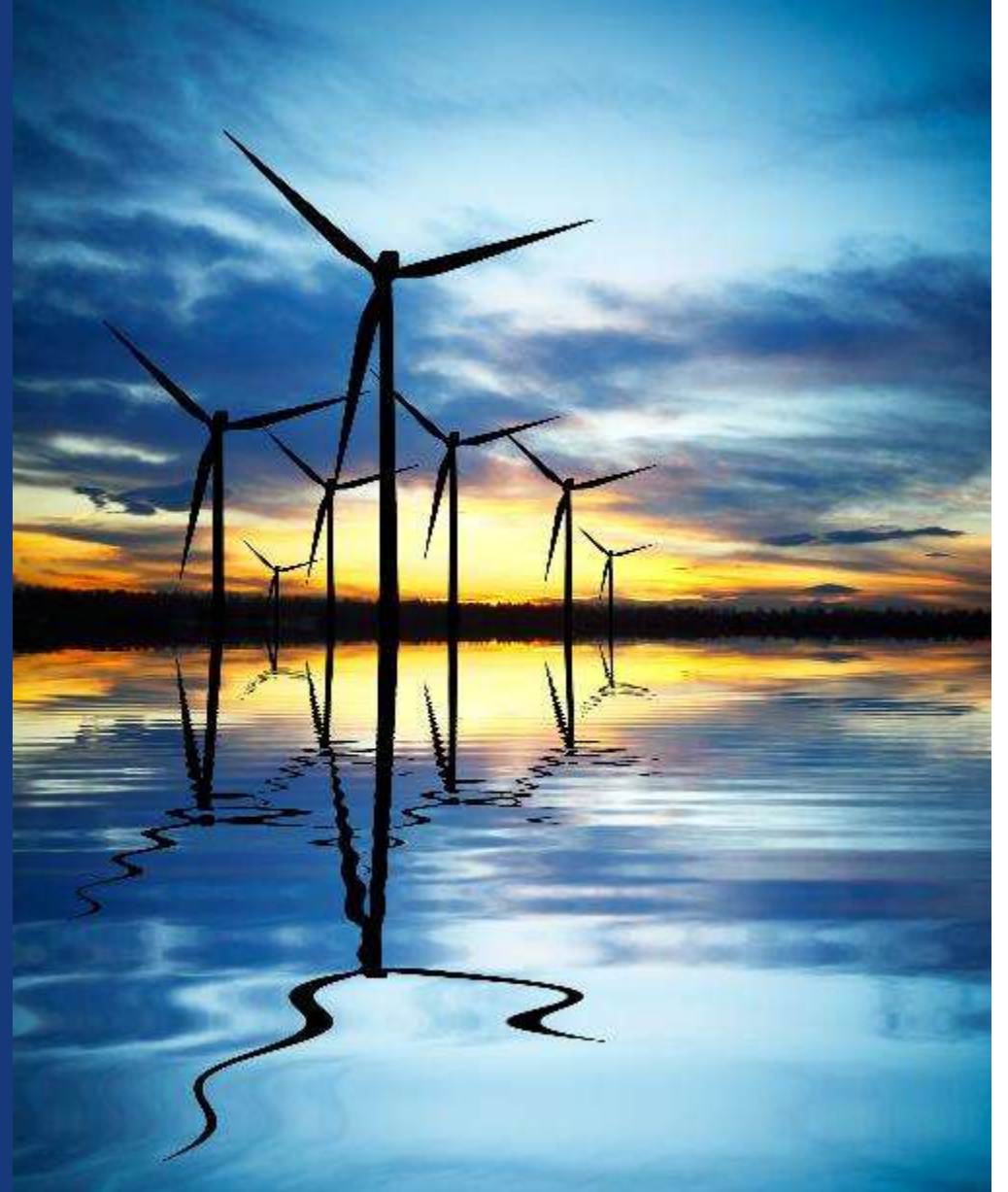


Equitable Benefits and Burdens

Andrea Abergel
Senior Regulatory Advocate

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Benefits and Burdens

- **Benefit**

- An advantage or profit gained from something

- **In utility terms → service (electric, water, sewer)**

- **Burden**

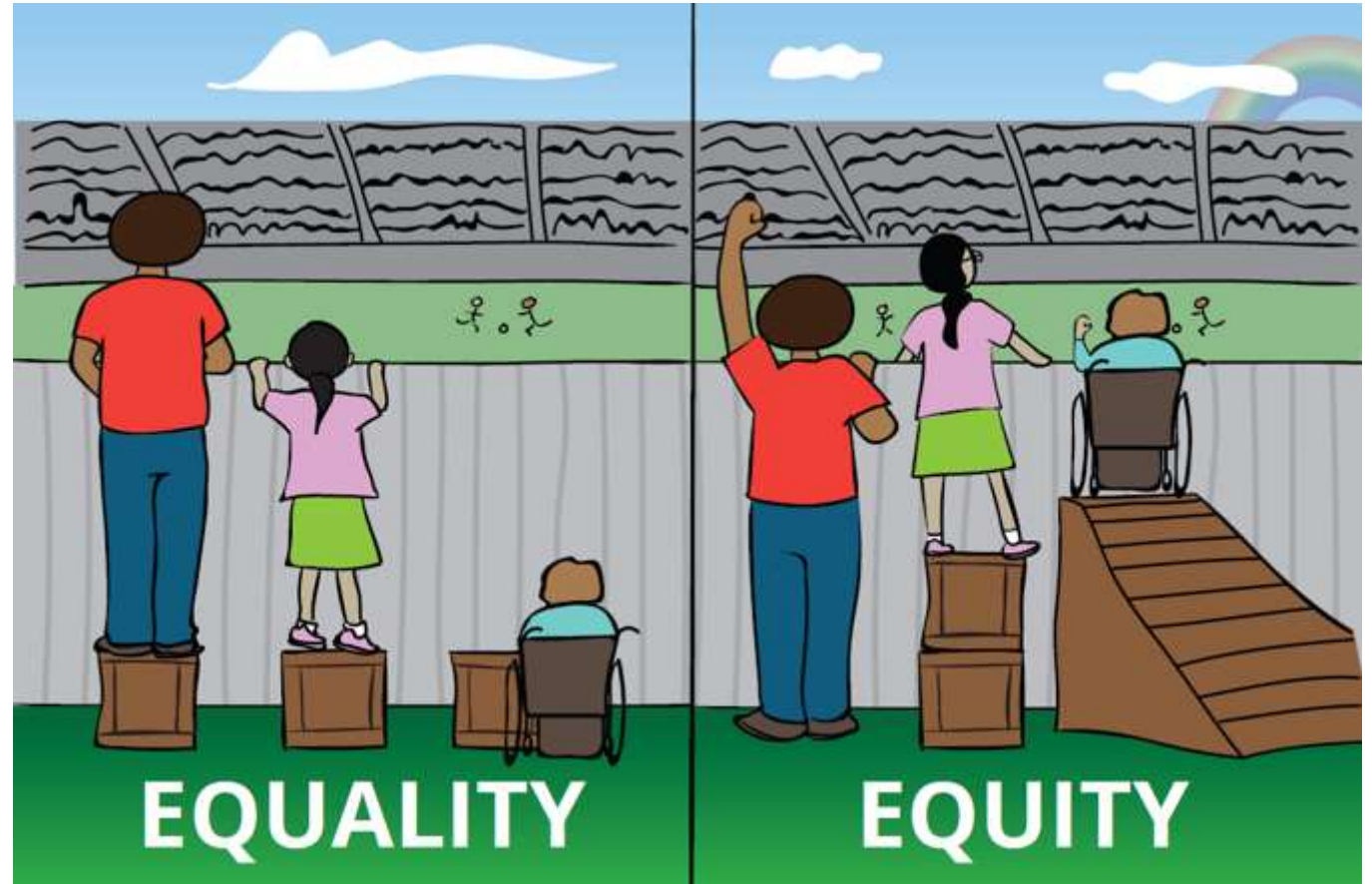
- A duty, responsibility that causes worry, difficulty, or hard work

- **In utility terms → cost of providing service**

When you talk about benefits and burdens, you should address equity

What is Equity?

- Fair and impartial
- Consider someone's background and experiences



Why should we care about equity?

- **Providing utility service to customers in an equitable manner**
 - **Acknowledge:**
 - Customers have different abilities to pay
 - Customers have different concerns, and
 - Same way of providing service cannot serve all customers fairly and impartially.
- Definition of EJ: “the fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of environmental laws, regulations, and policies.” (Cal. Govt Code section 65040.12(e))



CMUA

Environmental Justice

Policy Paper

- **Proposition 218**
 - Property-related fees must be related to cost of service
 - Limits how water agencies can set rates
- **Proposition 26**
 - Expands Prop 218 – any levy or charge is considered a tax
 - POUs need to show that rates reflect cost of service



CMUA Environmental Justice Policy Paper

- 1. Raise the Priority of Environmental Justice**
- 2. Promote Direct Engagement**
- 3. Build Staff and Organizational Awareness**
- 4. Build Partnerships to Address Environmental Justice Concerns in the Community**
- 5. Establish Environmental Justice Goals and Metrics**
- 6. Encourage Local Hiring**
- 7. Make Connections Between Community Needs and Institutional Effort**
- 8. Encourage Representation in Regulatory Decision-Making**
- 9. Share Experiences and Needs**
- 10. Build Partnerships for Financial Assistance**



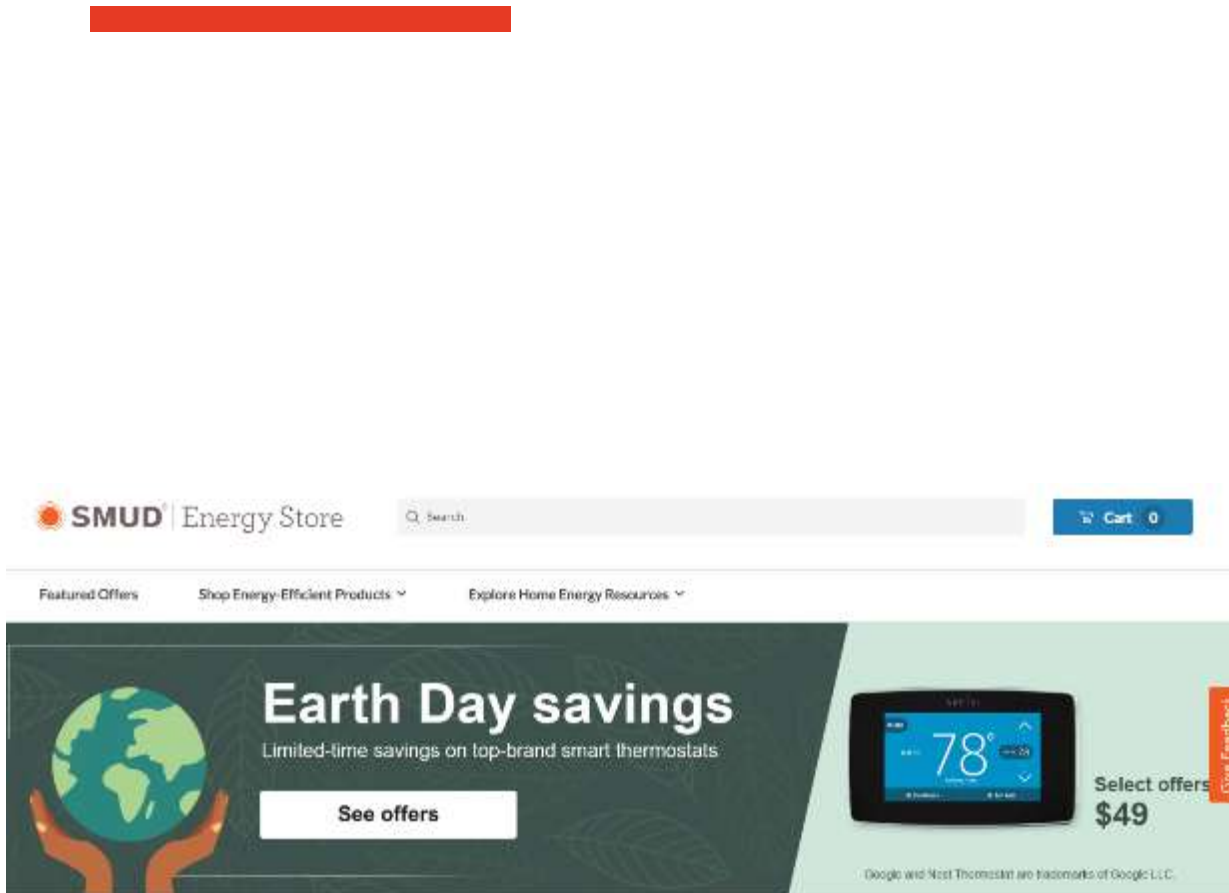
What are agencies doing?

Sacramento Municipal Utility District

- **Electric service**
- **Programs offered**
 - Rebates – live (appliances), drive, build (for commercial projects)
 - SMUD Cares
 - Low-income/ nonprofit discounts
- **Outreach and engagement**
 - Partnerships with City/County of Sacramento
 - Local events
 - Social media, mailers, email
 - Information in multiple languages



What are agencies doing? Sacramento Municipal Utility District



The screenshot shows the SMUD Energy Store website. At the top, there is a navigation bar with the SMUD logo, a search bar, and a cart icon. Below the navigation bar, there are three menu items: "Featured Offers", "Shop Energy-Efficient Products", and "Explore Home Energy Resources". The main content area features a large banner for "Earth Day savings" with the text "Limited-time savings on top-brand smart thermostats" and a "See offers" button. To the right of the banner is an image of a smart thermostat displaying 78 degrees. Below the thermostat image, it says "Select offers \$49" and "Give Feedback". At the bottom of the thermostat image, it says "Google and Nest Thermostat are trademarks of Google LLC".



The screenshot shows the SMUD Energy-HELP program page. At the top, there is the SMUD logo. Below the logo is a large image of a family silhouette (a man, a woman, and two children) holding hands, with a house in the background. Below the image is the heading "Help a local family in need keep the lights on!". The text below the heading reads: "Our Energy-HELP program partners with local charities to help pay the electric bills of qualified SMUD customers. You can help bring a fresh start and hope to our neighbors in need by adding a tax-deductible* donation to your monthly bill." Below this is a quote from a recent recipient: "A recent recipient shared how EnergyHELP helped him during hard times. 'Please let everyone know I am very thankful. Thank you to all who donate and are part of this program. I am a senior on a set income and with rent being so high, I barely have any money left.'" Below the quote is the heading "How does it work?" and the text: "You choose the amount to donate each month, then select which charity partner is to receive your contribution. They will then work with qualified SMUD customers to provide a one-time electric bill payment. 100% of your contribution goes towards helping pay the recipient's electric bill. The charity partner may provide additional services as needed, such as food, clothing, job training and childcare." Below this is the text: "Our community needs your support more than ever. For as little as \$5 a month, you can help local families in financial crisis keep their lights on." At the bottom of the page is a button that says "I want to support EnergyHELP". At the very bottom, there is a small note: "*Contributions are tax deductible to the maximum amount allowed by law. Please consult your tax advisor."



What are agencies doing?

East Bay Municipal Utility District

- **Water and Wastewater service**
- **Programs offered**
 - Customer Assistance Program
 - Conservation
 - Drought messaging
 - Landscape rebate program
- **Outreach and Engagement**
 - Traditional mailers
 - Advertisement on bus routes
 - Visual ad campaign
 - Adapting to change from COVID
 - Social media
 - Pandora campaign for 5-minute showers
 - Workshops/events



*East Bay
Municipal
Utility District*

What are agencies doing? East Bay Municipal Utility District



EBMUD – Translated Ads



請負責任地
享受用水

我們的社區正處於乾旱之中。
讓我們珍惜每滴用水，人人成
為節水高手。縮短淋浴時間，
修補漏水之處；每天節省
數以百計加崙的用水。

ebmud.com/drought

**make
every drop
count**
珍惜每滴用水



Solo un sorbo,
por favor

California se enfrenta
a una sequía y todos
tenemos que hacer
que cada gota de agua
cuenta. Riegue su
césped o jardín, no el
cemento, tres veces a la
semana como máximo,
y hágalo al anochecer o
al amanecer para evitar
la evaporación.

ebmud.com/drought

**make
every drop
count**
haz que cada gota cuente



Tận hưởng
có trách nhiệm

Cộng đồng chúng ta đang đối mặt
với hạn hán. Hãy tiết kiệm hết
mức bằng cách tận dụng từng
giọt nước. Rút ngắn thời gian
tắm và sửa các chỗ rò rỉ nước
có thể tiết kiệm hàng trăm
gallon nước mỗi ngày.

ebmud.com/drought

**make
every drop
count**
tận dụng từng giọt nước



What are agencies doing?

Riverside Public Utilities

- **Electric, water, and wastewater service**
- **Programs offered**
 - Energy Savings Program – low-income direct install
 - SHARE – low-income assistance program
- **Outreach and engagement**
 - Info on back of bill
 - Social media
 - Presence at local events
 - Info in multiple languages
 - Location centers for information



What are agencies doing? Riverside Public Utilities District

The screenshot shows the Riverside Public Utilities District website. The main navigation bar includes links for 'RIVERSIDE ENERGY', 'RIVERSIDE WATER', 'RIVERSIDE GAS', 'PUBLIC UTILITIES', and 'HOME-BASED SOLUTIONS'. The page title is 'RIVERSIDE PUBLIC UTILITIES'. The main content area is titled 'About' and 'Assistance Programs'. It features a sidebar with links for 'Start/Stop Service', 'Utility Bill', 'Assistance Programs', 'About', 'SHARE (English)', 'SHARE (Spanish)', 'Utilities', 'Energy Savings Assistance Program', 'Emergency Recovery Assistance Program', 'LHEAP', 'SB 298 - Water Shut-off Protection Act', 'Rates', 'Rebates', 'Solar Info', 'Our Water', 'Our Energy', 'Customer Communications', and 'Contact Us'. The main content includes a section for 'EMERGENCY RECOVERY ASSISTANCE PROGRAM (ERAP)' and 'SHARING HOUSEHOLDS ASSIST RIVERSIDE'S ENERGY (SHARE)'. There are also images of a hand writing on a document and a family smiling.



RPU SHARE PAYMENT ASSISTANCE PROGRAM INTAKE APPLICATION

Basic Information	Applicant's Last Name		First Name		M.I.		XXX - XX Social Security Number		Phone Number			
	Applicant's Address							How did you hear about SHARE?				
	Total number of persons living in household including applicant:				Household Members (Please include separate sheet for additional household members)							
	Utility Account Number:		Type of Utility Service: <input type="checkbox"/> Electric <input type="checkbox"/> Water		Name		Relationship to Applicant		Type of Income		Age	
Utility Service in Name of:												
Ages 2 - or younger												
Ages 3 - 5 years												
Ages 6 - 17												
Ages 18 - 59 (Adult)												
Ages 60 or older (Senior)												
Deceased												
Income Verification	Type of Income (for every member of the household - last 4 weeks)										Income	
	1. Paychecks (Gross salary, wages, benefits, bonus, overtime and net income from self-employed)											\$
	2. Federal or State Assistance Programs (CalFresh/SNAP, CalWorks/TANF, LHEAP, Medi-Cal/Medicaid, Healthy Families A&E, National School Lunch Program, SSI, WIC, Bureau of Indian Affairs)											\$
	3. SSI/SSP or SGA (Please add, if both benefits are granted)											\$
	4. Pensions (Retirement benefits, insurance benefits, Disability Insurance, Workers Comp)											\$
	5. All other income, specify (Child Support or Alimony, Savings, Investment, interest, Jury Duty Pay, Unemployment Insurance)											\$
	6. No Income (Please state reason and length of time of no income) Must provide documentation:											\$
TOTAL:										\$	0	
Applicant's Signature	1. I hereby authorize Riverside Public Utilities (RPU) and/or Community Action Partnership (CAP) to examine all employment, income, utility, and other records pertinent to my application for energy assistance. 2. I hereby authorize RPU to release information regarding my bills past and future, to CAP. 3. I certify that I am temporarily unable to pay my energy bills. 4. I certify that I am solely or jointly responsible for payment of the utilities for this address. 5. I certify under penalty of perjury that all information herein is true and correct to the best of my knowledge and that I have read the Privacy Notification.											
	Applicant's Signature			Date			Witness Signature if Applicable					
Energy Savings Assistance Program	The information on this application will be used to determine and verify my eligibility for assistance. By signing below, I give my consent (permission) to RPU, its contractors, consultants, other federal, state or local agencies (RPU Partners) and to my utility company and its contractors, to share information about my household's utility account, energy usage and/or other information needed to provide services and benefits to me as described at the end of the form.											
	Applicant's Signature			Date			PLEASE DO NOT WRITE BELOW THIS LINE					
Energy Needs Verification	AGENCY USE ONLY											
	Deposit Notice:		Amount of Bill:				Danger of Disconnection:					
Current Assistance:		Current Assistance:				<input type="checkbox"/> Yes <input type="checkbox"/> No						
		Last Date of SHARE Assistance:										
Agency Approval	Monthly:		<input type="checkbox"/> Yes <input type="checkbox"/> No									
	Emergency/Deposit:		<input type="checkbox"/> Yes <input type="checkbox"/> No		Intake Worker's Signature			Intake Worker's Name (Print)				
							Date					

Please return completed application and copies of documents to one of the following locations:

Community Action Partnership
2008 Iowa Ave. Suite 8-101/8102, Riverside, CA 92507

RPU Customer Resource Center
3025 Madison St, Riverside, CA 92504

What are agencies doing?

Eastern Municipal Water District

- **Water, wastewater, and recycled water service**
- **Programs offered**
 - Landscapes for Living
 - Outdoor water use efficiency program – rebates and free installation
 - Payment programs
 - Payment extension, level payment, EMWD assist
- **Outreach and engagement**
 - FAQ + other documents in multiple languages
 - Online, social media, videos in multiple languages
 - Reach out to communities to understand need
 - Advertisement with legislative offices to communities

What are agencies doing? Eastern Municipal Water District

The screenshot shows the Eastern Municipal Water District (EMWD) website. At the top left is the EMWD logo. To the right is a 'Menu' button with a hamburger icon. Below this is a dark blue navigation bar with a hamburger icon and the text 'CUSTOMERS MENU'. Underneath, the heading 'Payment Assistance Programs' is displayed. Below the heading is a circular infographic with 'PAYMENT ASSISTANCE PROGRAMS' in the center. Six icons are connected to the center by lines: 'Payment Arrangements' (calendar), 'Level Payment' (dollar sign), 'Help2Others' (water drop), 'Water Budget Based Rates' (bar chart), 'Payment Extensions' (calendar), and 'Additional Support at emwd.org' (globe).

PREGUNTAS
FRECUENTES

emwd EASTERN MUNICIPAL WATER DISTRICT

1 ¿Qué es *Landscapes for Living*?

Landscapes for Living es un nuevo Programa de Eficiencia de Uso del Agua en Eastern Municipal Water District (EMWD) que ofrece reembolsos e instalación gratuita de equipos de ahorro de agua para ayudar a clientes residenciales a reducir el consumo de agua en el exterior. Los residentes pueden recuperar **hasta el 100%** de los costos del proyecto y obtener jardines hermosos de bajo mantenimiento y de uso eficiente de agua. El programa ofrece instrucciones paso a paso gratuitas, instalación gratuita de equipos de ahorro de agua, atención al cliente y ejemplos de diseño de jardines para obtener inspiración.



2 ¿Quién es elegible para participar?

Todos los clientes residenciales de EMWD, con jardines delanteros y traseros que necesitan agua constantemente, son elegibles para participar en Landscapes for Living.

3 ¿Cuál es la vigencia del programa?

Landscapes for Living estará vigente del verano 2021 a junio 2022.

4 ¿Debo quitar mi césped para participar en el programa?

¡No! Entendemos que a muchos propietarios les gusta tener césped en sus jardines. Aún puede participar en el programa sin quitar su césped, instalando equipos de consumo eficiente de agua para ayudarlo a ahorrar dinero y agua.*



What can you do?

- **Start small**
 - Get management engaged and excited
 - Understand your community composition
 - Reach out to community-based organizations
- **Thinking bigger**
 - Integrate environmental justice in policy decisions
 - Invite environmental justice advocates to participate in utility decisions
- **The goal – equitable benefits and burdens**



Contact Info

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