

# Alameda County Water District

## *Service Beyond the Tap*



Help on Tap Program  
February 13, 2020

# Mission Statement

- It is the mission of the Alameda County Water District to provide a reliable supply of high quality water at a reasonable price to our customers.



# Program Overview

- Help on Tap is the District's Low Income Rate Assistance Program (LIRA)
- \$25 Bi-monthly credit toward service charge
- Only direct ACWD customers are eligible
- 834 Active Accounts
  - Annual cost roughly \$125,000

# Program Overview

## Help On Tap Income Guidelines

Household Size	Income Limit
1-2	\$ 33,820.00
3	\$ 42,660.00
4	\$ 51,500.00
5	\$ 60,340.00
6	\$ 69,180.00
Each additional person add:	\$ 8,840.00

# Income Limit Methodologies

- Federal Poverty Level (FPL)
  - Nationwide standard set by the US Census Bureau and US Department of Health and Human Services
  - A percentage of FPL is a commonly used metric for customer assistance programs
  - Current District standard is 200% of FPL

# Income Limit Methodologies

- Area Median Income (AMI)
  - Local standard set by US Department of Housing and Urban Development
  - Typically used to determine eligibility and benefit amounts for housing programs

# Income Limit Methodologies

- Water Agencies using 200% of FPL:
  - ACWD
  - SFPUC
  - City of San Diego
  - LADWP
- Water Agencies using 50% of AMI:
  - EBMUD
  - CCWD

# AMI vs FPL

## 50% AMI

Household Size	Income Limit
1-2	\$ 49,600.00
3	\$ 55,800.00
4	\$ 61,950.00
5	\$ 66,950.00
6	\$ 71,900.00
Each additional person add:	\$ 5,000.00

## 250% FPL

Household Size	Income Limit
1-2	\$ 42,275.00
3	\$ 53,325.00
4	\$ 64,375.00
5	\$ 75,425.00
6	\$ 86,475.00
Each additional person add:	\$ 11,050.00



# Program Cost at 50% AMI

Participation	Additional Households	Additional Annual Cost	Total Annual Cost
9%	409	\$ 61,302	\$ 186,302
15%	681	\$ 102,170	\$ 227,170
20%	908	\$ 136,227	\$ 261,227
25%	1135	\$ 170,284	\$ 295,284
35%	1589	\$ 238,397	\$ 363,397
50%	2270	\$ 340,568	\$ 465,568



# Outreach Plan

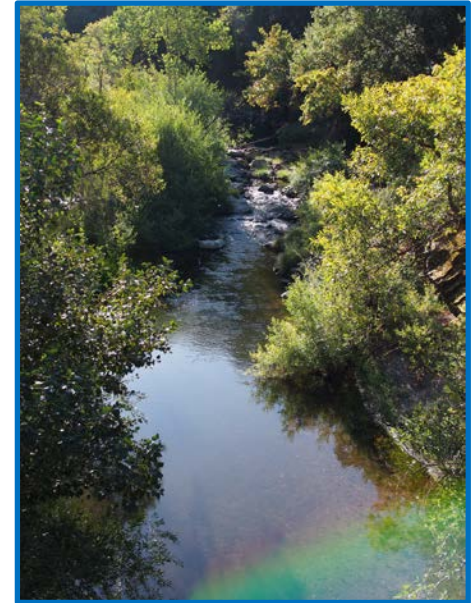
- The ACWD Connection in the Tri-City Voice
- Bill Message
- A Feature in the Aqueduct
- Updating the Fremont Family Resource Center
- Updates to the Senior Citizens Commissions: Fremont, Newark, and Union City

# Staff Recommendation

- By motion, adopt a resolution amending the Rate and Fee Schedule to set Help on Tap program income guidelines at 50% of Area Median Income.

# Stay Connected to the District

- [www.acwd.org](http://www.acwd.org)
- ACWD Aqueduct Newsletter
- Facebook  & Twitter   
@AlamedaCountyWD



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# Thank you



[www.acwd.org](http://www.acwd.org)



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