

# EVANSTON ILLINOIS

## Public Works Agency Update

### Water Shut-Offs Follow Up Discussion

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September 25, 2017

# SHUT OFF HISTORICAL DATA

Year	Mailed Shut-Off Notices	Friday Prior to Start of Shut-Off	Accounts Turned Off
2015	2006	1139	402
2016	2003	1077	415
2017	948	588	234
<b>Total Number of Accounts</b>	14,400		
<b>Average # of Shut-Off Notices Mailed</b>	2,004 (13%)		
<b>Average # of Accounts Turned Off</b>	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*

Percent of residential revenues uncollected	No. of Respondents (%)
None	26 (9%)
0.1 to 1.0	176 (63%)
1.1 to 2.0	43 (15%)
2.1 to 3.0	17 (6%)
More than 3.0	16 (6%)

*Source: AWWA WITAF, March 2004*

# ASSISTANCE PROGRAMS

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

Shut-off Cycle	Percent of Residential Revenues Uncollected
June 27, 2017	0.62%
August 29, 2017	0.59%
*October 2017	1.66%

*\*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

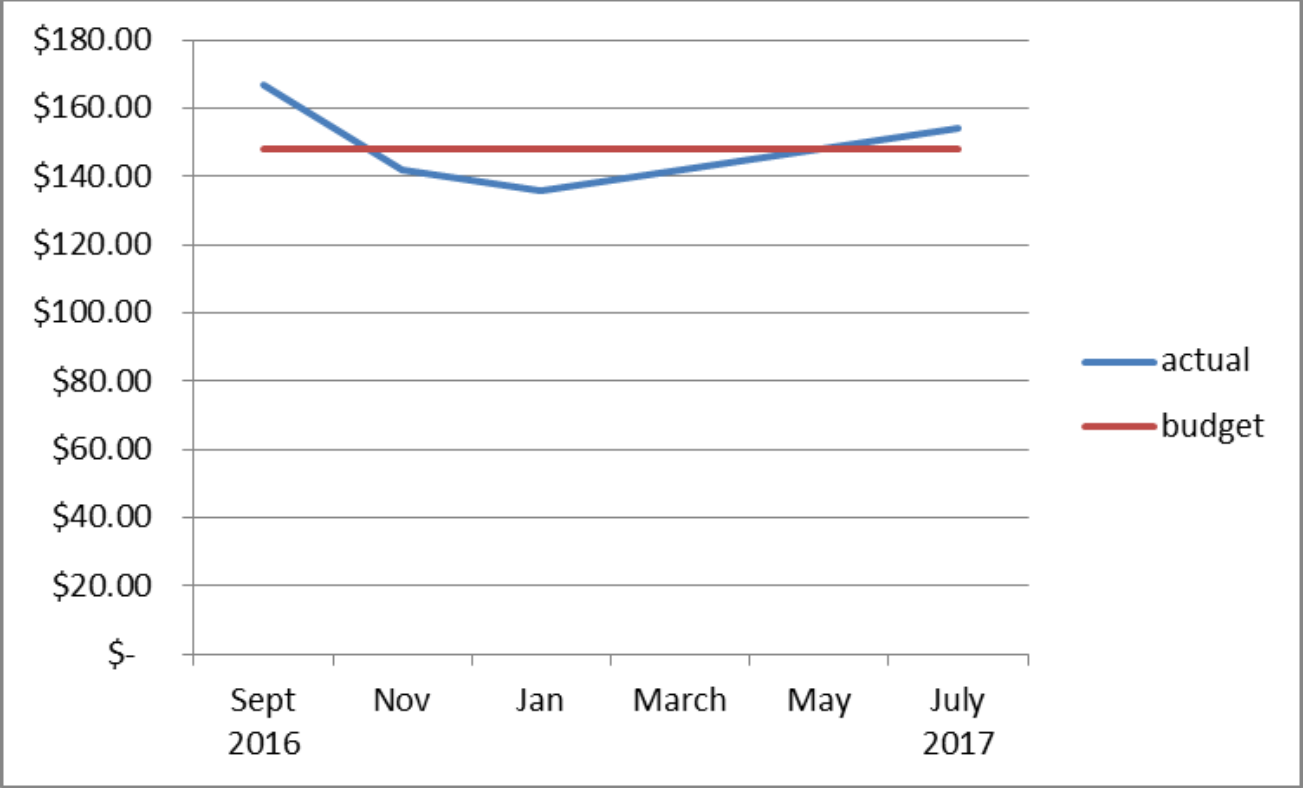
- Message appears on both 2<sup>nd</sup> and Shut-off notices/located at the top of both notices.
  - The City of Evanston has a number of assistance and outreach programs for customers experiencing difficulty paying their water bills.
  - Please contact us prior to the shut off date for information 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

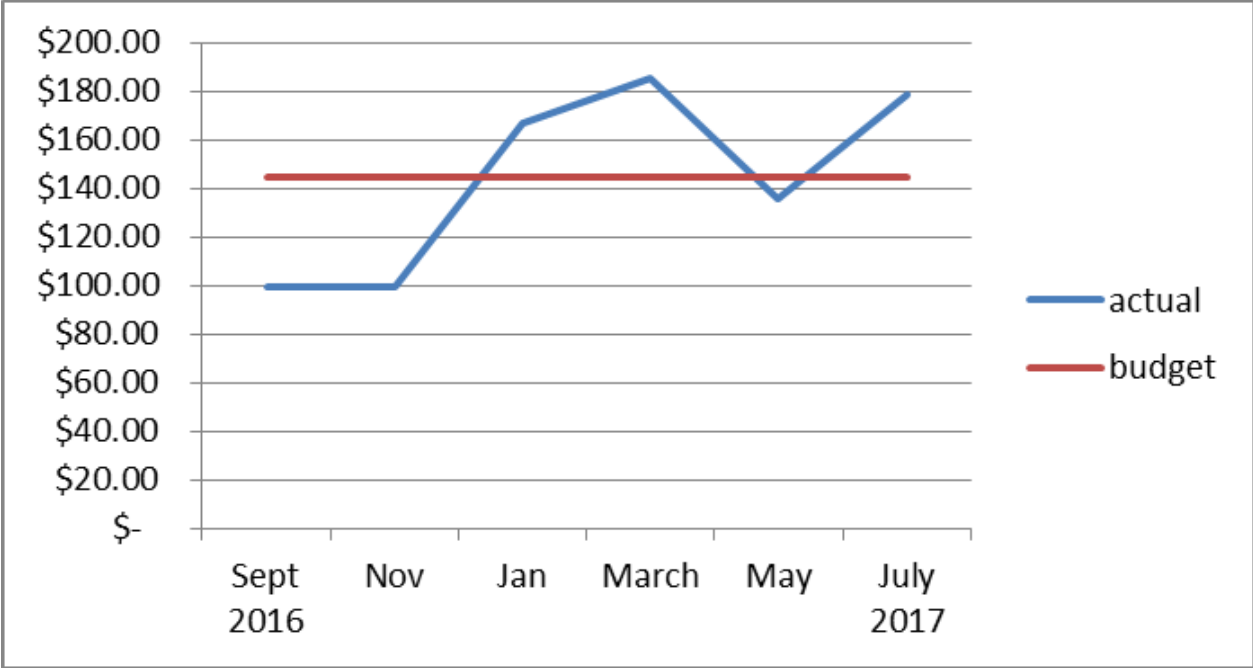


# BUDGET BILLING



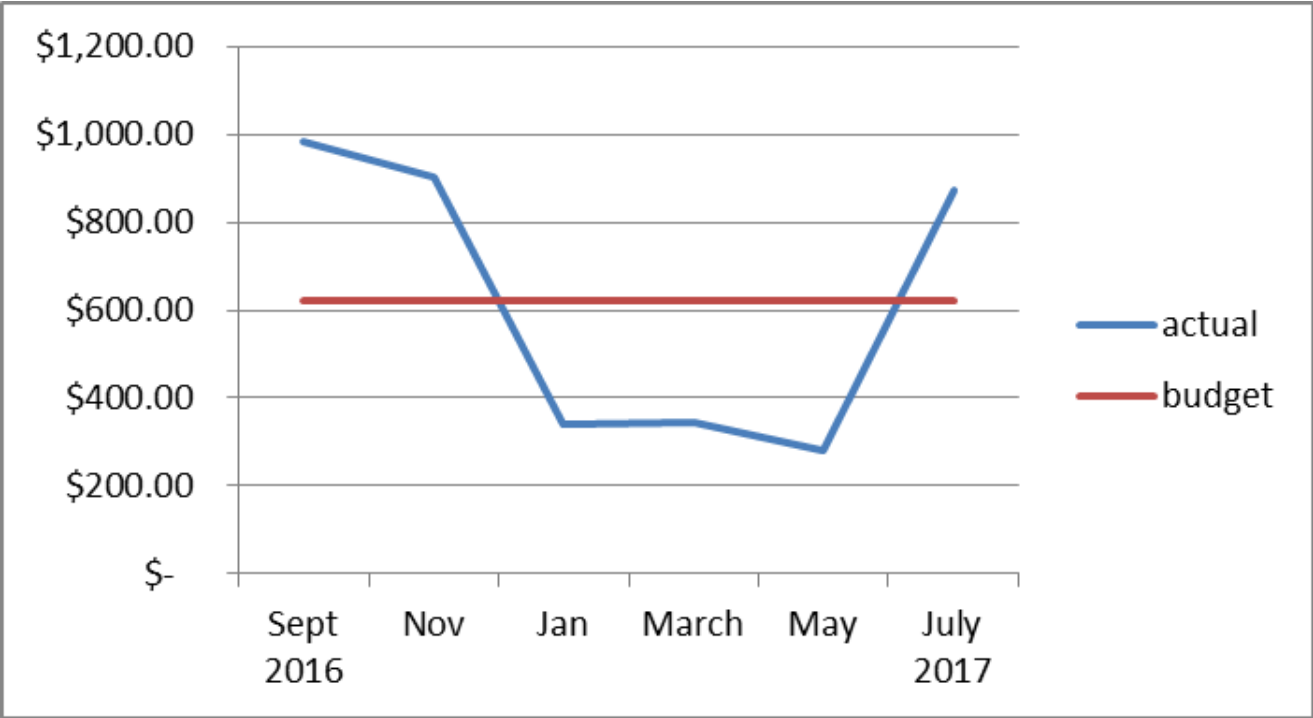
**Customer on Shut-off List  
Budget Billing amount of \$148.22**

# BUDGET BILLING



**Family of 4 (2A/2K)**  
**Budget Billing amount of \$144.15**

# 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