

Serving our customers

Fixing Leaks, Saving Wallets: Tacoma's Water Service Line Grant and Loan Program

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Program Drivers

- AMI mass deployment commenced in 2021
- Risk of old and potentially degraded service lines breaking due to the disruption caused by the meter replacement
- Spot repair or partial replacement of service lines likely to be inadequate
- COVID contributing to financial constraints for customers
- Longside or “shoestring” service lines prohibitively expensive, unexpected cost for customers



The Solution

Advanced Meter Customer Side Repair Policy

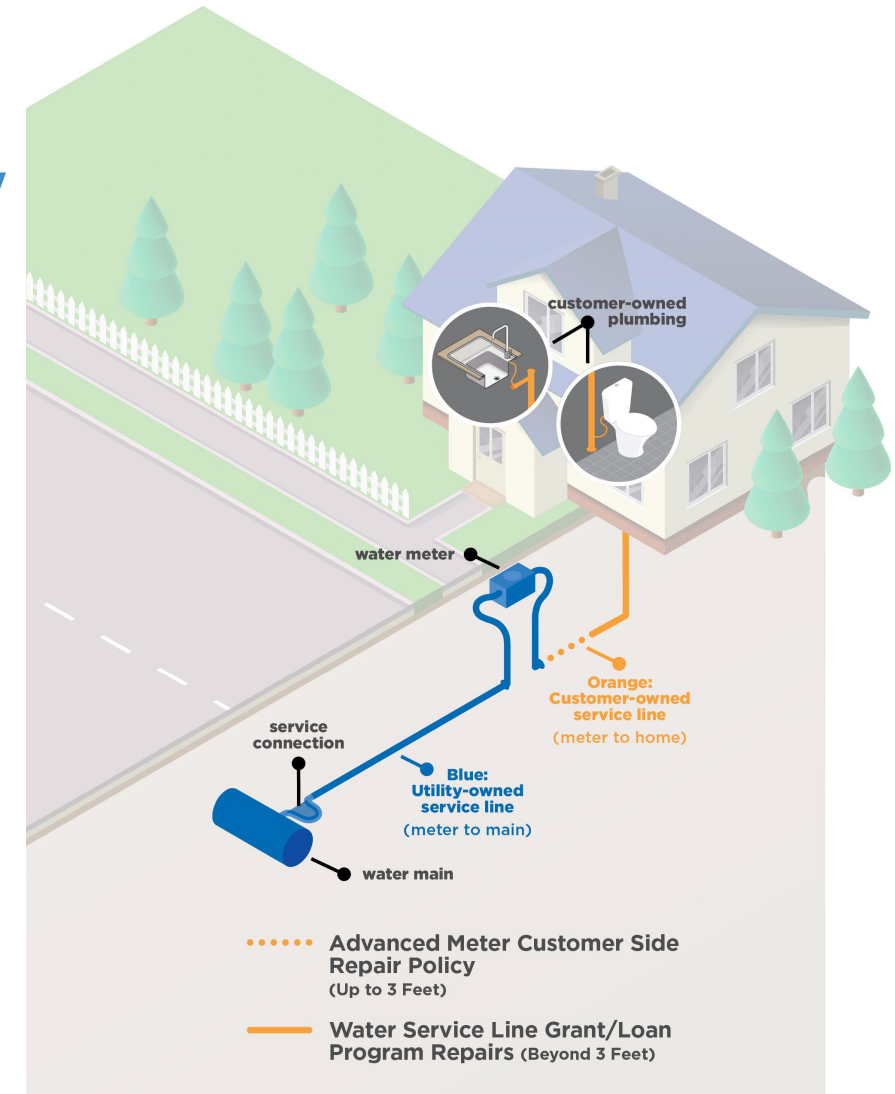
Limited duration – during water AMI mass deployment

Water Service Line Grant and Loan Program

Intended to extend beyond scope and duration of advanced meter project

Claims process for all other customers

If damage or claimed customer impact is disputed or exceeds the criteria listed



Water Service Line Grant and Loan Program

Financial assistance for replacing an aged or leaking water service line (meter to where line enters house).

- Zero interest loan
- Grant for income-qualified customers

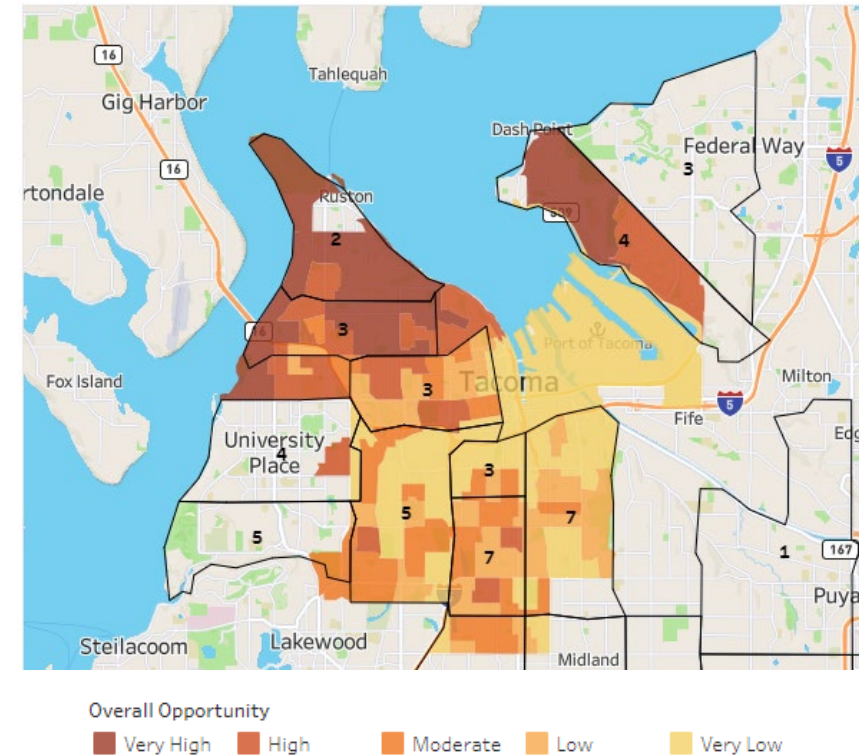
Requirements

- Residential water customers only
- Homeowners only
- Must have an active leak or “end of life” condition
- Must use a licensed, insured, bonded contractor
- Estimate must be reviewed and revised to align with program requirements
- Only full water service line replacements

Equity-Informed Program Design

- Vehicle for enrolling customers in TPU's utility bill assistance programs
- \$5k Grant available for income-eligible applicants with deferred loan for additional repair costs
- No interest loan offering for non-income eligible customers
- Scalable loan repayment terms to keep payments manageable
- No credit check

Equity Index Map



Supporting Conservation

- AMI-enabled leak alerts identify opportunities for water conservation and finding leaks
- Grant and loan program expedites the process of fixing an active leak
- Quick action reduces unnecessary water consumption by the customer, and avoids multiple “patch” repairs and associated leak adjustments



The Early Years

April 2021 – June 2022

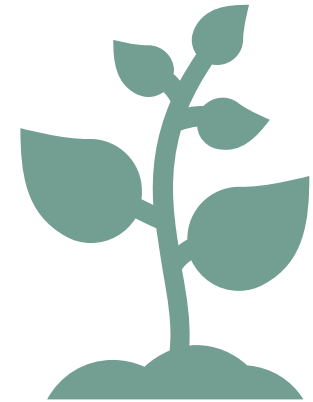
- One qualified replacement
- Not actively promoting program
- Evaluation of program and processes for improvement, refinement, and expansion

June 2022 – Program Expansion

- Expanded eligibility to include all residential water customers with 5/8" – 1" meter



- After expansion, immediate influx of qualified applicants were assisted with replacements
- 54 total repairs funded to date (43% grants)
- 13 trusted contractors added to the list
- Multiple service line replacements decisioned within business day
- Additional expansion to include End-of-Life repairs



The Data *(as of 7/16/24)*



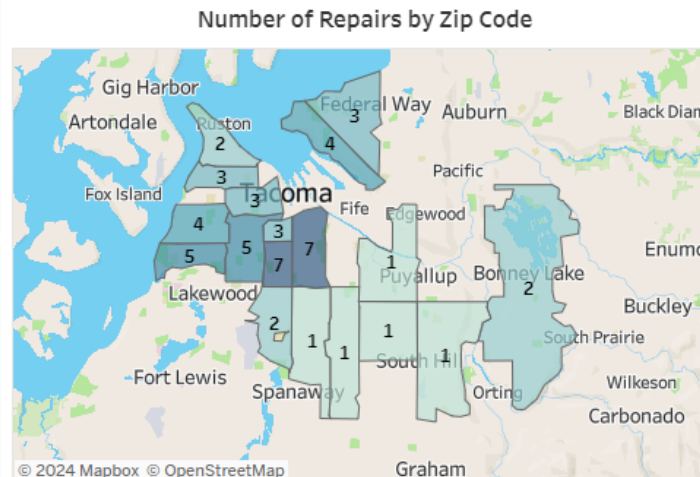
Water Service Line Grant and Loan Program Summary

Number of Repairs Funded	Number of Grant Repairs	Average Repair Project Total	Appx. Feet of Line Replaced	Calculated Water Saved (GAL)
56	23	\$7,720	3,461	103,337,340 <small>①</small>

Total Repair Assistance Issued	Total Grant Funds Awarded	Total Deferred Loan Assistance	Total Standard Loan Assistance
\$418,942	\$113,357	\$48,848	\$256,737

New LIE <small>①</small> Enrollments	New BCAP <small>①</small> Enrollments
10	10

Total LIE Savings to Customers	Total BCAP Savings to Customers
\$7,977	\$9,372



- Data updates daily
- Monthly email push to stakeholders

What's Next?



- Refined reporting: active cases dashboard
- Targeted customer outreach: “Shoestring” water service lines
- Sample contractor estimates for reference
- On target to exhaust existing funding before end of year
- Budget request for next biennium: \$605k

