

Customer Assistance Program (CAP)

Metropolitan Sewer District of Greater Cincinnati

2023



INDIANAPOLIS

FIVE CITIES PLUS

Organization & Structure

- Formed in 1968
- Governed by an agreement between the City of Cincinnati & Hamilton County



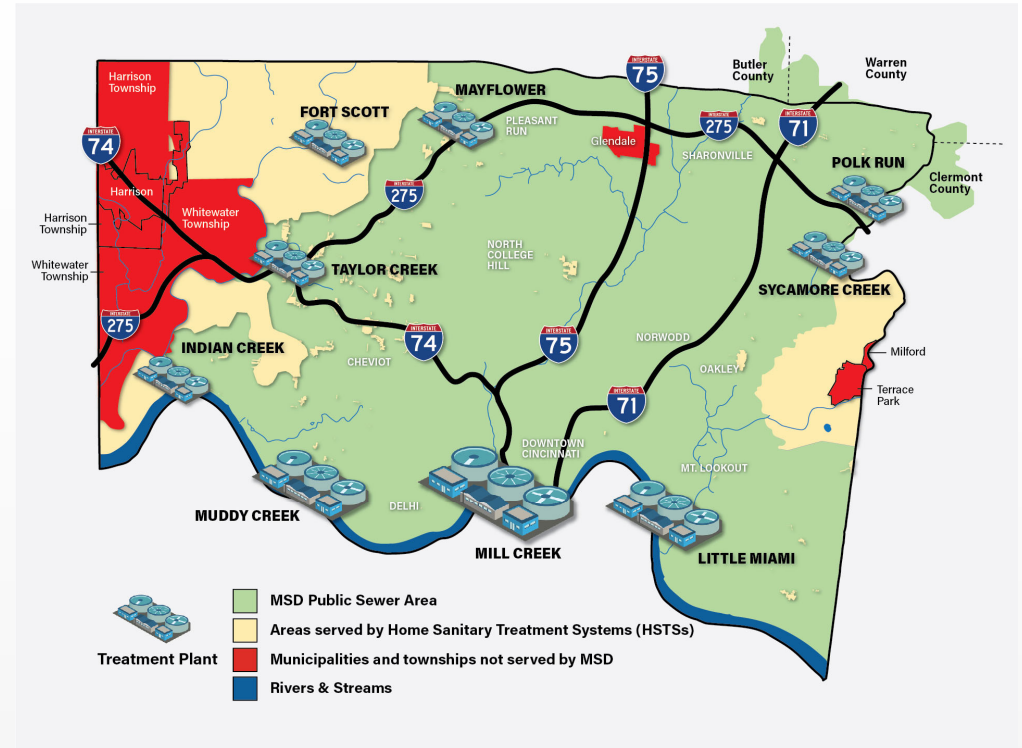


Infrastructure

- 200 million gallons of wastewater per day
- 9 treatment plants
- 100 pump stations
- 9 wet weather facilities
- 3,000 miles of public sewers

Service Area

- 290+ Square Miles
- 43 of 49 Communities within Hamilton, Butler, Clermont, & Warren Counties



Our Partners

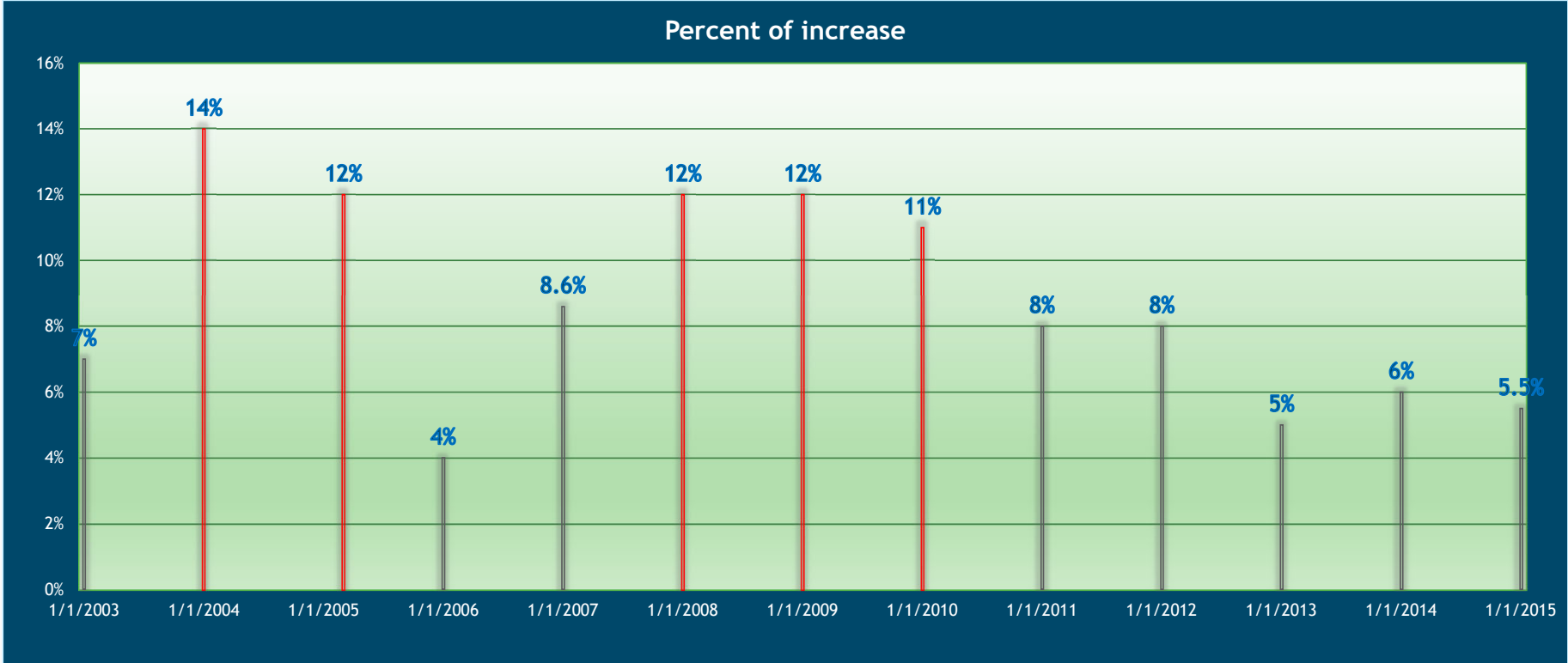
- Greater Cincinnati Water Works
- 8 municipalities within Hamilton County
 - Addyston
 - Cleves
 - Indian Hill
 - Lockland
 - Loveland
 - Norwood
 - Reading
 - Wyoming
- Clermont & Warren Counties

Infrastructure Improvement

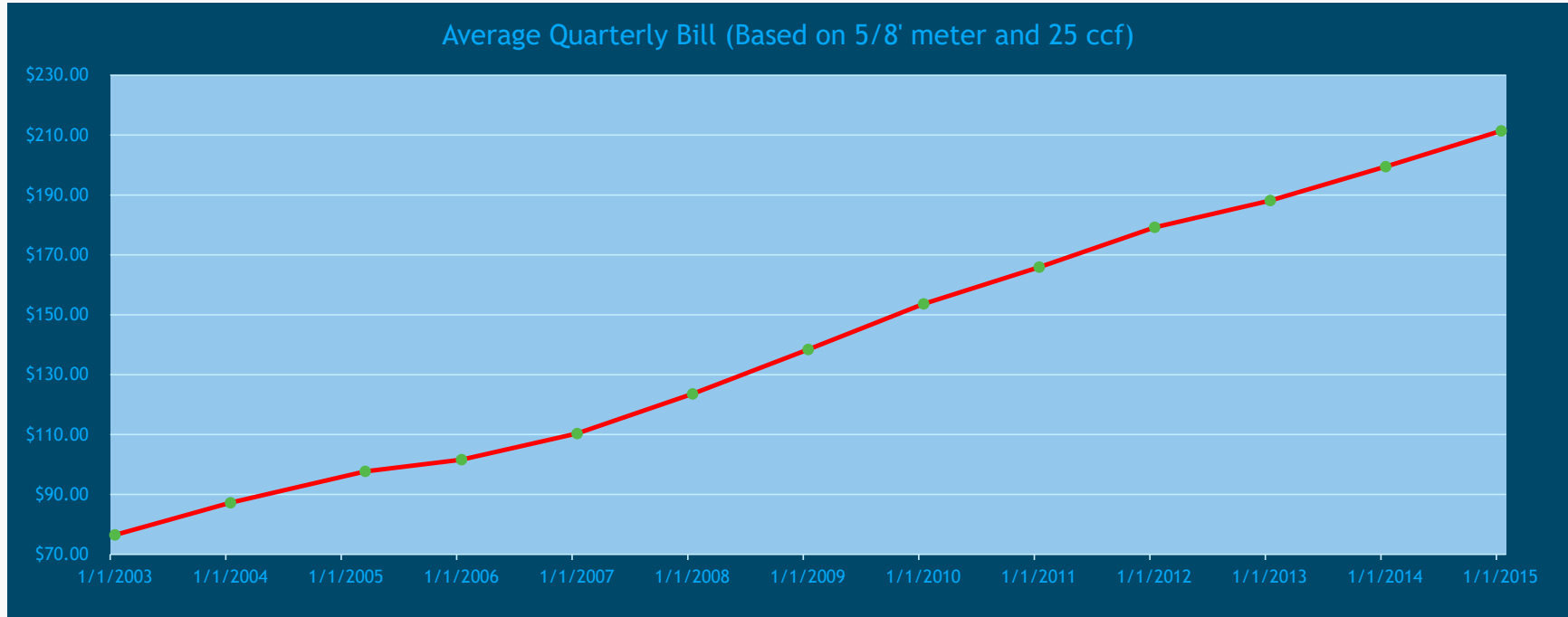
- MSDGC is under two Consent Decrees
 - Interim Partial Consent Decree (2002)
 - Global Consent Decree (2004)
- Wet Weather Improvement Plan
 - 3.1 billion (2006 dollars)
 - Reducing Combined Sewer Overflows (CSO's)
 - Eliminating Sanitary Sewer Overflows (SSO's)
- Rate increases to cover cost of infrastructure improvements

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MSDGC Rate Increases By Year



MSDGC Average Quarterly Bill



MSDGC Steps In To Help

- Hamilton County Rate Affordability Task Force
- Task force recommends actions to address affordability
- ORC 6117.02 (f) provides the power to establish discounted rates

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Benefits of a Customer Assistance Program*



Utility Benefits
Customer Benefits
Community Health
Environmental Justice
Catching Up

*USEPA “*Drinking Water and Wastewater Utility Customer Assistance Programs.*” April 2016

Similar Programs in Our Region

Different types of assistance programs

- Bill Discount
- Flex terms
- Lifeline rate
- Temporary assistance
- Water efficiency

Other sewer utilities in OH with assistance programs:

- Ashland
- Canton
- Cleveland
- Columbus
- Dayton
- Toledo

**USEPA, "Drinking Water and Wastewater Utility Customer Assistance Program." April 2016*

CAP Conceptual Development

• Guidance

- Used the USEPA outline for “*Implementing Successful Customer Assistance Programs*”
 - ID target audience
 - Secure partners
 - Analyze and select options
 - Determine financial structure
 - Examine legal/liability issues
 - Conduct public outreach

• Goals

- Ease of understanding
- Minimization of rate impacts
- Revenue stability
- Public acceptance
- High participation rate by target audience
- Ease of administration
- Program flexibility
- Fairness and equitability to ratepayers
- Measurable level of success
- Reach the right customers
- Effectively help people



Identifying Our Target Audience

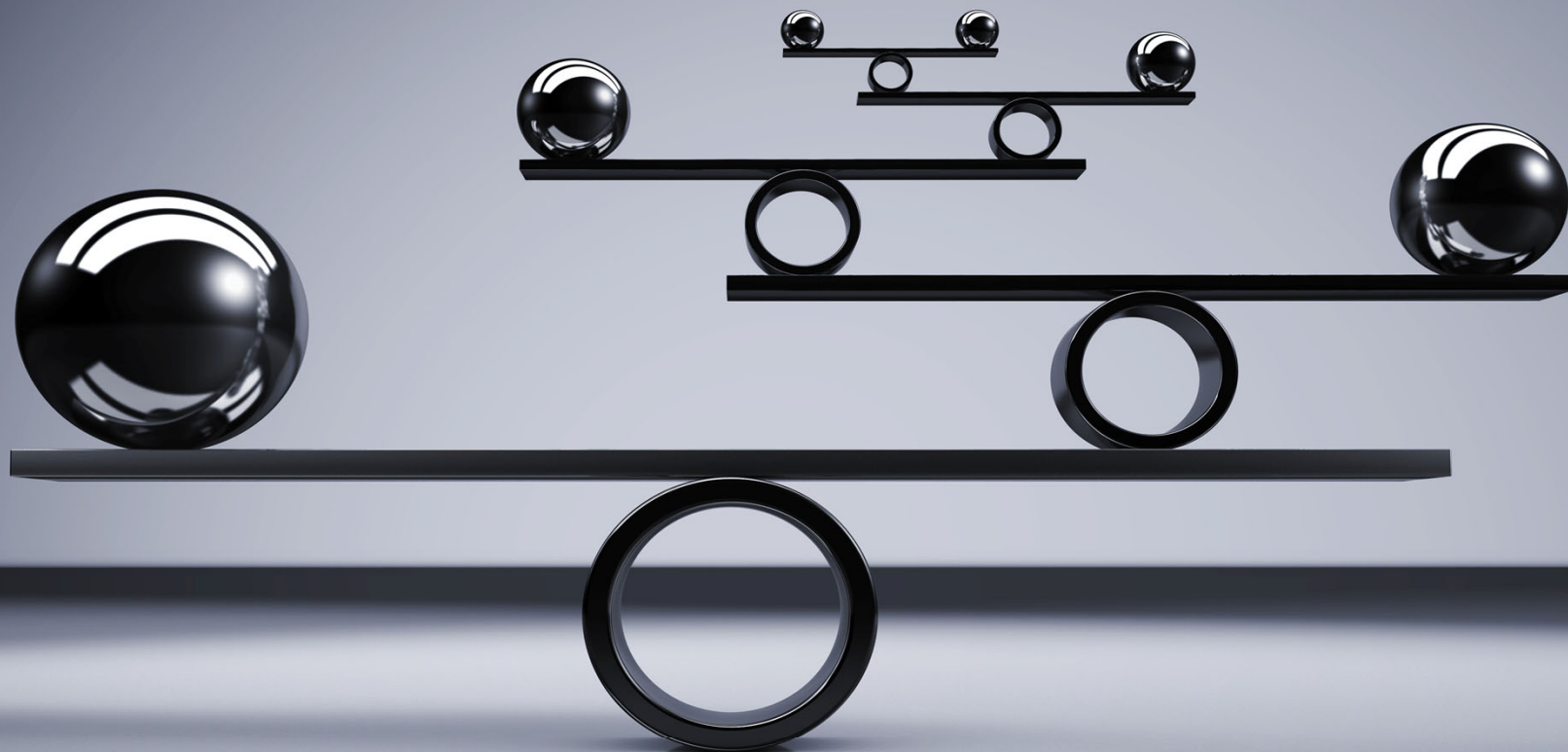
	Hamilton County	MSDGC Service Area
Total population	808,703	783,906
Total # of households	338,267	328,377
Age 65 or older	117,092	113,276
Owner-Occupied	195,236 (total)	54,190 (over 65)

Households making less than \$35k/yr - 116,512

Estimate of owner-occupied households with householder aged 65 and over, making less than \$35k/yr

18,967

Here is where we start!





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Outreach Methods

Initial:

- Press release sent 6/26/2019
- Postcard mailing blitz
- Television news stations

Ongoing:

- Bill inserts
- City and County social media
- Permanent message on water bill (for GCWW customers only)
- Various publications and community events

Program Administration Details

Responsibilities:

- *Verifying eligibility*
- *Approvals*
- *Municipality notification*
- *Renewals*

Reporting:

- *Quarterly reporting*

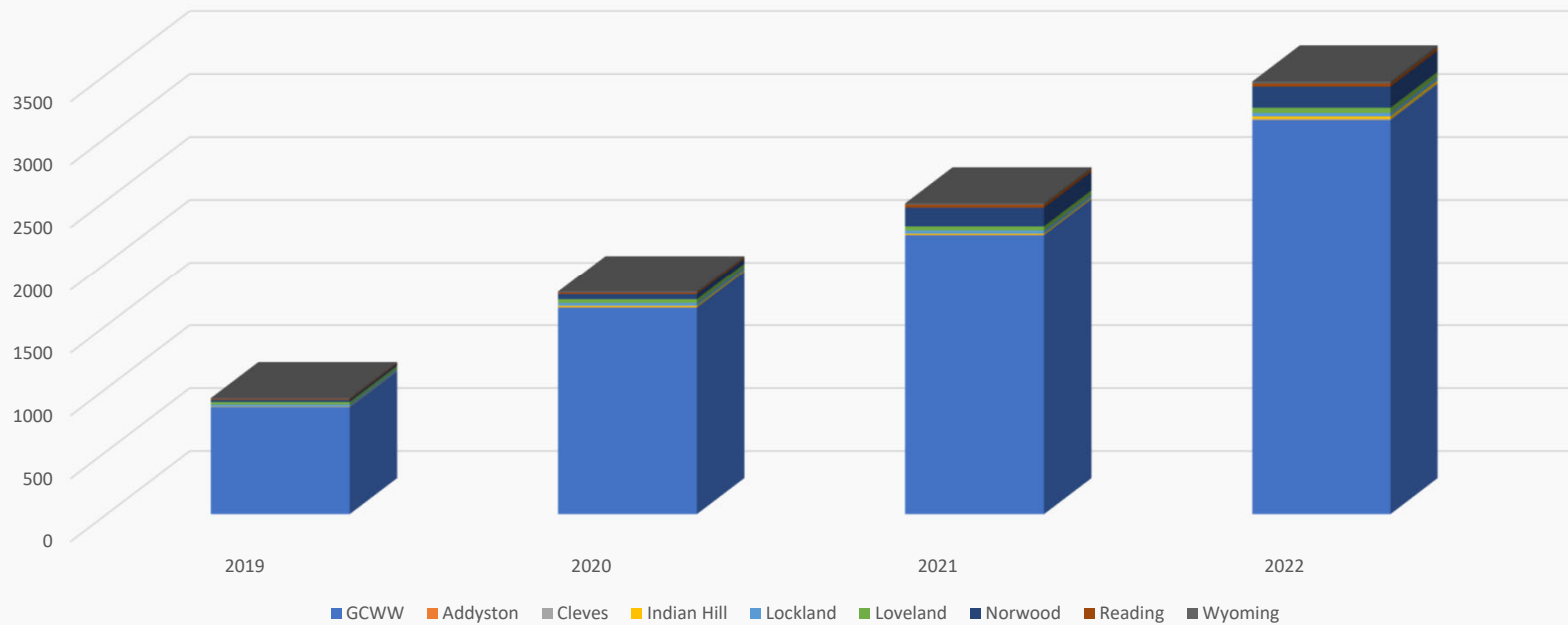
Challenges:

- *Differences in municipalities' billing procedures*
- *Ownership*
- *Third parties*



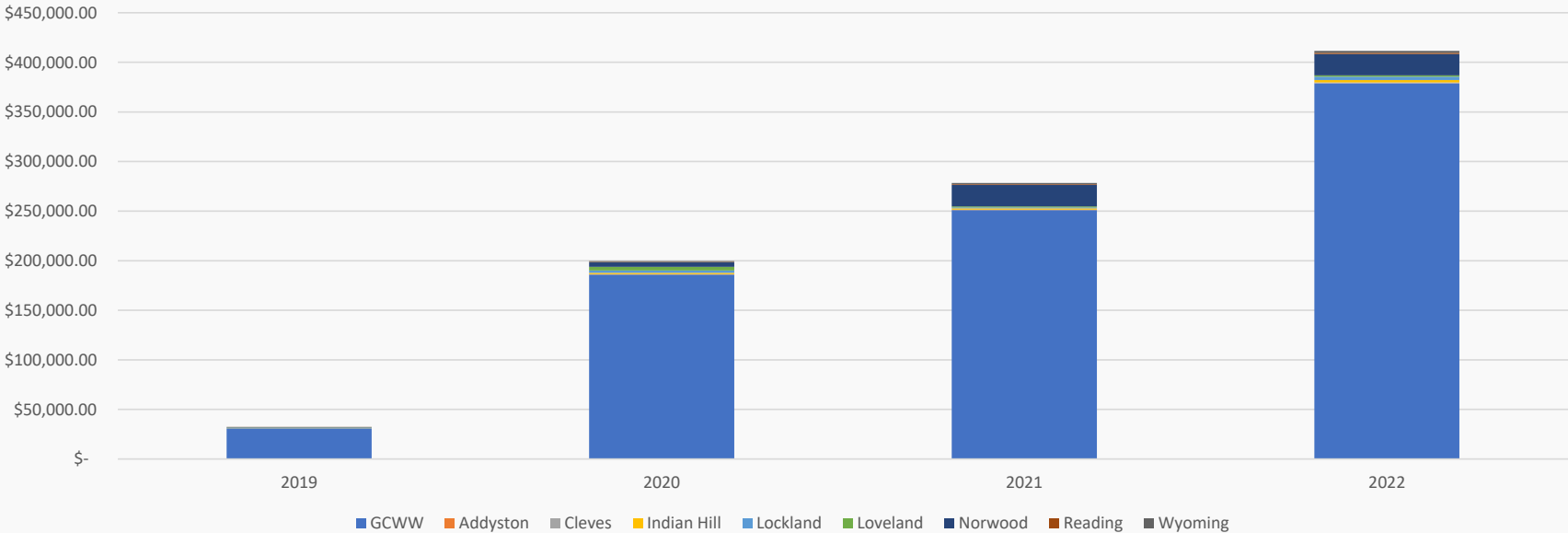
CAP Program Growth

Total Number of Customers

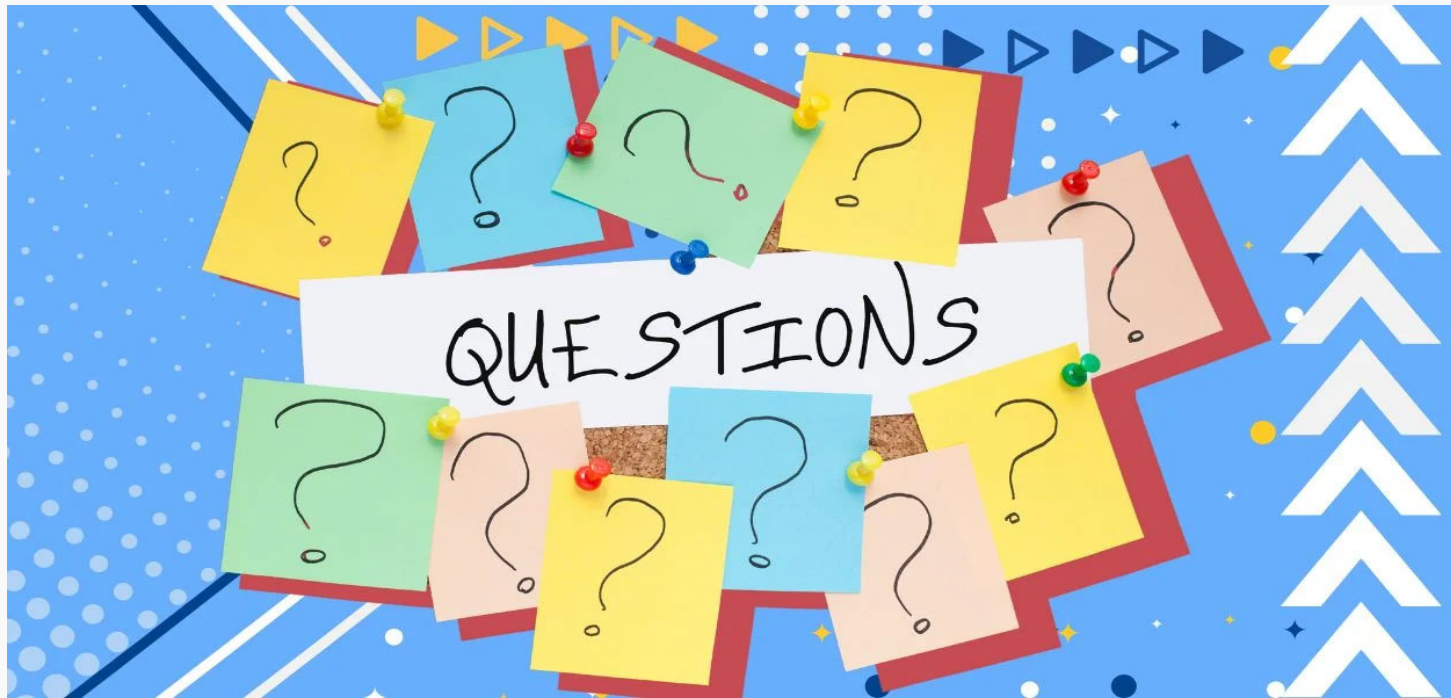


CAP Customer Savings

Total Yearly Customer Savings



Questions ?



Contact us!

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