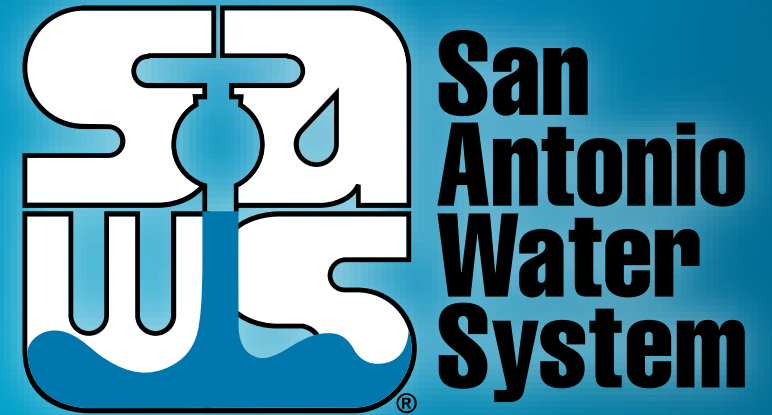


# Customer Delinquencies

Mary Bailey

VP – Customer Experience & Strategic Initiatives

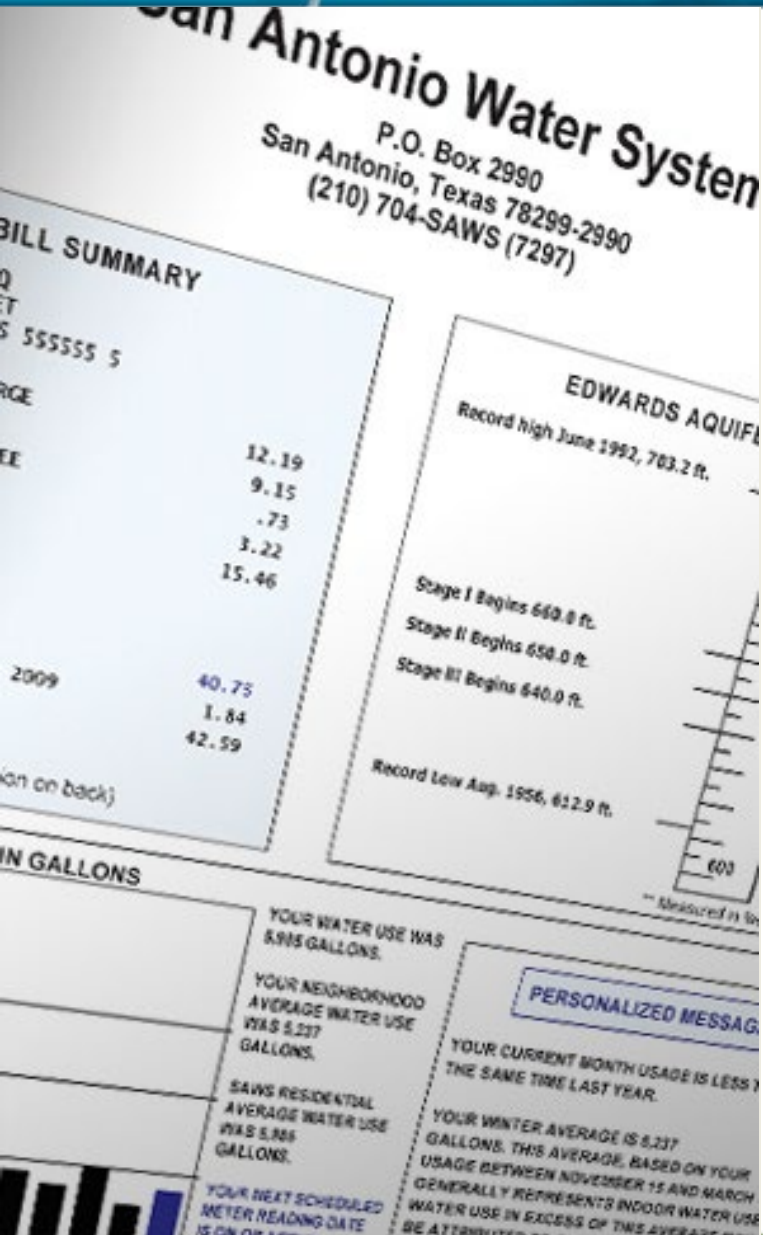


Municipal Utilities Committee

November 30, 2021

MAKING SAN ANTONIO  
**WATERFUL**





# Customer Delinquency Status

Accounts 60 or more days past due

	Delinquent Accounts	Total Amount Owed	# In Active Payment Plan	# At Risk for Disconnection
Residential	55,993	\$40.1M	27,658	28,335
Non-Residential	2,531	\$9.5M	820	1,711
Total	58,524	\$49.6M	28,478	30,046

Customers not enrolled in an active payment plan are at risk for disconnection

Data as of 11/17/2021

# COVID Relief Plan Highlights

- Processed 443 COVID Leak Adjustments totaling \$566K
  - Average of ~\$1,300/account
- 2,788 customers have satisfied the incentive payment plans
  - \$546K written off or 45% of balance owed

**¿Atrasado con su factura?**

**Póngase al día.  
Manténgase conectado.**



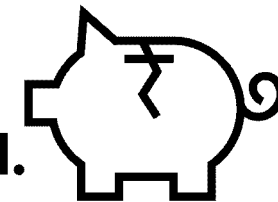
A medida que nuestra comunidad se recupera de la pandemia, nuestro objetivo es mantener su servicio de agua conectado.

ayudarle.  
tener su servicio de agua  
ar. También puede que  
sus ingresos.

**urrent**

**Behind on your water bill payments?**

**Get Current.  
Stay Connected.**



As our community recovers from the pandemic, our goal is to keep your water service turned on.

**If you're behind on your bill, we want to help.**

We'll set up a payment plan for you — to keep your water connected while giving you more time to pay. You may also qualify for our need-based assistance.

**[saws.org/getcurrent](https://saws.org/getcurrent)**

Customer Delinquencies



# American Rescue Plan Act (ARPA)

## Council Approved

- Allocated \$10M of ARPA funds to SAWS for Utility Payment Assistance
- Eligibility criteria
  - Reside inside city limits of San Antonio
  - Self attest to a COVID related financial hardship
  - Amount of assistance is dependent upon income qualification
  - Enrolled in ADP or in a payment plan

# American Rescue Plan Act (ARPA)

## Assistance Levels

- Qualifying customers at or below 125% of poverty
  - Unpaid charges for the period March 2020 through September 2021 will be eligible without limitation
  - Customer must submit income documentation
- Qualifying customers above 125% of poverty
  - Unpaid charges for the period March 2020 through September 2021 will be eligible for up to \$700 in assistance

# American Rescue Plan Act (ARPA)

## Potential Recipients

	Inside City Limits	
	Count	Delinquent Balance
<b>60+ days Past Due Residential Only</b>		
ADP Program		
< \$700	6,444	\$ 1,441,739
> \$700	2,295	\$ 3,740,958
Total	8,739	\$ 5,182,697
Non-ADP		
< \$700	26,123	\$ 5,841,775
> \$700	9,242	\$ 14,399,472
Total	35,365	\$ 20,241,247
Grand Total	44,104	\$ 25,423,944

Data as of 11/17/2021

# American Rescue Plan Act (ARPA)

## Next Steps

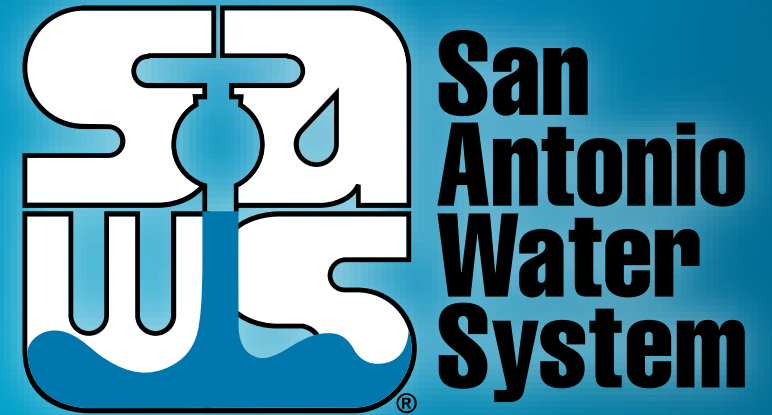
- Working to finalize agreement with City of San Antonio
  - Formally documents grant subrecipient responsibilities and criteria for applying grant funds
- Customer application process
  - Beginning Dec. 3<sup>rd</sup> customers can apply online, at payment centers or at 704-SAWS
  - Web based application ([www.saws.org/COVID19](http://www.saws.org/COVID19))



# Customer Delinquencies

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