

# Wastewater Capacity Charge Low Income Customer Assistance Program Development

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# Project Objectives

1. Identify and characterize capacity charge customers ***and*** their affordability challenges
2. Identify low-income customer assistance program constraints, and opportunities
3. Develop evaluation and selection criteria  
e.g., cost, administrative ease, effectiveness
4. Identify and evaluate customer assistance program options
5. Integrate stakeholder engagement into the identification and evaluation of program options

# Tasks and Timeline

Task	Start	Completion
Customer Characterization	Dec 2017	Jan 2018
Draft Stakeholder Engagement Plan	Jan 2018	Feb 2018
Implement Engagement Plan	Feb 2018	Jun 2018
ID Program Approaches & Constraints	Dec 2017	Mar 2018
Develop Program Selection Matrix	Mar 2018	Apr 2018
Reporting & Completion	Apr 2018	Jun 2018