April 23, 2019

MOTION

Motion to amend the Customer Assistance Program legislation to reflect a 25% discount rate.

Denise Driehaus
Denise Driehaus, President
Board of County Commissioners
Hamilton County, Ohio

The foregoing motion seconded by Commissioner Summerow Dumas and adopted by the following vote:

Ms. Driehaus. YES    Ms. Summerow Dumas. YES    Mr. Portune. ABSENT/EXCUSED
RESOLUTION FIXING RATES FOR SEWAGE SERVICE CHARGES, SURCHARGES, AND INDUSTRIAL PRETREATMENT CHARGES FOR THE USE OF SANITARY AND COMBINED SEWERS AND FOR SEWAGE TREATMENT AND IMPLEMENTING A CUSTOMER ASSISTANCE PROGRAM FOR ELIGIBLE HAMILTON COUNTY, OHIO SENIOR CITIZENS PER THE REQUIREMENTS OF SECTION 6117.02 (F) REVISED CODE OF OHIO

METROPOLITAN SEWER DISTRICT OF GREATER CINCINNATI

LEGISLATIVE ACTION REQUESTED:

☐ DESIGN
☐ ADD’L DESIGN
☐ EASEMENT OR REAL PROPERTY APPROPRIATION
☐ CONSTRUCTION

☐ ADD’L CONST
☐ AMEND CIP
☐ OTHER: Resolution approving revised Rate Structure for 2019 and implementing and customer assistance program.

PROJECT TYPE:

☐ PROJECT GROUNDWORK / WWIP

PG / WWIP Activity ID: N/A
PG / WWIP Milestone Dates: N/A

☐ PROJECT GROUNDWORK / ASSET MANAGEMENT
☐ SUSTAINABLE INFRASTRUCTURE
☐ OTHER: MSD Rate Structure

REQUESTED APPROPRIATION:

$0.00

PROJECT LOCATION:

N/A

PROJECT PURPOSE:

The current request revises the MSD sewerage rate structure adopted November 2017 and implements a customer assistance program for eligible Hamilton County, Ohio senior citizens as per eligibility criteria of the MSD Customer Assistance Program (CAP) as outlined in Exhibit A. These criteria were developed with regard to Section 6117.02 (F) of the Ohio Revised Code. The CAP calls for a 25% rate reduction on minimum and commodity charges for eligible MSD ratepayers. The revised rate structure is as follows.

1. Design = 1 resolution – authorizing preparation of detailed plans, specifications, and estimate of cost and appropriating funds for the same.
2. Add'l Design = 1 resolution - appropriating additional funds for design.
3. Easement / Real Property Appropriation = 3 resolutions - approving detailed plans, specifications and estimate of cost; declaring project necessity and intent to proceed with construction; appropriating easements or full fee title. 
4. Construction = 4 resolutions - approving detailed plans, specifications and estimate of cost; declaring project necessity and intent to proceed with construction; appropriating funds for construction; authorizing project advertisement & bid.
5. Add'l Construction = 3 resolutions – amending approved detailed plans, specifications and estimate of cost; amending project necessity and proceed resolutions; appropriating add'l funds for construction.
6. Amend CIP = 1 resolution - adding proposed project to program year Capital Improvement Plan.
7. Other = Resolutions not covered above. Purpose is listed.
PROJECT PURPOSE (cont.):

SECTION 1. From and after **July 31, 2019**, every person, firm or corporation in the Metropolitan Sewer District of Greater Cincinnati, whose premises are served by a connection to a sanitary or combined sewer which discharges sewage, industrial wastes, water, or other liquids, either directly or indirectly into a County sanitary or combined sewer, shall be charged for the use of the sewers and for the treatment of sewage discharged therein at the following rates:

A. MINIMUM CHARGE

1. The minimum charge shall be based on the size of the water meter used to serve the premises. Such minimum charge shall include the charge for the **first 300 cubic feet** of water used per month.

The minimum charge rates shall be as follows:

<table>
<thead>
<tr>
<th>Meter Size (inches)</th>
<th>Monthly Bills $</th>
<th>Monthly Bills $</th>
<th>CAP Rate $</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>CAP Rate $</td>
<td></td>
</tr>
<tr>
<td>¼</td>
<td>$39.12</td>
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<td>12</td>
<td>$3,217.75</td>
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2. The CAP Rate (CR) is part of the MSD CAP and is based upon an age qualification of sixty-five years or older and meeting the applicable eligibility requirements of Homestead Exemption in Ohio, as further detailed in EXHIBIT A.

3. The CR will be effective from and after the effective date of the approval of this resolution's SECTION 1, and from the date of eligibility approval by MSD's CAP.

4. Where commercial or manufacturing facilities require more water than required for sanitary purposes, the minimum charge shall be not less than the minimum charge for a meter one size smaller than the branch serving the premises.

B. COMMODITY CHARGE

1. The Commodity Charge shall be based on the quantity of water used on the premises served as same is measured by a water meter or meters therein used, which meters must be acceptable to the City of Cincinnati.

The Commodity Charge shall be as follows:

---

1 CR for monthly minimum charges for listed water meter branch sizes is based upon meeting eligibility requirements.
PROJECT PURPOSE (cont.):

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2. For residential water service accounts (one and two-family residences), a monthly minimum and commodity charge shall be based upon water used during a winter billing period. Said charges shall be payable with each bill rendered throughout the year.

C. SURCHARGE

1. For customers having high strength waste discharge, the surcharge, which is in addition to the metered use charge, shall be computed on the following basis:

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2. Provided, however, that to the extent the strength of a pollutant is less than eighty percent (80%) of the corresponding value for normal strength sewage, a credit shall be allowed as an offset against surcharge otherwise due. The credit shall be calculated by multiplying the herein above specified surcharge rate for the pollutant in question times

---

2 CR for monthly commodity charges is based upon meeting eligibility requirements.
3 These surcharges have not been modified from the 2013 surcharge levels as per the instructions of Hamilton County Administration.
PROJECT PURPOSE (cont.):

the difference between actual pollutant concentration in mg/l and eighty percent (80%) of the corresponding value for normal sewage. No credit shall be allowed in excess of surcharge otherwise due.

D. INDUSTRIAL PRETREATMENT CHARGE

1. All users required to apply for and obtain a wastewater discharge permit or which are subject to federal pretreatment standards, as specified in the RULES AND REGULATIONS GOVERNING THE MAINTENANCE, OPERATION, AND USE OF SANITARY AND COMBINED SEWERS IN THE METROPOLITAN SEWER DISTRICT OF GREATER CINCINNATI ("MSD Rules and Regulations") (2001 and as amended), shall be subject to the payment of a pretreatment charge(s), as determined by the Director. Said pretreatment charge(s) shall be sufficient to recover, in whole or in part, the costs for the MSD Pretreatment Program including investigations, record keeping, administration, and monitoring of industrial waste discharges to the system. Each industrial user shall pay a pretreatment charge(s) as follows:

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<th>Industrial Pre-Treatment Charges</th>
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<tr>
<td>ANNUAL FEE</td>
</tr>
<tr>
<td>MONITORING CHARGE</td>
</tr>
</tbody>
</table>

2. Any user which discharges any toxic pollutants which cause an increase in the cost of managing effluent or sludge from the District's treatment system shall pay such increased costs.

3. That the sewerage service charges, surcharges, and industrial pretreatment charges shall be applied in accordance with the provisions of the MSD Rules and Regulations and as may be modified from time to time.

SECTION 2. All users of the sewage system shall be notified at least annually as to:

A. The rate schedule in effect.
B. That part of the total charges attributable to user charges for sewage treatment service.

SECTION 3. That the sewerage service charges and surcharges stipulated herein shall be billed on the water bill and shall be payable to the Cincinnati Water Works at the same time as the water bills, or they may be billed and collected by such governmental agencies as are designated by and as are under agreement with the Board of County Commissioners. Charges not paid within the time prescribed shall be certified, together with a penalty of ten percent (10%) to the County Auditor and collected in accordance with Section 6117.02 of the Revised Code of Ohio.

SECTION 4. That industrial pretreatment charges and charges to users for special equipment, materials, and services shall be payable in the same manner as sewerage service charges, or by means of a separate billing.

SECTION 5. The Resolution adopted by the Board of County Commissioners on November 15, 2017, as entered into the Commissioners Minutes, Vol. 348, Images 5802-5812, and fixing rates and charges for sewer service in the Metropolitan Sewer District of Greater Cincinnati, is hereby repealed.
PROJECT PURPOSE (cont.):

In keeping with consistent and historic legislative practice, this revised rate resolution is a wholesale revision of the one adopted by the Commissioners on November 15, 2017, combining the new elements of a CAP Minimum Charge (for eligible customers), a new effective date, and a repeal of prior 2017 legislation, along with unchanged elements continued from the November 2017 rate resolution, namely the Commodity Charge, the Surcharge, and Industrial Pretreatment Charges.

The CAP is built on the recommendations the Board received from its MSD Rate Affordability Task Force in May 2016 and the Hamilton County Planning and Development Department’s “Customer Assistance Program Recommendations” of January 2018, reflects the Board’s discussion regarding a reduced rate at its October 1, 2018 staff meeting, and the discussions between MSD and County Administration regarding the CAP. It also draws from information provided by the U.S. EPA April 2016 publication, “Drinking Water and Wastewater Utility Customer Assistance Programs,” and its Appendices for Ohio CAPs (see Fact Sheet Attachments 1 and 2).

The CAP rate for senior citizens who are eligible to participate is a systematic method of providing cost savings on sewer bills. Based upon the provisions of Ohio Revised Code, CAP works through applicable Homestead Exemption criteria used by both the Ohio Department of Taxation and the Hamilton County Auditor, fitting into the provisions of Section 6117.02(F). MSD’s CAP will be administered by Office of the Director staff. It will employ an Internal Review Panel to assist in applicant evaluation and rely upon outreach efforts to the Greater Cincinnati area senior services programs, including those provided through various social services agencies. MSD’s CAP structure will offer decision appeals through the City’s Office of Administrative Hearings.

MSD will implement the CAP as soon as practicable after Board action approving the CAP and revised rate structure.

BACKGROUND DATA, SCHEDULES, AND BUDGET:

PRIOR LEGISLATION    N/A

FUTURE LEGISLATION

☐ Approving detailed plans, specifications, and estimate of cost  ☑ Necessity / Proceed Resolution

☐ Appropriating funds  ☐ Advertise and bid

☐ OTHER: NONE ANTICIPATED

FUNDING REQUEST    N/A

BUDGET SPECIFICS    N/A
April 15, 2019

Honorable Board of County Commissioners
Hamilton County, Ohio

Mr. Jeff Aluotto
Hamilton County Administrator
County Administration Building
138 E. Court Street, Room 603
Cincinnati, Ohio 45202

Honorable Commissioners:

Enclosed for your consideration is a resolution, provided by the City of Cincinnati, through its Department of Sewers (the “City”), as the sole management agency for the operation and maintenance of the sewer system on behalf of the Metropolitan Sewer District of Greater Cincinnati (“MSD”), authorizing the implementation of a customer assistance program (CAP) for reduced sewer rates for eligible senior citizens in Hamilton County, Ohio, in accordance with Section 6117.02 (F) of the Revised Code of Ohio, and fixing revised rates for sewerage service charges, surcharges, and industrial pretreatment charges for the use of sanitary and combined sewers and for sewage treatment in the Metropolitan Sewer District of Greater Cincinnati (MSD).

This revised rate structure is in response to the Hamilton County Rate Affordability Task Force ("RATF") 2016 recommendations, the County Planning + Development Department’s January 2018 “Customer Assistance Program Recommendations” report, the County Commissioners October 1, 2018 staff meeting deliberations, and a February 18, 2019 public hearing.

The revised rate structure establishes a schedule of reduced monthly rates for MSD ratepayers who meet applicable criteria as outlined in the MSD CAP Plan’s Guidelines and Implementation., which includes age (65+), Ohio law homestead exemption requirements, income, and being a billed recipient of MSD sewer services. This reduced monthly rate is established as the CAP Rate. The CAP, its eligibility criteria and implementation is outlined in the legislation’s Exhibit A. The revised rate structure will become effective July 31, 2019.

In keeping with consistent and historic legislative practice, this 2019 revised rate resolution is a wholesale revision of the one adopted by the Commissioners on November 15, 2017, combining the new elements of a CAP Minimum Charge (for eligible customers), a new effective date, and a repeal of prior 2017 legislation, along with unchanged elements continued from the November 2017 rate resolution, namely the Commodity Charge, the Surcharge, and Industrial Pretreatment Charges.

RECOMMENDED:

Diana R. Christy
Interim Director, MSD

RECOMMENDED:

Patrick A Duhane
City Manager

Provided to Hamilton County on 4/18/19

Reviewed by ________________________, and recommended by County Administration.

On motion of Ms. Driehaus, seconded by Ms. Summerow Dumas the following resolution was adopted as amended...
MSD RESOLUTION

AUTHORIZING AND APPROVING THE IMPLEMENTATION OF A
CUSTOMER ASSISTANCE PROGRAM FOR
FOR ELIGIBLE HAMILTON COUNTY, OHIO MSD RATEPAYERS

AND

FIXING RATES FOR SEWERAGE SERVICE CHARGES,
SURCHARGES, AND INDUSTRIAL PRETREATMENT CHARGES FOR
THE USE OF SANITARY AND COMBINED SEWERS
AND FOR SEWAGE TREATMENT
IN THE METROPOLITAN SEWER DISTRICT OF GREATER CINCINNATI

WHEREAS, the Board of County Commissioners of Hamilton County, Ohio (the “Board”) has established, since 1924, sewer districts in accordance with Chapter 6117 of the Ohio Revised Code and constructed and otherwise acquired sanitary trunk sewers, and as a result today owns, operates and maintains a system of sanitary trunk sewers; and

WHEREAS, the Board did, on February 1, 1955, consolidate all of the previously established sewer districts into a single district known as Hamilton County Sewer District No. 1; and

WHEREAS, the Board did, on December 4, 1963, complete the consolidation of previously established sewer districts and expand the boundaries of Hamilton County Sewer District No. 1 to be coincident with the boundaries of the County; and

WHEREAS, the Board did, on May 1, 1968, change the name of the County Sewer District to the Metropolitan Sewer District of Greater Cincinnati (“MSD”); and

WHEREAS, Section 6117.02 of the Revised Code of Ohio provides that a Board of County Commissioners may establish a sewer service charge which shall be adequate to provide the cost of the management, maintenance, and operation of the sewers and the cost of sewage treatment and disposal, said sewer service charge to be paid by every person, firm, or corporation whose premises are served by a connection to a sanitary sewer; and

WHEREAS, the Board did, on December 4, 1968, adopt a Resolution establishing a rate structure for sewerage service charges and surcharges, for sewer service in the MSD, effective January 1, 1969, which has been subsequently amended from time to time, the last being December 17, 2014, as entered into the Commissioners Minutes, Vol. 336, Images 6378 - 6389; and

WHEREAS, the Board did, on March 18, 2015, adopt a resolution empaneling the Hamilton County Rate Affordability Task Force (“RATF”), charged with studying the impact of rising sewer rates on ratepayers in Hamilton County, and make recommendations to the Board of Commissioners on potential rate structure and/or policy changes that can mitigate or otherwise affect the impact of these rates, as well as encourage the conservation of water, as entered into the Commissioners Minutes, Vol. 337, Images 7395 – 7396; and
WHEREAS, on May 23, 2016, the Board did formally receive the recommendations of the RATF, as entered into the Commissioners Minutes, Vol. 342, Images 4532 – 4552; and

WHEREAS, on November 15, 2017, the Board did adopt a new MSD rate structure, as entered in the Commissioners Minutes Vol. 348, Images S802-S812, said structure implementing the Board’s resolutions of September 7, 2016 and October 12, 2016 to implement RATF recommendations, regarding (1) monthly billing (recommendation #1); (2) reduction of volumetric charge to 3 ccf in a manner that is revenue neutral (recommendation #2); (3) change to billing charge for multi-family units to be solely based on the meter size and make this billing equitable with individual unit charges (recommendation #4); and (4) correcting meter size billings so that they are based on the size of the pipe as it connects to the home as opposed to the current practice of basing the charge on the meter size as it connects to the main sewer line, as entered into the Commissioners Minutes, Vol. 343, Images 3064 – 3065, 3073 – 3074, and Vol. 344, Images 795 – 798; and

WHEREAS, at its October 1, 2018 staff meeting, the Board expressed a desire to implement RATF recommendation 2.7, “Customer Assistance Program,” regarding a rate discount program for eligible ratepayers; and

WHEREAS, the Ohio Revised Code, Section 6117.02 (F), includes the option for a Board of County Commissioners to establish discounted rates or a reduction in sewerage service charges based upon age and additional eligibility requirements, as established by the Board; and

WHEREAS, the Interim Director of MSD now presents to the Board for its consideration, authorization, and approval (1) a customer assistance program (CAP) that establishes criteria for a rate structure for MSD ratepayers based upon age (sixty-five years of age or older) and based upon applicable provisions of the Homestead Exemption in Ohio, as further detailed the “MSD CAP Guidelines and Implementation Plan” contained in EXHIBIT A, attached hereto this resolution and by this reference, made a part thereof, and (2) a revised rate structure to effect the CAP for eligible MSD ratepayers; and

WHEREAS, this Board did, on February 19, 2019, conduct a public hearing on said revised rate structure per the requirements of Section V (1)(b) of the 1968 Management Agreement for MSD; and

WHEREAS, this Board did, on February 19, 2019 conclude said public hearing on said revised rate structure.

NOW, THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Hamilton County, Ohio, that a revised rate schedule is hereby adopted to consist of, as applicable, a minimum charge, a commodity charge, a surcharge, and an industrial pretreatment charge as follows:

SECTION 1. From and after July 31, 2019, every person, firm or corporation in the Metropolitan Sewer District of Greater Cincinnati, whose premises are served by a connection to a sanitary or combined sewer which discharges sewage, industrial wastes, water, or other liquids, either directly or indirectly into a County sanitary or combined sewer, shall be charged for the use of the sewers and for the treatment of sewage discharged therein at the following rates:
A. MINIMUM CHARGE

1. The minimum charge shall be based on the size of the water meter used to serve the premises. Such minimum charge shall include the charge for the first 300 cubic feet of water used per month.

The minimum charge rates shall be as follows:

<table>
<thead>
<tr>
<th>Meter Size (Inches)</th>
<th>Monthly Bills $</th>
<th>Monthly Bills $ CAP Rate 1</th>
</tr>
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<tbody>
<tr>
<td>%</td>
<td>$39.12</td>
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2. The CAP Rate (CR) is part of the MSD CAP and is based upon an age qualification of sixty-five years and meeting the applicable eligibility requirements of Homestead Exemption in Ohio, as further detailed in EXHIBIT A.

3. The CR will be effective from and after the effective date of the approval of this resolution's SECTION 1, and from the date of eligibility approval by MSD's CAP.

B. COMMODITY CHARGE

1. The Commodity Charge shall be based on the quantity of water used on the premises served as same is measured by a water meter or meters therein used, which meters must be acceptable to the City of Cincinnati.

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1 CR for monthly minimum charges for listed water meter branch sizes is based upon meeting eligibility requirements.
The Commodity Charge shall be as follows:

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1. For customers having high strength waste discharge, the surcharge, which is in addition to the metered use charge, shall be computed on the following basis:

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<td><strong>Nitrogenous Oxygen (NOD)</strong></td>
<td><strong>$0.004122 per 100 cubic feet for each mg/l of Total Kjeldahl (TKN) strength above 25 mg/l</strong></td>
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</table>

2. Provided, however, that to the extent the strength of a pollutant is less than eighty percent (80%) of the corresponding value for normal strength sewage, a credit shall be allowed as an offset against surcharge otherwise due. The credit shall be calculated by multiplying the herein above specified surcharge rate for the pollutant in question times the difference between actual pollutant concentration in mg/l and eighty percent (80%) of the corresponding value for normal sewage. No credit shall be allowed in excess of surcharge otherwise due.

---

2 CR for monthly commodity charges is based upon meeting eligibility requirements.
3 These surcharges have not been modified from the 2013 surcharge levels as per the instructions of Hamilton County Administration.
D. INDUSTRIAL PRETREATMENT CHARGE

1. All users required to apply for and obtain a wastewater discharge permit or which are subject to federal pretreatment standards, as specified in the RULES AND REGULATIONS GOVERNING THE MAINTENANCE, OPERATION, AND USE OF SANITARY AND COMBINED SEwers IN THE METROPOLITAN SEWER DISTRICT OF GREATER CINCINNATI ("MSD Rules and Regulations") (2001 and as amended), shall be subject to the payment of a pretreatment charge(s), as determined by the Director. Said pretreatment charge(s) shall be sufficient to recover, in whole or in part, the costs for the MSD Pretreatment Program including investigations, record keeping, administration, and monitoring of industrial waste discharges to the system. Each industrial user shall pay a pretreatment charge(s) as follows:

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2. Any user which discharges any toxic pollutants which cause an increase in the cost of managing effluent or sludge from the District’s treatment system shall pay such increased costs.

3. That the sewerage service charges, surcharges, and industrial pretreatment charges shall be applied in accordance with the provisions of the MSD Rules and Regulations and as may be modified from time to time.

SECTION 2. All users of the sewage system shall be notified at least annually as to:

A. The rate schedule in effect.
B. That part of the total charges attributable to user charges for sewage treatment service.

SECTION 3. That the sewerage service charges and surcharges stipulated herein shall be billed on the water bill and shall be payable to the Cincinnati Water Works at the same time as the water bills, or they may be billed and collected by such governmental agencies as are designated by and as are under agreement with the Board of County Commissioners. Charges not paid within the time prescribed shall be certified, together with a penalty of ten percent (10%) to the County Auditor and collected in accordance with Section 6117.02 of the Revised Code of Ohio.

SECTION 4. That industrial pretreatment charges and charges to users for special equipment, materials, and services shall be payable in the same manner as sewerage service charges, or by means of a separate billing.

SECTION 5. The Resolution adopted by the Board of County Commissioners on November 15, 2017, as entered into the Commissioners Minutes, Vol. 348, Images 5802-5812, and fixing rates and charges for sewer service in the Metropolitan Sewer District of Greater Cincinnati, is hereby repealed.
BE IT FURTHER RESOLVED by the Board that the MSD CAP is hereby authorized and approved as outlined in EXHIBIT A.

BE IT FURTHER RESOLVED that this Board hereby authorizes the implementation of the CAP as soon as practicable for eligible senior citizen MSD ratepayers.

BE IT FURTHER RESOLVED, that this Board of County Commissioners hereby finds and determines that all formal actions relative to the adoption of this Resolution were taken in an open meeting of this Board of County Commissioners and that all deliberations of this Board of County Commissioners and of its committees, if any, which resulted in formal action, were taken in meetings open to the public, in full compliance with applicable legal requirements, including Section 121.22 of the Ohio Revised Code.

ADOPTED at a regularly adjourned meeting of the Board of County Commissioners of Hamilton County, Ohio, this 23 day of April 2019.

Ms. Driehaus YES Ms. Summerow Dumas YES Mr. Portune ABSENT

EXCUSED

APR 2 3 2019

IMAGE 1887
CERTIFICATE OF CLERK

IT IS HEREBY CERTIFIED that the foregoing is a true and correct transcript of a resolution adopted by the Board of County Commissioners in session this 23 day of April, 2019.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Official Seal of the Office of the Board of County Commissioners of Hamilton County, Ohio this 23 day of April, 2019.

[Signature]
Jacqueline Panioto, Clerk
Board of County Commissioners
Hamilton County, Ohio
Customer Assistance Program Plan

GUIDELINES & IMPLEMENTATION
VERSION 1.1 – JANUARY 24, 2019

METROPOLITAN SEWER DISTRICT OF GREATER CINCINNATI | 1600 Gest Street, Cincinnati, Ohio 45204
MSD Customer Assistance Program Plan
Guidelines & Implementation

Overview
Under the express permission of Ohio Revised Code Section 6117.02 (F), an Ohio Board of
County Commissioners (the “Board”) has the authority to enact a discount sewer rate for
persons who are sixty-five years of age or older and meet other eligibility requirements, as
established by the Board.

I. Purpose
The Metropolitan Sewer District of Greater Cincinnati (MSD) Customer Assistance Program
(CAP) Plan is intended to provide (1) eligibility requirements for determining if a MSD ratepayer
qualifies for a discounted sewer rate, and (2) the general parameters of MSD’s CAP
implementation plan. Eligibility requirements for the CAP are consistent with the requirements
of 6117.02(F) and adapted from Ohio Department of Taxation Homestead Exemption and the
Hamilton County Auditor’s Homestead Exemption to meet the provisions of the Revised Code.

II. Eligibility Requirements
The eligibility requirements for the MSD senior sewer rate are as follows:

A. The applicant must currently be billed for MSD sewerage services
   i. If MSD sewerage services is billed to the applicant’s spouse, the spouse must
      meet the criteria set forth below
B. The applicant must be sixty-five years of age or older;
C. The applicant must meet the following eligibility requirements of the homestead
   exemption as set forth in R.C. 323.152:
      i. Ownership - the applicant must own and occupy as their principal place of
         residence the property for which discounted sewer rates are requested
         a. Property that is owned by a corporation, partnership, limited liability
            company or other legal entity does not qualify.
      ii. Income - the applicant’s total income must be no more than $32,800 for 2019, or
          the amount as indexed annually by the Ohio Department of Taxation, pursuant
          to R.C. 323.152(A)(1)(b)(iii);
          a. “Total income” is the Ohio Adjusted Gross Income (OAGI) of the applicant
             and applicant’s spouse
D. The applicant must apply annually for the CAP;
   i. If the applicant becomes ineligible, they have the responsibility to notify MSD that
      their eligibility status has changed. Eligibility status change may be one reason for
      termination from the CAP.
   ii. Discovery of a fraudulent application could result in termination of service,
       recovery of past discounts and/or civil and/or criminal enforcement.
III. Implementation Plan
MSD will use the following process steps to effectively implement the CAP. As the CAP progresses through its first year, MSD may propose refined CAP implementation processes to the Board. The process outlined herein is intended to provide high-level overview.

A. **Set up** – MSD’s CAP Manager will oversee the application process review and manage an internal CAP Review Panel. The CAP Program will be managed within MSD’s Office of Director. MSD will establish a direct CAP phone line, web page, outreach information and outreach plan for informing and communicating with CAP applicants and participants. MSD will coordinate the implementation of the CAP with all billing providers so the discounted sewer rate can be applied to eligible MSD ratepayers’ sewerage service charges by May 1, 2019.

B. **Initial Communication and Outreach** – MSD will develop an outreach plan that includes (1) a database of potentially eligible customers; (2) outreach methods that would include written and electronic forms of communications, including but not limited to letters, brochure, newsletters, emails, media/social media, website, public meetings and/or presentations; and (3) coordination with Hamilton County area senior service and other social services agencies.

C. **Eligibility Review** – MSD will review and validate CAP applications based upon the eligibility requirements contained in Section II of these Guidelines and Implementation Plan. MSD anticipates that this review will take a minimum of 21 business days and is dependent upon the completeness of the applicant’s submittal. MSD’s CAP Manager may convene an internal CAP Review Team to evaluate the applicant’s documentation. During this application review period, MSD will provide Greater Cincinnati Water Works with applicant information in order to protect the applicant from water and sewer service shut-off. MSD will request Hamilton County political jurisdictions that provide water service and sewer billing for MSD customers to abide by a similar shut-off hold during the eligibility review period.

D. **Eligibility Documentation** —this information provided to the MSD CAP will include (copies only, not originals):

   a. Birth certificate, state-issued ID, or current driver’s license
   b. If applicant and/or spouse filed an Ohio income tax return last year, provide the IT1040 form (pgs. 1 & 2) filed
   c. If applicant and/or spouse was not required to file an Ohio income tax return, provide any W-2 and/or 1099s for prior tax year
E. **Eligibility Approval** – Once an applicant is approved, MSD will communicate approval to apply the discount to the applicant’s sewerage service charges to the applicable billing provider.

F. **Eligibility Denial** – Any denial of a CAP applicant will be based upon a failure to demonstrate eligibility as outlined in Section II of these Guidelines & Plan.

G. **Continuing Communication and Outreach** – MSD will provide ongoing communications and outreach to target audiences to ensure the public is aware of the CAP and how to participate.

H. **Termination** – MSD may terminate CAP participation due to (1) submitting a fraudulent application, (2) change in eligibility status, or (3) a change in an active billing account information relative to CAP eligibility.

I. **Appeals** – MSD CAP applicants and approved CAP customers are able to appeal the determination and findings of the MSD CAP Manager through the City of Cincinnati Office of Administrative Hearings. MSD’s CAP Manager will provide information on the appeal process to the applicant upon request.
Attachment 1

From U.S. EPA Publication, Appendix A, "Drinking Water and Wastewater Customer Assistance Programs," April 2016 - Summary Table of utilities' CAPs
<table>
<thead>
<tr>
<th>Type of Utility</th>
<th>Name of Utility/Agency</th>
<th>Population Served</th>
<th>Bill Discount</th>
<th>Flexible Terms</th>
<th>Lifeline Rate</th>
<th>Temporary Assistance</th>
<th>Water Efficiency</th>
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<tbody>
<tr>
<td>New Jersey</td>
<td>New Jersey American Water, Liberty</td>
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<td>Cleveland Division of Water</td>
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## Drinking Water and Wastewater Utility Customer Assistance Programs

### Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

<table>
<thead>
<tr>
<th>Type of Utility</th>
<th>Name of Utility/Agency</th>
<th>Population Served</th>
<th>Type of Program</th>
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<td></td>
<td></td>
<td></td>
<td>Bill Discount</td>
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<tr>
<td></td>
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<td>Flexible Terms</td>
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<td>Efficiency</td>
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<td>Northeast Ohio Regional Sewer District</td>
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<td>City of Columbus Department of Public Utilities</td>
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<td>City of Dayton Department of Water</td>
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<td>Montgomery County Water Services</td>
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<td>Toledo Department of Public Utilities</td>
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<td>Oklahoma</td>
<td>Muskogee City Water Department</td>
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<td>City of Norman</td>
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<td>City of Oklahoma City</td>
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<td>Oregon</td>
<td>Astoria Public Works Department</td>
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<td>Tualatin Valley Water District</td>
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<td>Water Environment Services</td>
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<td>Eugene Water &amp; Electric Board</td>
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<td>City of Gresham</td>
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<td>Clean Water Services</td>
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<td>City of Medford</td>
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<td>Portland Water Bureau</td>
<td>504,600</td>
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<td>Salem Public Works</td>
<td>189,000</td>
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<td>Pennsylvania</td>
<td>Aqua America</td>
<td>784,939</td>
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<tr>
<td></td>
<td>Pennsylvania American Water Company, Berwick</td>
<td>16,000</td>
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Attachment 2

# Ohio

<table>
<thead>
<tr>
<th>Ashland</th>
<th>Ashland Ohio Water Billing Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>21,249 population served</td>
<td></td>
</tr>
</tbody>
</table>

**Program:** Senior Discount  
**Type:** Bill Discount  
**Households Targeted:** Low-Income Seniors  
**Program Description**  
Provides a 50% discount of the total bill.  
**Eligibility Information**  
- At least 65 years of age.  
- Total annual income of $12,000 or less.  
**More Information**  
http://www.ashland-ohio.com/city-utilities/billing
Canton | City of Canton
186,357 population served

Program: Homestead Exemption Discount  
Type: Bill Discount
Households Targeted: Low-Income Seniors, Low-Income Disabled Persons

Program Description
Provides a 10% discount on city sewer service and a 50% discount on city sanitation service.

Eligibility Information
- At least 65 years of age, or be permanently and totally disabled.
- Total income must not exceed $30,500.
- Applicant must own and occupy the home as principal place of residence, effective January 1 of the filing year.
- Home must be inside city limits.

More Information
https://cantonohio.gov/wrt/

Cleveland | Cleveland Division of Water
1,262,955 population served

Program: The Homestead Discount Program  
Type: Bill Discount
Households Targeted: Low-Income Seniors, Low-Income Disabled Persons

Program Description
Provides a lower fixed charge and consumption rate on water bill.

Eligibility Information
- At least 65 years of age, or totally and permanently disabled.
- Own and live at the property.
- Income less than $32,500.

More Information
http://www.clevelandwater.com/customer-service/water-rates/discount-programs

Program: The Affordability Program  
Type: Bill Discount
Households Targeted: Low-Income

Program Description
Offers a 40% discount on all standard water charges. This includes both the quarterly fixed cost recovery charge and the consumption charge. Customers enrolled in this program are automatically enrolled in Northeast Ohio Regional Sewer District’s affordability program (wastewater). Administered by the Cleveland Housing Network.

Eligibility Information
- Must own and live at the service address.
- Household income must meet program guidelines starting at $23,340/year for 1 person per household to $55,820 for 5 persons per household ($8,120 for each additional member).
- Contact the Cleveland Housing Network for more information.

More Information
http://www.clevelandwater.com/customer-service/water-rates/discount-programs
<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
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<tr>
<td><strong>Homestead Rate Program</strong></td>
<td><strong>Bill Discount</strong></td>
</tr>
<tr>
<td>Household Targeted: <strong>Low-income Seniors, Low-income Disabled Persons</strong></td>
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<tr>
<td><strong>Program Description</strong></td>
<td></td>
</tr>
<tr>
<td>Offers a rate discount of 40% on wastewater charges to the elderly or disabled.</td>
<td></td>
</tr>
<tr>
<td><strong>Eligibility Information</strong></td>
<td></td>
</tr>
<tr>
<td>• At least 65 years of age, or anyone under 65 who is totally disabled.</td>
<td></td>
</tr>
<tr>
<td>• Household income must not exceed $32,000.</td>
<td></td>
</tr>
<tr>
<td>• Customers must own the property in which they live.</td>
<td></td>
</tr>
<tr>
<td>• Property must be within the Sewer District's service area.</td>
<td></td>
</tr>
<tr>
<td><strong>More Information</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
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<th>Program</th>
<th>Type</th>
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<tbody>
<tr>
<td><strong>Wastewater Affordability Program</strong></td>
<td><strong>Bill Discount</strong></td>
</tr>
<tr>
<td>Household Targeted: <strong>Low-Income</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Program Description</strong></td>
<td></td>
</tr>
<tr>
<td>Offers a rate reduction of 40% on sewer charges. Customers enrolled in this program are automatically enrolled in Cleveland Division of Water's affordability program (drinking water).</td>
<td></td>
</tr>
<tr>
<td><strong>Eligibility Information</strong></td>
<td></td>
</tr>
<tr>
<td>• Household income at or below 200% of the federal poverty guidelines starting at $23,540/year for 1 person per household to $58,820/year for 5 persons per household ($8,320 for each additional member).</td>
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<tr>
<td><strong>More Information</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sewer Crisis Assistance Program</strong></td>
<td><strong>Temporary Assistance</strong></td>
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<tr>
<td>Household Targeted: <strong>Financial Hardship</strong></td>
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<tr>
<td><strong>Program Description</strong></td>
<td></td>
</tr>
<tr>
<td>Offers credit of 50% of the outstanding sewer balance (up to $300) to customers once in a 12-month period. Administered by the Cleveland Housing Network.</td>
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<tr>
<td><strong>Eligibility Information</strong></td>
<td></td>
</tr>
<tr>
<td>• Must have experienced an emergency in the past 6 months such as major medical expenses not covered by any other source (e.g., job loss, separation/divorce, or death of a household member).</td>
<td></td>
</tr>
<tr>
<td>• Has not received assistance within the last 12 months.</td>
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</tr>
<tr>
<td>• Contact the Cleveland Housing Network for more information.</td>
<td></td>
</tr>
<tr>
<td><strong>More Information</strong></td>
<td></td>
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</tbody>
</table>
Columbus | City of Columbus Department of Public Utilities

1,051,995 population served

<table>
<thead>
<tr>
<th>Program</th>
<th>Senior Citizen Discount Program</th>
<th>Type: Bill Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households Targeted:</td>
<td>Low-Income Seniors</td>
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</tr>
</tbody>
</table>

**Program Description**
Provides a discount on water service charges for eligible senior citizens.

**Eligibility Information**
- At least 60 years of age.
- Have an active city of Columbus water account in applicant's name (or spouse's).
- Live in a single-family home with one water meter.
- Household income must be less than 150% of the federal poverty guidelines starting at $18,474/year for 1 person per household to $68,852/year for 9 persons per household.

**More Information**
https://columbus.gov/UtilityDiscounts/

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<table>
<thead>
<tr>
<th>Program</th>
<th>Low Income Water and Sewer Discount Program, Single-Family Property</th>
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<tbody>
<tr>
<td>Households Targeted:</td>
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</table>

**Program Description**
Provides a 20% discount on water and sewer consumption charges.

**Eligibility Information**
- Household income must be less than 150% of the federal poverty guidelines starting at $18,474/year for 1 person per household to $68,852/year for 9 persons per household.
- Applicant must be currently enrolled in one of the following low income programs: Supplemental Nutrition Assistance Program (food stamps), Ohio Medicaid, Low Income Energy Assistance, Home Energy Assistance (HEAP), Ohio Works First, or public housing benefits.

**More Information**
https://columbus.gov/UtilityDiscounts/

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<table>
<thead>
<tr>
<th>Program</th>
<th>Low Income Water and Sewer Discount, Multi-Unit/Master Metered Properties</th>
<th>Type: Bill Discount</th>
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<tbody>
<tr>
<td>Households Targeted:</td>
<td>Low-Income Multi-Unit/Master Metered Property</td>
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</table>

**Program Description**
Offers a 20% discount on water and sewer commodity charges.

**Eligibility Information**
- Property owner or agent bills tenants/renters for water and sewer services (i.e., lease states tenant pays for water/sewer services).
- At least 80% of the units have a household income less than 150% of the federal poverty guidelines starting at $18,474/year for 1 person per household to $68,852/year for 9 persons per household, or are currently enrolled in one of the following low-income programs: Supplemental Nutrition Assistance Program (food stamps), Ohio Medicaid, Low Income Energy Assistance, Home Energy Assistance (HEAP), Ohio Works First, Social Security Disability, Subsidized or public housing benefits, or other similar program approved by the Director of Public Utilities.

**More Information**
https://columbus.gov/UtilityDiscounts/
Dayton | City of Dayton Department of Water

141,527 population served

Program: Payment Plan
Households Targeted: Financial Hardship
Type: Flexible Terms

Program Description
Offers the ability to create a payment plan.

Eligibility Information
- Must contact the utility to determine eligibility.

More Information

Montgomery County | Montgomery County Water Services

164,307 population served

Program: Designated Senior Citizen Program
Households Targeted: Seniors
Type: Flexible Terms

Program Description
Provides a customized payment period to correspond to the date of pension check issuance.

Eligibility Information
- Must contact the utility to determine eligibility.

More Information
http://www.mcohio.org/departments/water_services/faqs.php

Program: Payment Arrangements
Households Targeted: Financial Hardship
Type: Flexible Terms

Program Description
Payment arrangements may be available if have not had a history of returned checks, previously defaulted on arrangements, have not had a discharged bankruptcy, or had water service terminated for nonpayment. Arrangements are finalized in the utility office when an initial payment is made and future payment dates are scheduled. Property owners must approve tenant’s payment plan.

Eligibility Information
- Must contact the utility to determine eligibility.

More Information
http://www.mcohio.org/departments/water_services/faqs.php
Toledo | Toledo Department of Public Utilities

360,000 population served

Program: Senior Water Discount Program
Type: Bill Discount
Households Targeted: Low-Income Seniors, Low-Income Disabled Persons

Program Description
Offers a 25% discount regardless of income level. Residents who already receive the 25% discount on the water volume portion of their bills may qualify for an additional 15% discount based on income and household size.

Eligibility Information
- At least 65 years of age, or totally disabled, regardless of income.
- Must be the primary single-family, owner-occupied residence.
- To receive an additional discount, must meet U.S. Department of Health and Human Services income guidelines starting at $11,670/year for 1 person per household to $40,090/year for 8 persons per household.

More Information
http://toledo.oh.gov/media/169044/senior-water-discount-program-faq.pdf

Program: Voluntary Monthly Budget Plan
Type: Flexible Terms
Households Targeted: All Residential Customers

Program Description
Offers customer the ability to pay smaller, more frequent payments rather than paying a larger quarterly sum.

Eligibility Information
- Must contact the utility to set up plan.

More Information
http://toledo.oh.gov/media/66634/vmbp2.pdf