



**Board Planning Committee
April 25, 2018**

SUBJECT:

Tiered Rate Customer Outreach and Assistance Update

BACKGROUND:

In November 2017, the Board of Directors approved revisions to the allocation-based tiered rates. These revisions included transitioning additional customers to budget-based rates and revising budget factors. This presentation reviews the efforts to inform and assist customers impacted by the rate revisions completed to date and rate revisions scheduled in 2018 and 2019.

FINANCIAL IMPACT:

None

STRATEGIC PLANNING GOAL/OBJECTIVE:

Water Use Efficiency: Promote efficient use of water resources through the implementation of industry-leading programs and practices combined with customer education and awareness.

ENVIRONMENTAL IMPACT:

This item is not a project as defined in the California Environmental Quality Act Code of Regulations, Title 14, Chapter 3, Section 15378.

RECOMMENDATION:

This item is informational only.

SUBMITTED BY:

A handwritten signature in black ink, appearing to read 'Paul Jones II', written over a horizontal line.

Paul D. Jones II, P.E., General Manager

4/19/2018

A handwritten signature in black ink, appearing to read 'Joe Mouawad', written over a horizontal line.

Joe Mouawad, Assistant General Manager

4/16/2018

Attachment(s):

Presentation

Staff Contact: Lovsted