



ENVIRONMENTAL SERVICES
CITY OF PORTLAND
working for clean rivers



Utility Rate Hearing

Michael Jordan
Bureau of Environmental Services

Gabriel Solmer
Portland Water Bureau

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Mission and Budget Objectives



Mission:

Preserving and restoring the health of Portland's watersheds.

Objectives:

- Maintain existing levels of service
- Advance Equity Plan priorities
- Continue asset maintenance and reinvestment
- Ensure regulatory compliance and environmental leadership
- Promote long-term financial sustainability

Mission and Budget Objectives



Mission:

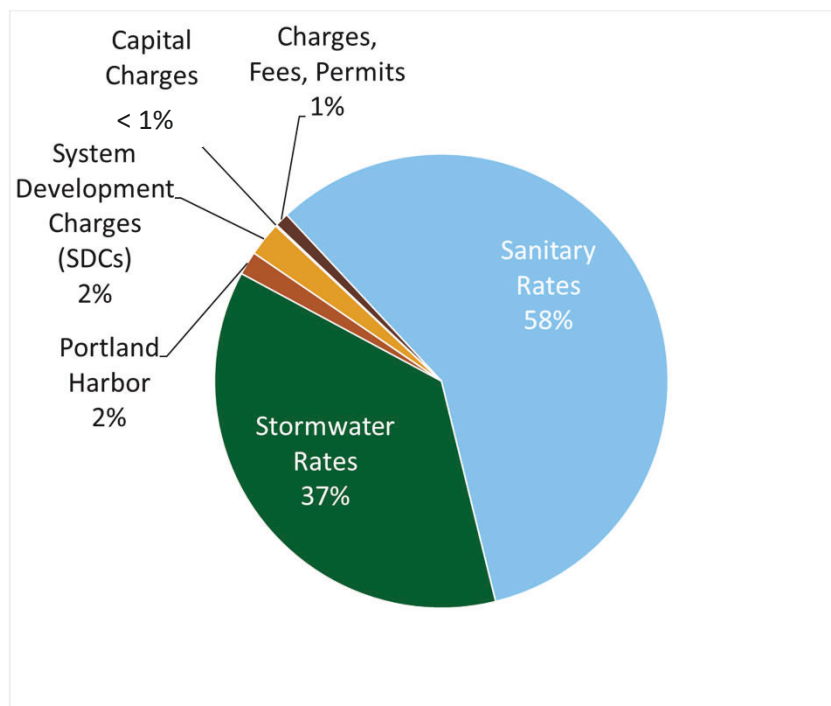
Serve excellent water every minute of every day.

Objectives:

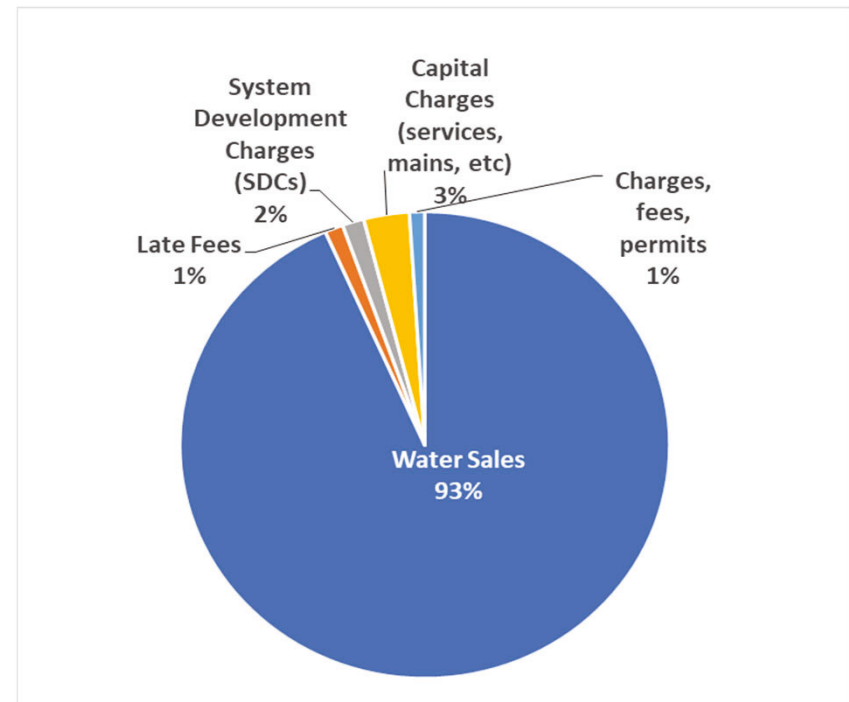
- Prioritize public health
- Meet or exceed regulatory standards
- Maintain our system, now and for future generations
- Increase seismic resilience and improve infrastructure
- Use resources wisely to ensure affordability

Rate and Fee Revenues - FY 2021-22

BES
\$364.9 million



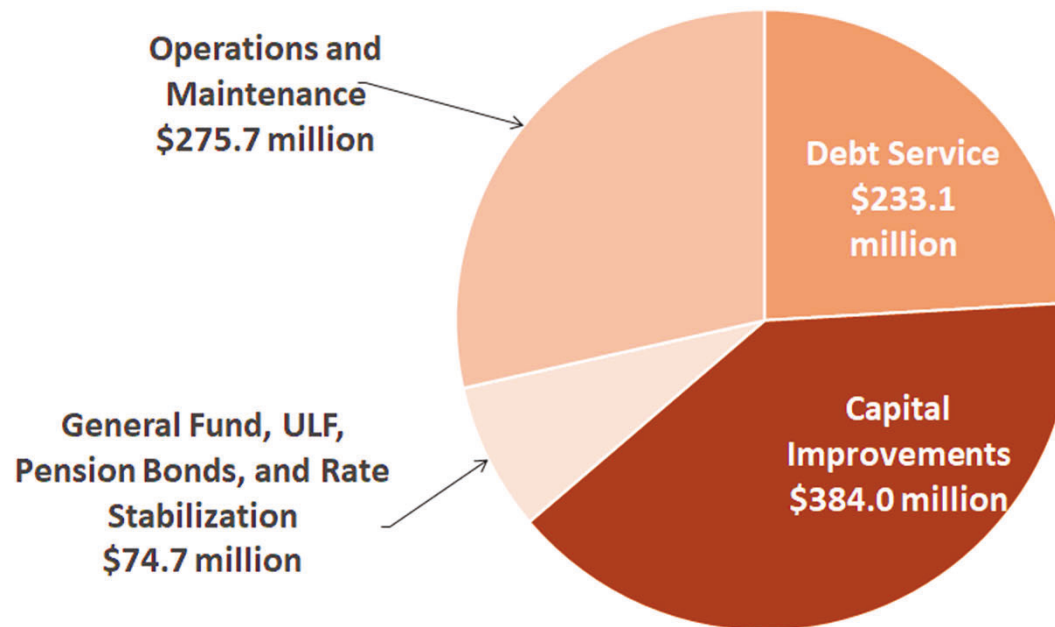
WATER
\$226.8 million



Combined Annual Rate + Fee Revenue =
\$591.7 million

Total Budgeted Expenditures - FY 2021-22

Combined utilities budget = \$1 Billion



BES Requested Budget — \$596.3 million

Water Requested Budget — \$417.2 million

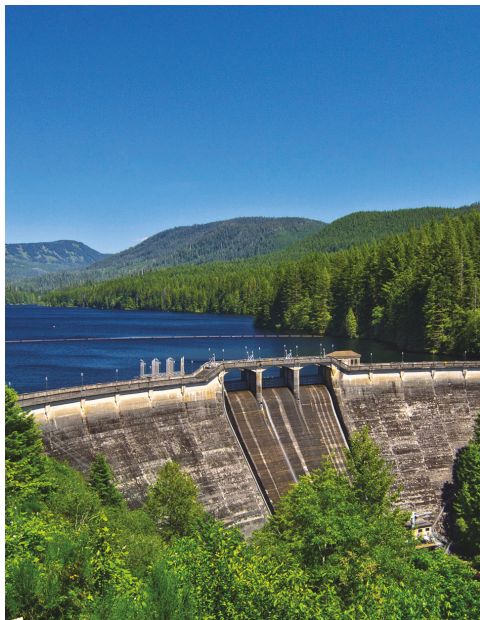
Condition of Assets by Bureau

Estimated Combined Asset Value: \$30.1 Billion



Source: 2019 Asset and Condition Report

Infrastructure Investment



- Ongoing system maintenance
 - Regulatory compliance
 - Seismic and climate resiliency
 - Equitable economic recovery
-

Water/BES Combined 5-Year Capital Improvement Plan = Over \$2.1 Billion

FY 2021-22 Rate Ordinance

Retail Rates

Water Request: 7.8%

BES Request: 3.15%

Combined utility bill increase: 4.9%

System Development Charges

Water Request: 8.4%

BES Request: 1% to 8%

Example 1:

Combined SDC for a single-family residential dwelling increases by 4.0%

Example 2:

Combined SDC for an industrial park with 2 large buildings increases by 6.3%

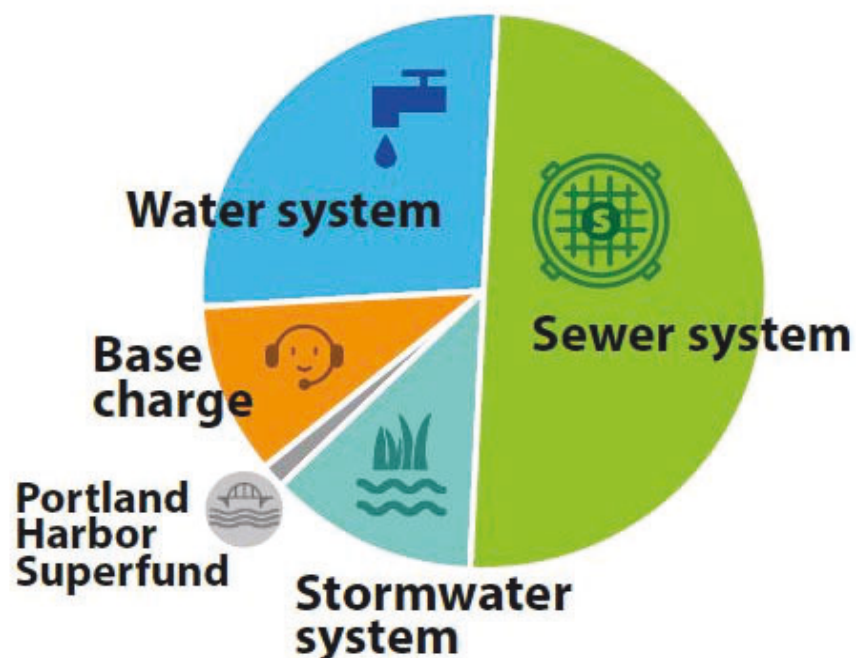
Other Fees and Charges – No change in FY 2020-21

Water Request: At full cost recovery

BES Request: Increases to no more than 5% for most

Understanding your Sewer/Stormwater Bill

Where does the money go?



Water system, including water treatment, protection of drinking water sources, pipes, tanks, and fire hydrants



Sewer system and sewage treatment, including pipes that keep sewage out of Portland's rivers



Stormwater system, which manages water runoff from hard surfaces like streets, roofs, and parking lots



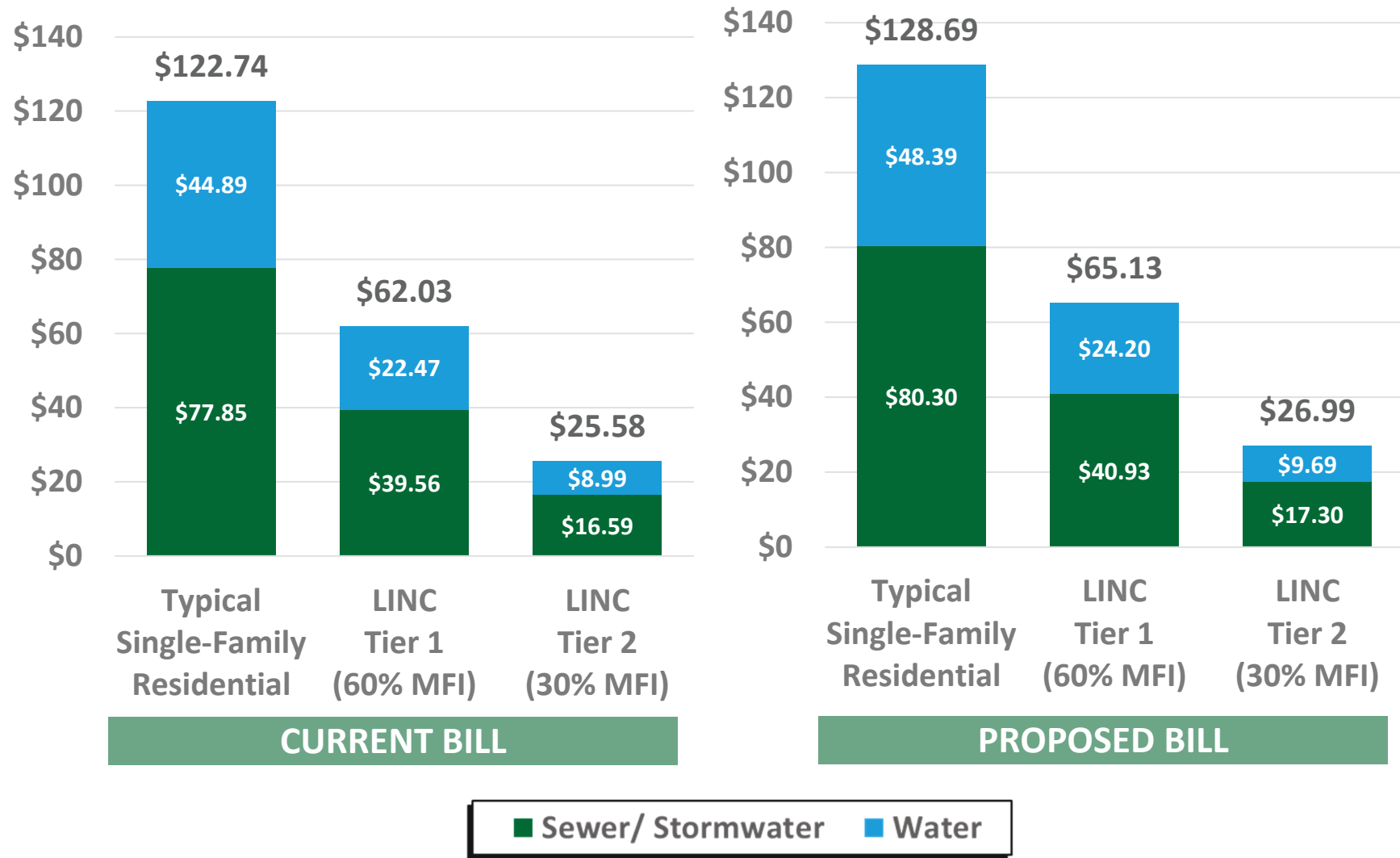
Portland Harbor Superfund, helping clean up the Portland Harbor



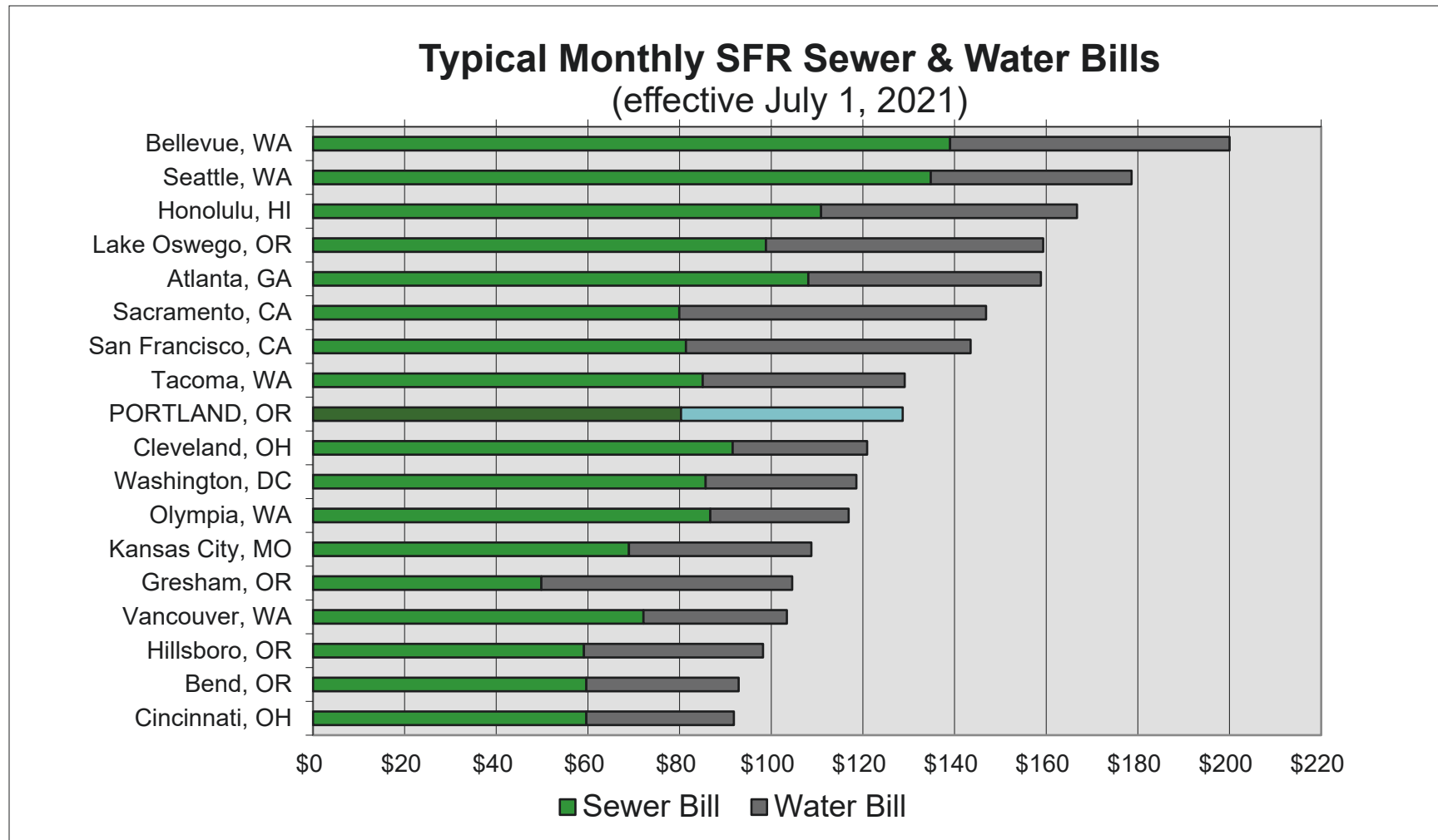
Base charge, to provide customer service, billing, and water meter reading

Typical Monthly Bill

Single-Family Residential Water and Sewer/Stormwater

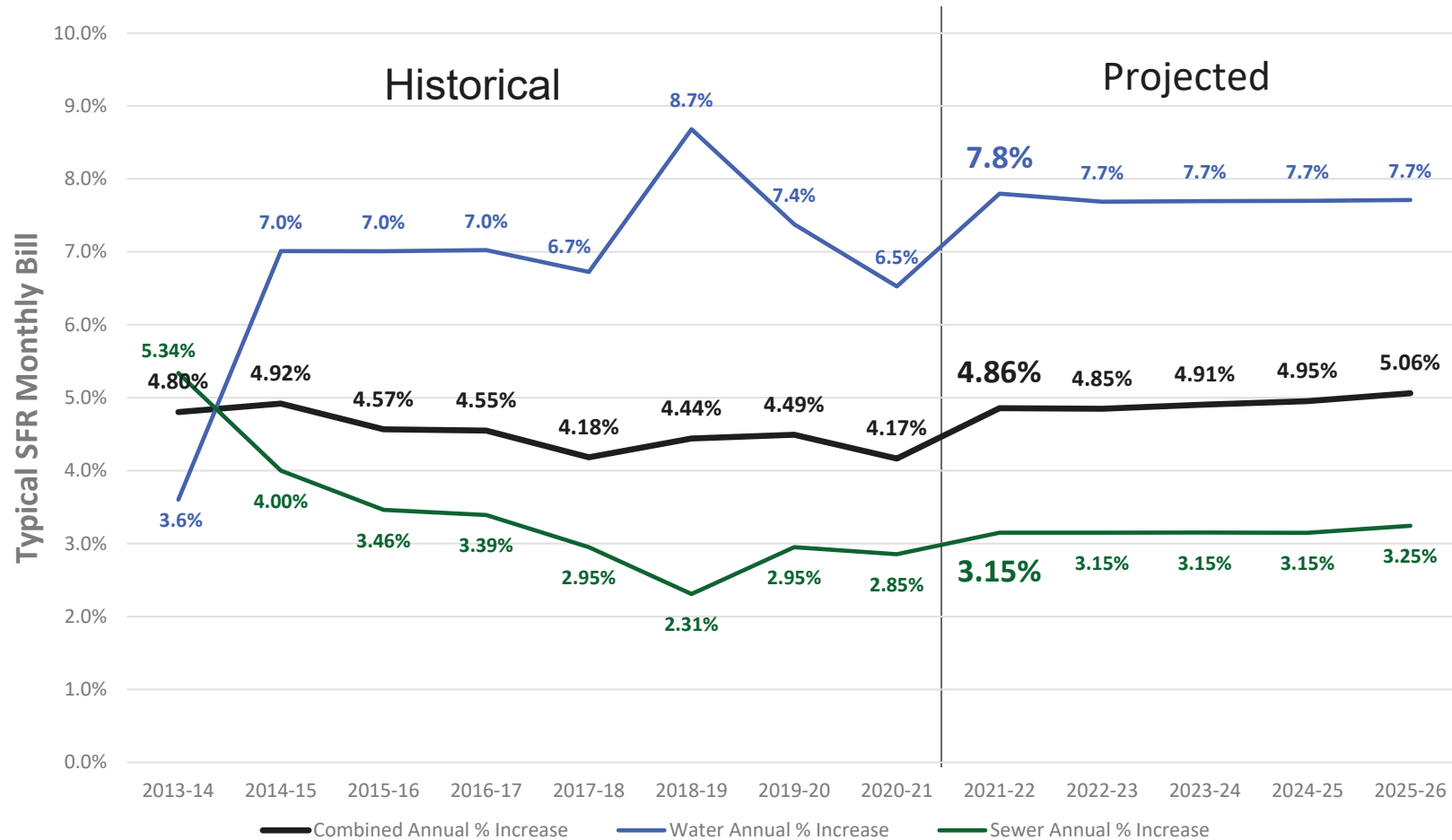


Comparison to Peer Utilities



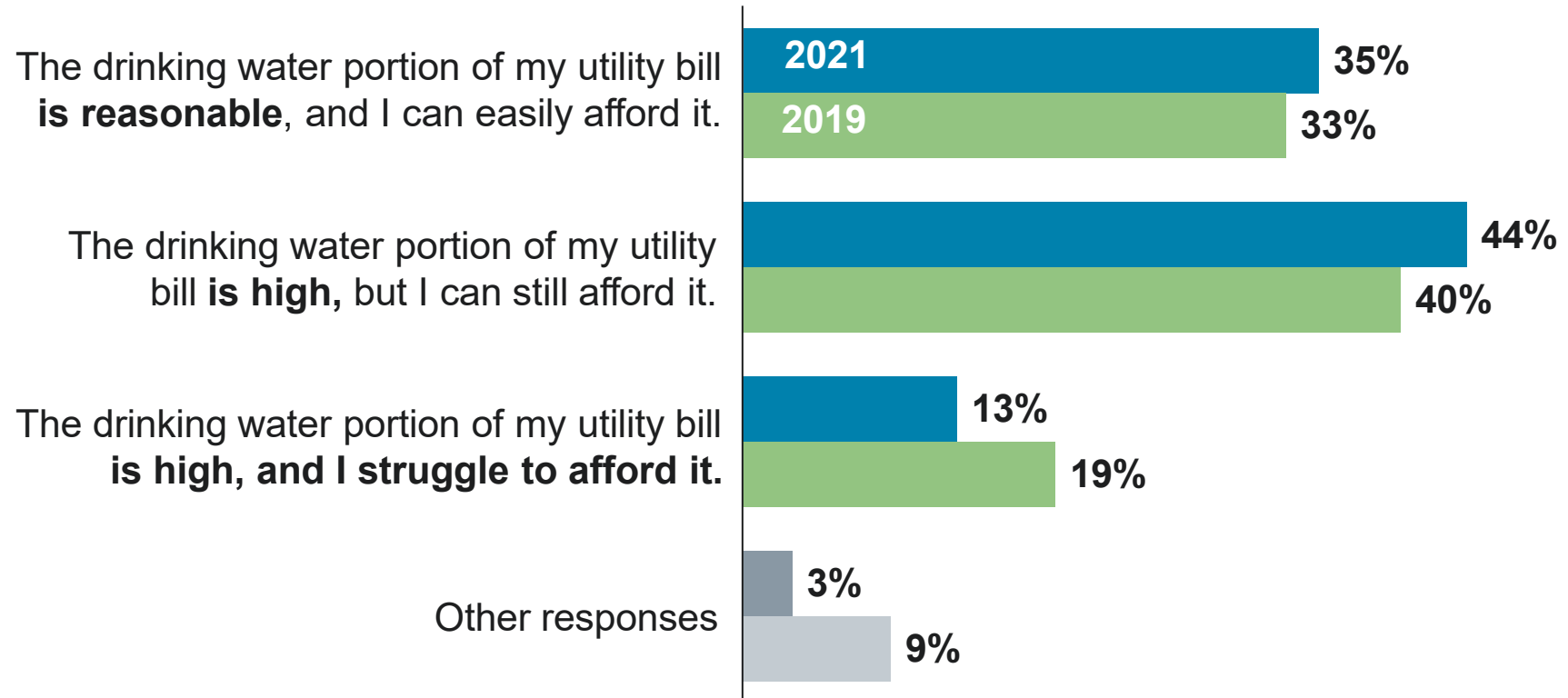
Combined Rate Projection

Historical & Projected Percentage Increases of Typical Single-Family Residential Monthly Bill by Services Type



Survey – Bull Run Treatment Projects

Recent survey reinforces focus on affordability to who are struggling to afford their utility bill.



Source: DHM RESEARCH | B&W PDX WATER BUREAU BULL RUN TREATMENT PROJECTS SURVEY | MARCH 2021

Affordability



- ✓ Tier 1 & Tier 2 bill discounts
- ✓ Crisis assistance
- ✓ Utility Safety Net Program
- ✓ Leak Repair Assistance
- ✓ Payment plans and temporary waiver of eligibility requirements
- ✓ Emergency rent assistance
- ✓ Clean River Rewards

Outreach to Customers

- ✓ Call-outs by staff to the most delinquent/aged accounts
- ✓ Call-outs by staff to accounts with Payment Arrangements terminated
- ✓ Reminder Notices with revised language recommended by Behavioral Insights
- ✓ Auto-dailer calls to past-due accounts owing at least \$115 and over 42 days past due using suggested language recommended by Behavioral Insights
- ✓ Letters to accounts qualified for bill discount without full verification or information
- ✓ Call-outs by staff to past-due accounts in Financial Assistance Program
- ✓ Resume final billed accounts collection through Collection Agency

Questions

