



# WATER AFFORDABILITY ACADEMY



## AGENDA AT-A-GLANCE

The Water Affordability Academy is an interactive 5-part workshop led by leading national experts. The modules are designed to provide ample time for discussion and engagement from participants. Cities are encouraged to invite multiple staff.

### Wednesday, October 6

#### **Module 1: Sustainable Utility Planning & Water Affordability 101**

Led by Howard Neukrug, Former Commissioner, Philadelphia Water Department & Executive Director, The Water Center at Penn

- Group introductions
- Setting the Scene for Water Affordability in New York State
- Metrics for Water Affordability
- Water Affordability: Not a 'one size fits all' approach

### Wednesday, October 13

#### **Module 2: Operational Efficiencies on Triple Bottom Line Basis**

Led by Andy Kricun, Former Executive Director, Camden County Municipal Utilities Authority & Senior Advisor, The Water Center at Penn

- Water Utility Balance
  - Balancing act of investing in infrastructure at an affordable cost
  - What happens when moratoriums end?
- Reducing Operational Costs
  - More thoughtful and intentional operations
  - Timely asset management
- Innovative technology in operational efficiencies related to water affordability
- Case Study: Camden County Municipal Utilities Authority

### Wednesday, October 20

#### **Module 3: Rates & Customer Programs**

Led by Joanne Dahme, Former Deputy Commissioner for Communications, Philadelphia Water, Senior Advisor, The Water Center at Penn; and Omar Nazem, Treasurer, New York City Water Board

- The Basic of NYS Water Rates
  - Every utility should choose a rate structure that works for their utility to meet capital and customer needs
  - Billing Best Practices
    - Transparency on amount on bill - an approach to equity
    - Opportunities with metering and rate cases
  - The Balance: Moratoriums and CAPs
- NYC Case Study: Affordability Efforts happening at the City level
- Community Assessment and Partnerships and Low administrative lift CAP options and Programs Plans
- Key Partnerships
- Low administrative lift CAP options and Programs Plans

## Wednesday, October 27

### **Module 4: Communications & Customer Engagement**

Led by George Hawkins Esq., former General Manager, DC Water & Founder, Moonshot LLC

- Identifying Goals for your Communication Plan
  - Build a relationship with rate base
  - The role of communications in encouraging transparency between utility and customers via the water bill
- DC Case Study
- Role of Communications & Community Engagement in Building/Implementing an Affordability Plan
  - Best communication practices to prepare for shut-off moratorium ending

## Wednesday, November 3

### **Module 5: Implementing Your Utility's Plan**

Led by OJ McFoy, General Manager, Buffalo Sewer Authority & Karl Russek, Director of Programs and Applied Research, The Water Center at Penn

- Summary of best practices from the Academy
  - Short Game: Identifying/ Receiving Funds & Implementing Projects
  - Long Game: Planning to Implementation
- Anticipating & Overcoming Obstacles to Innovation and Ensuring Affordable Services for your Communities Most Vulnerable Households