
Adm	ninistrative Questions
The fo	ninistrative Questions Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.
The focustor	llowing questions provide an understanding of how you administer various aspects of your
The focustor  4. When Sell No.	illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program?
The focustor  4. When Sell No.	ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest
The focustor  4. When Sell No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? ect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.
The focustor  4. When Sell No.	Illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers
The focustor  4. When Sell No.	Allowing questions provide an understanding of how you administer various aspects of your mer assistance program.  Inich types of customers are eligible for your customer assistance program? Lect all that apply.  Ite: If your utility does not currently have a customer assistance program, please skip the rest whis section.  Low-income customers  Disabled customers
The focustor  4. When Sell No.	illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens
The focustor  4. When Sell No.	illowing questions provide an understanding of how you administer various aspects of your mer assistance program.  nich types of customers are eligible for your customer assistance program? ect all that apply.  te: If your utility does not currently have a customer assistance program, please skip the rest this section.  Low-income customers  Disabled customers  Senior citizens  Disabled veterans

5. How did you establish the eligibility criteria for your customer assistance program?
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
We established our own eligibility criteria.
We adopted the eligibility criteria for another means-tested program such as the Low Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP or "food stamps"), Medicaid, property tax assistance program, etc.
Other
6. Who assesses a customer's eligibility to participate in your program?  Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Our utility staff.
Another government-based social service agency.
A non-governmental organization that provides social services.
Other
7. Which customer classes are eligible to participate in your customer assistance program? Select all that apply.
Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.
Single-family residential
Multifamily residential
Other

8. How are bills adjusted for those participating in the customer assistance program? Select all that apply.

Note: If your utility does not currently have a customer assistance program, please skip the rest of this section.

# Separate Rate Discount on Bill Structure Other None Fixed charges Volume charges Late Fees **Penalties** Arrearage and Penalty Forgiveness Some customer assistance programs allow customers with arrearages and/or penalties to have those forgiven so the customer can become current. The following questions relate to policies on arrearage and penalty forgiveness. 9. If you have an arrearage forgiveness policy, under your current policies, how frequently are you authorized to forgive a customer's arrearage? Select all that apply. Once per year. Once for the life of the account. We don't allow arrearage forgiveness. Other 10. If you have a penalty forgiveness policy, what kinds of penalties can be forgiven? Select all that apply. Late payment. Interest on unpaid balances. Fees for disconnection and reconnection of services. Charges for checks returned for non-sufficient funds.

Other

Survey of Customer Assistance Program

11. If you have a penalty forgiveness policy, under your current policies, how frequently are you authorized to forgiven a customer's penalty or penalties? Select all that apply.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
Crisis Assistance Program
Although known by differing names, we are using "Crisis Assistance Program" to refer to customer assistance programs that assist customers having a temporary challenge in paying their utility bill. This is unlike a low-income or affordability program that provides permanent relief for customers unable to afford their utility bills. Below are questions related to crisis assistance programs.
12. If you have a crisis assistance program, how frequently can a customer access it? Select all that apply.
No limit.
Once per year.
Once for the life of the account.
We don't allow penalty forgiveness.
Other
13. What events that occur in a customer's life can qualify that customer to benefit from the crisis assistance program? Please provide examples of qualifying events.

Reco	overy of Program Costs
recove	ellowing questions describe how the costs of your customer assistance program are ered. If your utility does not currently have a customer assistance program, please skip ection.
	nich customer classes provide funding to recover the lost revenue or othests of the customer assistance program? Select all that apply.
	All customers regardless of class
	Single-family residential
	Multifamily residential
	Commercial
	Industrial
	Institutional
	Irrigation
	Wholesale
	Other
pro	r those customer classes that provide funding for the customer assistan ogram, which components of the bill contribute to the funding? Select a at apply.
	Fixed charges

	Late fees Survey of Customer Assistance Program
	Penalties
	Other
Leve	lized Billing
	llowing questions relate to your utility's use of levelized billing. By levelized billing, we're
referri	ng to the practice of smoothing charges over time to make it easier for customers to budget. Ily levelized bills reset periodically to allow a customer to "true-up" their bill to reflect actual
3	
17. Do	es your utility offer levelized billing for customers.
	Yes
•	No
	Other
18. Ho	w can a customer apply to have a levelized bill? Select all that apply.
	Submit a written form.
	Call our office.
	Provide request through a self-service web site.
	Other
19 Do	es your utility have requirements that a customer must meet to qualify for
	elized billing? Select all that apply.
	History of reliable payment.
	Minimum length of service.
	Maintenance of a deposit.

Survey of Customer Assistance Program

6	53000
l. Ho	ow often do you bill your customers? Select all that apply.
	Monthly
	Bimonthly
	Quarterly
	Other
5. Нс	ow do you meter your customers' usage of your services? Select all that apply.
	Manual meter reads
	Automated meter reading (AMR)
	Advanced Meter Infrastructure (AMI)
	We do not meter usage.
	Other

#### Contact Information

Please provide your contact information. We would appreciate this information for several reasons. First, we would like to understand how programs vary by differing regions. Also, we would like to combine results should a utility have more than one response. And if you request, we need your contact information to provide the survey results to you.

26. Utility name:

Curvey of Customer / Estating
27. Contact's name:
28. Contact's email address:
29. City name:
30. State name:
Michigan
31. Would you like a copy of the results of this survey?
Yes
○ No
32. How did you learn about this survey?
I received an email directly.
Someone in my organization forwarded an email to me.
Either I or someone in my organization found the link on a social media site.

Other