

From: Sergio Hernandez [mailto:shernandez@capk.org]
Sent: Wednesday, November 09, 2016 2:08 PM
To: Frevert, Kathy@Waterboards
Subject: Water Board Meeting - responses

Hello Kathy,

I have attached the Public Notice with responses to the questions added Italicized in the form. CAPK has administered water assistance programs in Kern County, the most recent was the Drought Water Assistance Program. We look forward to the Board Meeting and assisting in any way possible to serve our community.

Thank You,

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**Statewide Low-Income Rate Assistance Program
Topics for Comment at Public Meetings**

- **Nature of the assistance that could be offered by the program**
 - What is a reasonable amount of assistance to low-income households?
Amount of assistance should cover at least three months of total billing, whether flat rate or metered.
Not to exceed \$500.00
 - What form should this assistance take (rebate, bill cost reduction, tax credit, other)?
The assistance should be in the form of a rebate check to the utility provider.

- **Program eligibility**
 - How should a household's eligibility be determined?
Household Eligibility should be determined by income, family size, and priority populations
Such as elderly and disabled. Also, locations where drinking water is unsafe.
 - What other entities besides households should qualify for assistance? (Schools? Day care centers? Health care centers?)
No other entities
 - Should water quality challenges in a community be a priority for granting eligibility? For example, should the additional costs of bottled water be taken into account when water is purchased because tap water isn't safe?
Yes, water quality should be a priority if the household must purchase bottled water for drinking and cooking.
 - What changes should increase or decrease the level of assistance?

Income level, and the threat of disconnection. Households with disconnected service or with a disconnection notice should receive immediate assistance.

Water quality.

- What percentage of income spent on water should trigger eligibility?
A percentage of income should not be used. It would be an unfair practice for the flat rate and metered households who do not have a choice in how the water company bills for water.
- Should enrollment in other programs serve as a basis for which to make an individual eligible? If so, which programs could serve this role: electric utility lifeline programs, telephone lifeline programs, Medicaid, other forms of government aid, other programs?
Eligibility should be determined based on current income, need, household size and any factors created to determine priority. A program that already determines current eligibility for a federally funded assistance program for other utilities and services may use identical eligibility resulting in an automatic eligible household.

- **Program funding resources**

- How much revenue is needed for the program?
- How should the revenue be generated; what revenue sources are appropriate?
- How should the revenue be collected?
- How should the assistance be distributed?
- How should the revenue be allocated across customer classes within systems?

- **Technical administration of the program**

- Should the program be administered at the local or state level?
Local level with State oversight
- If at the local level, should it be administered by the water system or by local government?
Local government or agencies who are currently serving the target population with other services.
- If at the local level, should the State Water Board be involved in administration?
Yes, the State Water Board should be involved
- What measures should be in place to ensure proper program oversight?
Auditing and review of program
- How should program performance be evaluated?
Performance outcome based
 - Was target population assisted
 - Was water service restored when services were disconnected
 - Was water service interruption prevented
 - Was the water service effective in improving quality of life