Public Works Agency Update
Water Shut-Offs Follow Up Discussion

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Water Production Bureau Chief

September 25, 2017
# SHUT OFF HISTORICAL DATA

<table>
<thead>
<tr>
<th>Year</th>
<th>Mailed Shut-Off Notices</th>
<th>Friday Prior to Start of Shut-Off</th>
<th>Accounts Turned Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>2006</td>
<td>1139</td>
<td>402</td>
</tr>
<tr>
<td>2016</td>
<td>2003</td>
<td>1077</td>
<td>415</td>
</tr>
<tr>
<td>2017</td>
<td>948</td>
<td>588</td>
<td>234</td>
</tr>
</tbody>
</table>

- **Total Number of Accounts**: 14,400
- **Average # of Shut-Off Notices Mailed**: 2,004 (13%)
- **Average # of Accounts Turned Off**: 408 (2%)
ASSISTANCE PROGRAMS

• Payment Plan  
  (Collector’s Office)
• Emergency Assistance  
  (Health and Human Services Department)
• General Assistance  
  (Health and Human Services Department)
• Budget billing (Currently not available)
### ASSISTANCE PROGRAMS

#### Table 2: AWWA water utility members’ average percent of uncollected residential revenues

<table>
<thead>
<tr>
<th>Percent of residential revenues uncollected</th>
<th>No. of Respondents (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>26 (9%)</td>
</tr>
<tr>
<td>0.1 to 1.0</td>
<td>176 (63%)</td>
</tr>
<tr>
<td>1.1 to 2.0</td>
<td>43 (15%)</td>
</tr>
<tr>
<td>2.1 to 3.0</td>
<td>17 (6%)</td>
</tr>
<tr>
<td>More than 3.0</td>
<td>16 (6%)</td>
</tr>
</tbody>
</table>

*Source: AWWA WITAF, March 2004*
## ASSISTANCE PROGRAMS

### Evanston Water Utility Average Percent of Uncollected (Past Due) Residential Revenues

<table>
<thead>
<tr>
<th>Shut-off Cycle</th>
<th>Percent of Residential Revenues Uncollected</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 27, 2017</td>
<td>0.62%</td>
</tr>
<tr>
<td>August 29, 2017</td>
<td>0.59%</td>
</tr>
<tr>
<td>*October 2017</td>
<td>1.66%</td>
</tr>
</tbody>
</table>

*Estimated percent of uncollected residential revenues as of August 30, 2017*
ASSISTANCE PROGRAMS

• A high number of uncollectible/past due (generally more than 2% revenues) is usually a sign that there is a serious problem. - AWWA 2014
ASSISTANCE PROGRAMS

• Message appears on both 2\textsuperscript{nd} and Shut-off notices/located at the top of both notices.
  • The City of Evanston has a number of assistance and outreach programs for customers experiencing difficulty paying their water bills.
  • Please contact us prior to the shut off date for information at 847-448-4311.
ASSISTANCE PROGRAMS

• One resident responded to the message regarding assistance and outreach programs via 311

• Resident was ultimately referred to the Health and Human Services department for emergency assistance

• Resident received emergency assistance and water was not shut-off
BUDGET BILLING

Customer on Shut-off List
Budget Billing amount of $148.22
BUDGET BILLING

Family of 4 (2A/2K)
Budget Billing amount of $144.15
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BUDGET BILLING

Property with Lawn Irrigation
Budget Billing amount of $620.96
BUDGET BILLING

• Pros
  • Budget billing can make budgeting easier
  • Budget billing helps avoid higher bills due to changes in seasonal usage patterns
  • Budget billing option available via current billing software

• Cons
  • Budget billing can lull people into consuming more water
  • Budget billing can result in a high year-end bill
  • Budget billing can result in an increased staff workload