



Mary Davis

Division Director, Housing & Community Development Division

TO: Councilor Duson, Chair
Members of the Housing Committee

FROM: Mary Davis, Division Director
Housing and Community Development Division

DATE: April 20, 2018

SUBJECT: Portland Water District Conservation Program

The Housing and Community Development Division was approached by the Portland Water District (PWD) to administer a water conservation program for low income customers of the Portland Water District.

Program Information and Background

The PWD provides financial assistance to low-income residential customers to encourage customers to reduce water consumption. The program was previously administered by The Opportunity Alliance. The program assists eligible customers with the following services:

1. Repair or replacement of leaking/broken water service
2. Repair or replacement of toilet
3. Repair or replacement of kitchen faucets
4. Repair or replacement of bathtub faucets/shower heads
5. Repair or replacement of outside faucets
6. Installation of low flow shower head
7. Installation of low flow aerator
8. Installation of toilet dam
9. Other conservation repairs or replacements as identified under conservation audit
10. Repair or replacement of leaky or broken water pipes

The maximum grant amount per client is \$2,000. Administrative costs will not exceed 15% of the costs rendered to clients. The program would be available to residential customers that own and occupy a year-round residence within the PWD's service area and who are at or below 80% of the area median income as defined by HUD. From 2008-2014, 60 PWD customers benefited from this program and the majority of the households served earned at or below 30% of the area median income.

According to a 2014 report produced by The Opportunity Alliance, 583 households were assisted from 1996 to 2014 utilizing \$410,984 in funding from the PWD. Program funding

Portland, Maine



Yes. Life's good here.

Mary Davis

Division Director, Housing & Community Development Division

for 2013, 2014 and 2016 was \$10,000/year; in 2011 program funding was \$12,000. The PWD has not set a maximum funding amount for the program.

Initially, this program will be administered in conjunction with our housing rehabilitation and lead safe housing programs. The Housing and Community Development Division incorporates a healthy homes assessment into our housing rehabilitation and lead safe housing programs. The PWD program will fit nicely with that concept. In discussions with the PWD, staff has proposed a commitment to the program for the fiscal year July 2018 through June 2019 with an evaluation for continued participation for the 2019-2020 fiscal year.

Attachments

PWD Program Description

PWD Sample Contract

PWD Map of Service Area.

33) LOW-INCOME CUSTOMER ASSISTANCE PROGRAM

33-A) General Program Description

The District is supporting, in conjunction with The Opportunity Alliance(OA), a program to provide financial assistance to low-income residential customers for the purpose of taking positive steps towards reducing water consumption to make water more affordable.

The District has authorized OA to administer a program to repair, replace or install plumbing fixtures and water saving devices with regard to the following:

- leaking or broken water pipes
- toilets
- hot water tank
- kitchen faucets
- bathtub faucets
- shower heads
- outside faucets
- toilet dams
- low-flow devices

3. This program will be offered to all qualified residential customers of the District.

33-B) Program Participation Requirements

1. A qualified residential customer must:
 1. Own and occupy a year-round residence within the District service area.
 2. Be low-income qualified, by showing evidence of having an annual household income that is equal to or below 80% of Area Median Income (AMI) as defined by US HUD.
2. Must demonstrate through a home audit provided by OA, a need for the program's services.

33-C) General Provisions

1. The dwelling unit owner must agree to leave in place at the premises any water saving measures installed under this program.
2. OA will determine customer eligibility, complete a home audit, develop a remediation plan, subcontract work to be completed, and inspect completed work.
3. Qualified applicants will be assisted on a first come, first served basis up to the allocated amount provided to the program by the District. Exceptions will be made at the discretion of OA for emergency situations that jeopardize health or safety.
4. The District will fund this program on an annual basis and reserves the right to discontinue program support at any time.

33-D) Miscellaneous

1. The District along with municipalities, OA Central Intake and Outreach staff, Human Service organizations, and the public at large, will refer homeowners to OA for qualification.
2. All specific services provided by this program will be delivered to qualified participants at no cost to the participant.

**The Opportunity Alliance Program
And
Portland Water District**

CONTRACT FOR SERVICES

This contract made the first day of October 2015 is by and between the Opportunity Alliance (OA) and the Portland Water District (PWD).

It is agreed that OA will provide PWD a conservation program ("Program") for low income customers of PWD service areas. The goal of the Program is to assist low income customers to take positive steps towards conservation.

Criteria for Clients Receiving Services

1. Must be a client in OA's service area who is a PWD customer.
2. Must be a client whose income is at 80% of area median income (AMI) as defined by US HUD.
3. Determination of eligibility will be made by OA in review of client's application for services.
4. OA will certify that client meets eligibility standards.
5. Referrals will be received from PWD, OA Central Intake, OA outreach staff, and other human service organizations, municipalities, and the public at large.
6. A waiting list will be developed and clients will be served on a first come, first served basis. Exceptions to this will be emergency situations which jeopardize health and/or safety.

Services to be Provided

OA will provide to PWD the following services

1. OA will conduct an awareness campaign which will include:
 - a. Distribution of water conservation materials and new Program description to all OA clients residing in the District's service area.
 - b. Distribution of Program brochures and posters to human service organizations, churches, municipalities, state government offices, OA Program sites, and service organizations.
 - c. Inclusion of Program description in OA's weatherization packet.
 - d. Instruction to eligible customers, one-on-one or in groups on water saving tips.

2. OA will provide the following conservation services:
 - a. Repair or replacement of leaking / broken water service.
 - b. Repair or replacement of toilet.
 - c. Repair or replacement of kitchen faucets.
 - d. Repair or replacement of bathtub faucets / shower heads.
 - e. Repair or replacement of outside faucets.
 - f. Installation of low flow shower head.
 - g. Installation of low flow aerator.
 - h. Installation of toilet dam.
 - i. Other conservation repairs or replacement as identified under conservation audit.
 - j. Repair or replacement of leaky or broken water pipes.

Labor and materials for the above services will be provided by qualified subcontractors. OA will attempt to obtain subcontractor prices at lowest cost by obtaining estimates from at least two subcontractors in the client service area. In the event that OA can not obtain estimates from two subcontractors, OA shall document that it made a reasonable attempt to obtain two quotes from qualified subcontractors.

Low flow shower head and aerator should be installed in any client's home receiving repair services provided under this contract.

The maximum amount granted for services per client will be \$2,000.

Program Flow

OA will provide services to clients in the following manner:

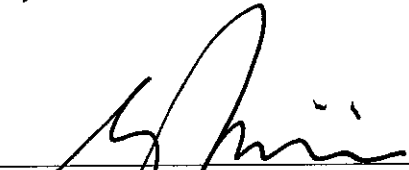
1. Eligibility determination.
2. Client home visit made by OA employee. Conservation audit performed.
3. Recommended improvements reviewed with client and OA Housing Coordinator.
4. Plan of remediation developed and approved.
5. Subcontractor estimates received. Subcontract let. Work is completed.
6. OA employee visits site to inspect the subcontractor's work and to secure customer signature of satisfaction.
7. 10% of all sites will be visited and inspected by OA Housing Coordinator.

Payment Provisions

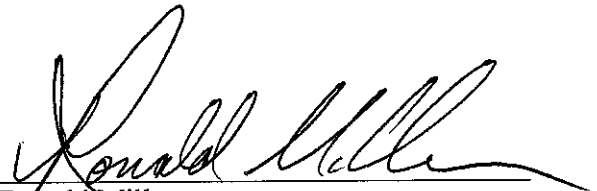
1. At PWD's discretion, a contribution will be submitted to OA prior to services being provided.
2. OA will provide PWD with a report on how the contributions to the program were distributed by month end after service is provided. This report will include:
 - a. Names of clients, services provided, subcontractor costs and invoices, and PWD customer bill with account number; and,
 - b. Amount for OA services.
3. OA administrative costs shall not exceed 15% of the costs rendered to clients.

Renewal

This contract may be extended on an annual basis. PWD and OA will determine a mutually agreed upon contribution amount at the time of each contract extension. This contract shall continue on a year-to-year basis unless ninety (90) days written notice of termination is given by either party to the contract. Upon termination all unspent monies shall be returned to the PWD by the OA.



Michael J. Tarpinian
CEO
OA
510 Cumberland Avenue
Portland, ME 04101



Ronald Miller
General Manager
PWD
225 Douglass Street
Portland ME 04102

Portland Water District Service Area

