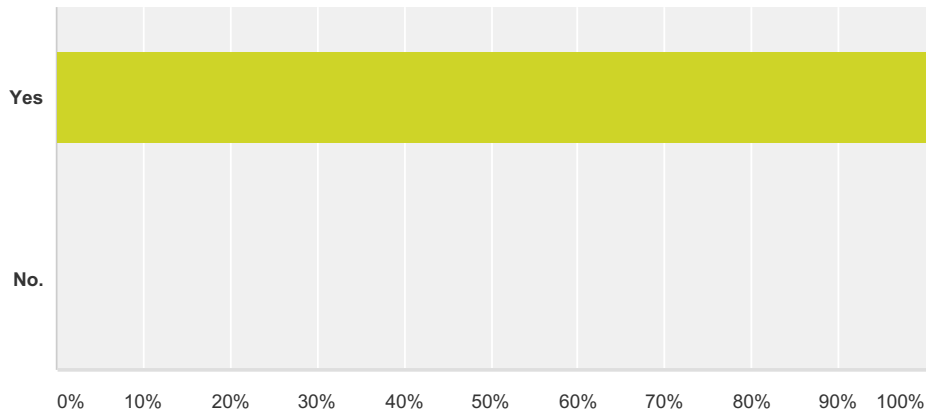


Q1 Monthly Billing What we heard: Most of the group agreed that monthly billing should be implemented with the new billing system. Survey Question: As a RAC policy recommendation to the Board, do you agree that monthly billing should be implemented by the District when it becomes available in the District's new billing system?

Answered: 12 Skipped: 0

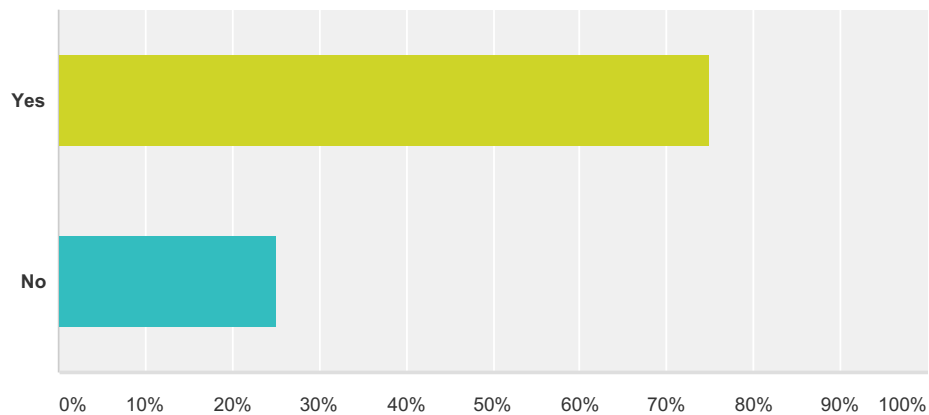


Answer Choices	Responses
Yes	100.00% 12
No.	0.00% 0
Total	12

#	Comments or questions (optional)	Date
1	I wouldn't suggest that this should drive a change in billing programs, but if it can be implemented with the new billing system that would be a good change.	11/16/2016 4:13 PM

Q2 Levelized Billing What we heard: In general, RAC members were supportive of the concept of levelized billing. However, some members were concerned that levelized billing could have the unintended consequence of leading to reduced water conservation by District customers (i.e., the incentive to conserve). Survey Question: As a RAC policy recommendation to the Board, should levelized billing be offered by the District as a customer billing option when it becomes available in the District's new billing system?

Answered: 12 Skipped: 0

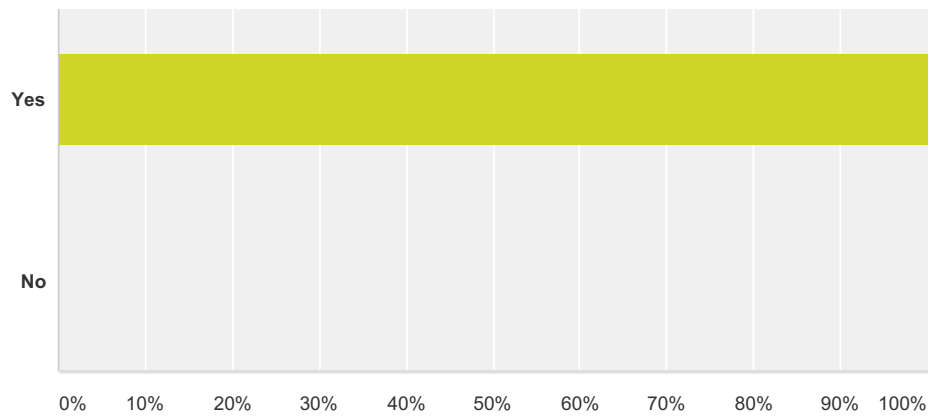


Answer Choices	Responses
Yes	75.00% 9
No	25.00% 3
Total	12

#	Comments or Questions (optional)	Date
1	Yes, with the caveat that the District consider how to incentivize customers who opt for levelized billing to conserve water. Perhaps this is a special program that carefully screens customers as well as incentivizes customers to use water conserving equipment and appliances.	11/21/2016 2:32 PM
2	I don't think so because if the concern is costs for low income ratepayers, there typically wouldn't be a large difference month to month, assuming that discretionary water use such as lawn watering wouldn't occur if you can't afford it. Conversely, it significantly reduces the price signal to promote water conservation, assuming that is important after the new source is brought on line.	11/17/2016 9:32 AM
3	I think that any potential reduction in water conservation can be addressed through public education.	11/16/2016 4:21 PM

Q3 Temporary/Emergency Assistance Program
What we heard: The RAC members in attendance all indicated that the District should continue its current temporary/emergency assistance program, known as the Customer Emergency Assistance Program (CEAP). Survey Question: As a RAC policy recommendation to the Board, should the District's CEAP be continued?

Answered: 12 Skipped: 0

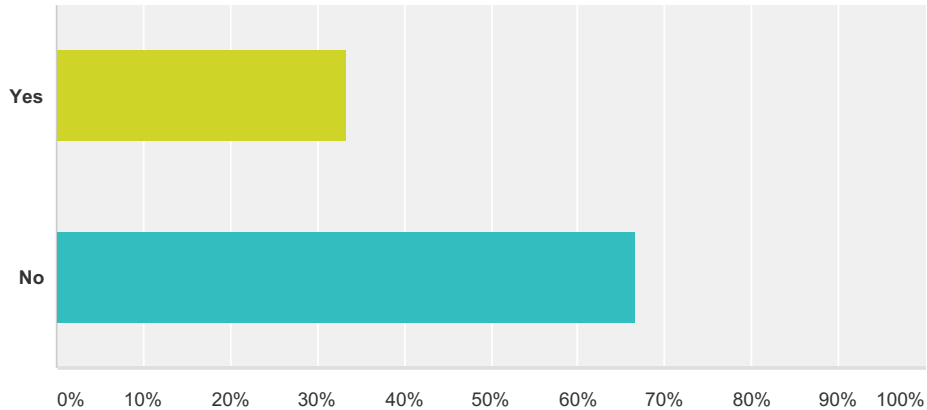


Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

#	Comments or Qurestions (optional)	Date
1	Yes, and, the should review the current program to determine if there are steps that may be taken to improve the program.	11/21/2016 2:32 PM

Q4 Temporary/Emergency Assistance Program (continued) Survey Question: As a RAC Policy recommendation, should the current CEAP be expanded? (As a result of expansion, the program may require additional dedicated funding from the District's ratepayers.)

Answered: 9 Skipped: 3

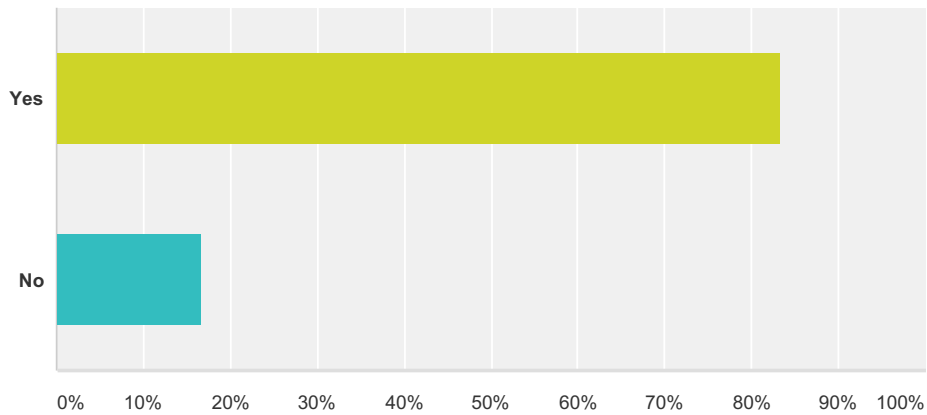


Answer Choices	Responses
Yes	33.33% 3
No	66.67% 6
Total	9

#	Comments or Questions (optional)	Date
1	Maybe the program should be expanded for one-time assistance for customers who typically can afford their water bill, but have a temporary hardship situation? Perhaps the program already supports all customers, but I believe all customers should qualify for a one-time temporary assistance with their bill in a 12 or 24 month period.	11/21/2016 2:32 PM
2	I realize dollars should come from somewhere. We will help you out but we will have everyone else pay for it? How really is the district helping out? I think the district should add a line on their budget that they have to approve to accommodate for this assistance!	11/17/2016 7:40 AM
3	I don't recall that we were provided with data that demonstrated that CEAP needed be expanded, but it's reasonable to assume that socioeconomic trends may call for it.	11/16/2016 4:21 PM
4	I'm not sure what eligibility limitations are on the current CEAP so I'm not sure what situations should be added to the eligibility for it.	11/16/2016 4:13 PM

Q5 Penalty Forgiveness What we heard: Many of the RAC members supported the ability of the District to have an option for penalty forgiveness. A specific policy for penalty forgiveness will need to be developed by District staff, and adopted by the Board. Survey Question: As a RAC policy recommendation to the Board, should the District develop a policy for penalty forgiveness to allow for the reduction of, or waiving of, rate-related late fees and penalties?

Answered: 12 Skipped: 0

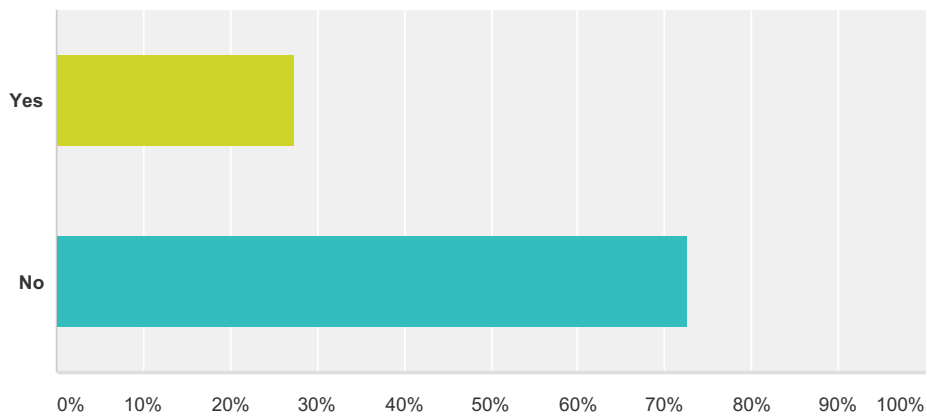


Answer Choices	Responses
Yes	83.33% 10
No	16.67% 2
Total	12

#	Comments or Questions (optional)	Date
1	I think they should write something that maybe this group approves and explains in full that determines rate-related late fees and penalties. This through time may be misunderstood. That way then rate payers can get a copy of this policy and they can really understand what the district is offering to help with. Perception that the district is really helping out the rate payer.	11/17/2016 7:40 AM

Q6 Arrearage ForgivenessWhat we heard: None of the RAC members in attendance indicated support for an arrearage forgiveness program. Several RAC members indicated either indifference and/or a need for additional information. It should be noted that the current CEAP is intended, in part, to address the issue of arrearage forgiveness.**Survey Question: Should arrearage forgiveness be eliminated as an alternative to address the District's affordability issue?**

Answered: 11 Skipped: 1

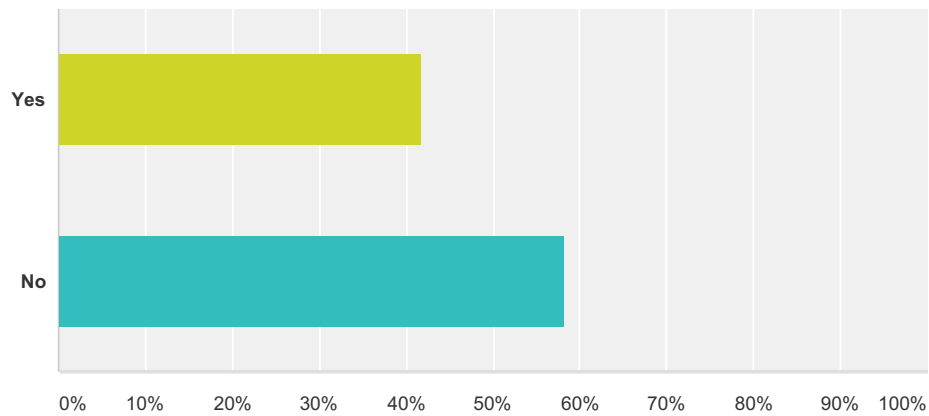


Answer Choices	Responses
Yes	27.27% 3
No	72.73% 8
Total	11

#	Comments or Qurestions (optional)	Date
1	Need more information about the current policy and who would most benefit from this policy.	11/21/2016 2:32 PM
2	One would think if they are in arrears that bad someone has not done their job from the beginning. Obviously I am a big policy person, but a policy needs to be determined and shared with the rate payers. Later it would leave no question. I know the district has policies that they need to follow as a district. Why can't they have rate payer policies that rate payers have to follow?	11/17/2016 7:40 AM
3	As part of discussions regarding percentage of income payment plans for electricity, some states have programs that allow a portion of the arrears to be forgiven with each on time payment.	11/16/2016 4:35 PM
4	My "yes" is tentative and I would appreciate additional information.	11/16/2016 4:21 PM

Q7 Lifeline Rate What we heard: A lifeline rate is a rate structure in which all residential customers would receive a lower cost first block of water. No RAC members in attendance favored a lifeline rate structure. Note: TVWD cannot have both a Lifeline Rate and a Low-Income Rate. Survey Question: Should lifeline rates be eliminated as an alternative to address the District's affordability issue?

Answered: 12 Skipped: 0

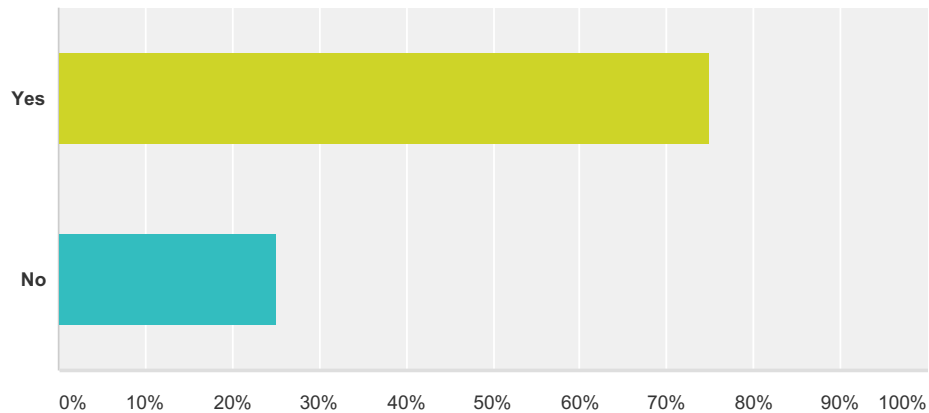


Answer Choices	Responses
Yes	41.67% 5
No	58.33% 7
Total	12

#	Comments or Questions (optional)	Date
1	Sorry I have not been at the last couple meetings but I don't understand. If they have a lifeline rate structure that would generate lower rates for everyone why can't they just use that? How is this a district affordability issue? Isn't this for rate payers? Sounds like the district is basically financially current and shouldn't have a financial issue.	11/17/2016 7:40 AM

Q8 Low-Income Rate What we heard: A low-income rate is a special discounted rate for a qualifying customer. There was a range of opinions concerning low-income rates for the District. Several members supported a low income rate, but a number of members indicated they would not recommend a low-income rate. Note: TVWD cannot have both a Low-Income Rate and a Lifeline Rate. Survey Question: As a RAC policy recommendation to the Board, should the District offer a low-income rate for qualifying customers?

Answered: 12 Skipped: 0

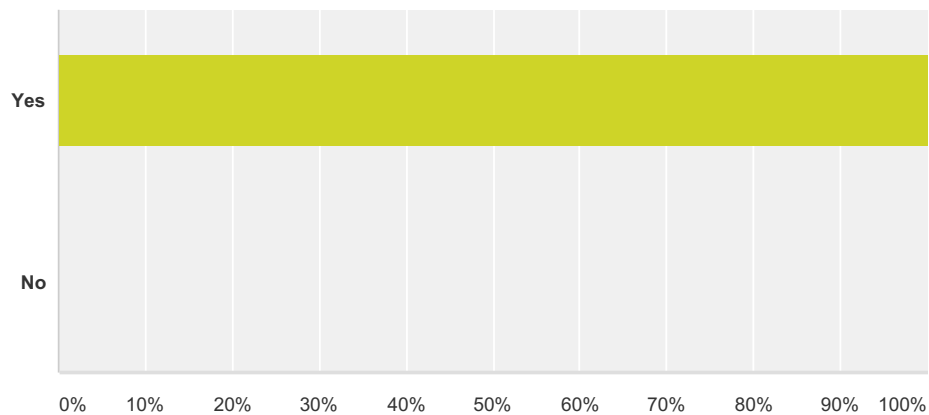


Answer Choices	Responses
Yes	75.00% 9
No	25.00% 3
Total	12

#	Comments or Questions (optional)	Date
1	Yes, it is the primary purpose of the RAC to address the issue of affordability for vulnerable customers. I believe the low-income rate for qualifying customers is good solution.	11/21/2016 2:32 PM
2	the low income rate qualifications should be determined by an outside source	11/17/2016 2:36 PM
3	Again, I think there should be more definition. Life happens and sometimes people need help with things. Maybe not call it a Low Income Rate but something else to accommodate for that. Perception is that was is always there, was is a person's right. Either the district educates that its not or offer plans that help when times get hard to rate payers.	11/17/2016 7:40 AM
4	a fixed charge reduction.	11/16/2016 4:35 PM

Q9 Low-Income Rate (continued)For those who answered "Yes" to the previous question (#8); if you replied "No" to the previous question, skip this and proceed to question #10)Survey Question: If the RAC provides a policy recommendation to the Board to enhance the District’s current CEAP, should the RAC also provide a policy recommendation to the District’s Board to offer a low-income rate for qualifying customers (i.e. have a CEAP and low income rates)?

Answered: 9 Skipped: 3



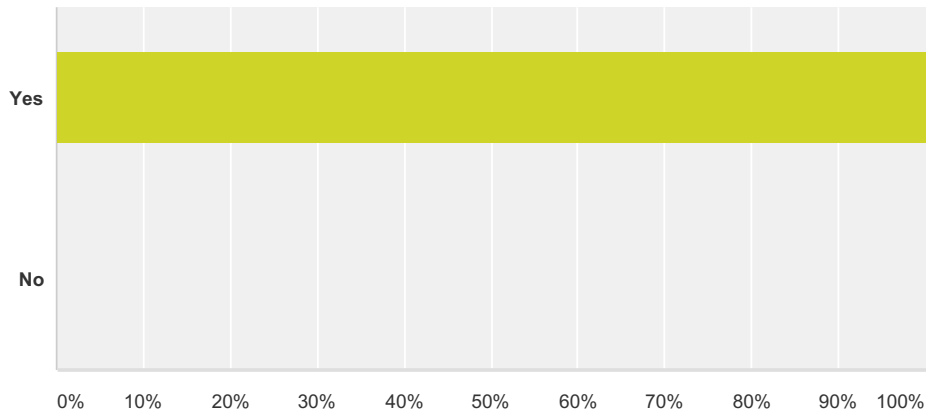
Answer Choices	Responses
Yes	100.00% 9
No	0.00% 0
Total	9

#	Comments or questions (optional)	Date
1	Yes, I believe there are District customers who will need one-time assistance as well as customers who will need a more permanent solution with the low-income rate.	11/21/2016 2:32 PM
2	This question finally offers the word policy. I didn't see it in the previous questions. Is this something that the RAC will be going over as well?	11/17/2016 7:40 AM

Q10 Multi-year Rate Adjustments What we heard: Multi-year rate adjustments address whether rates should be set for longer than a one-year (annual) period. Most of the RAC members in attendance indicated that a 2-year rate adoption process seemed appropriate given the District’s 2-year (biennial) budget cycle. RAC members with concerns indicated that movement to a 2-year rate adoption period would be acceptable if accompanied by effective customer education and outreach efforts.

Survey Question: As a RAC policy recommendation to the Board, should the District’s rate setting process be revised to a 2-year rate period to sync with the District’s biennial (2-year) budgeting process?

Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

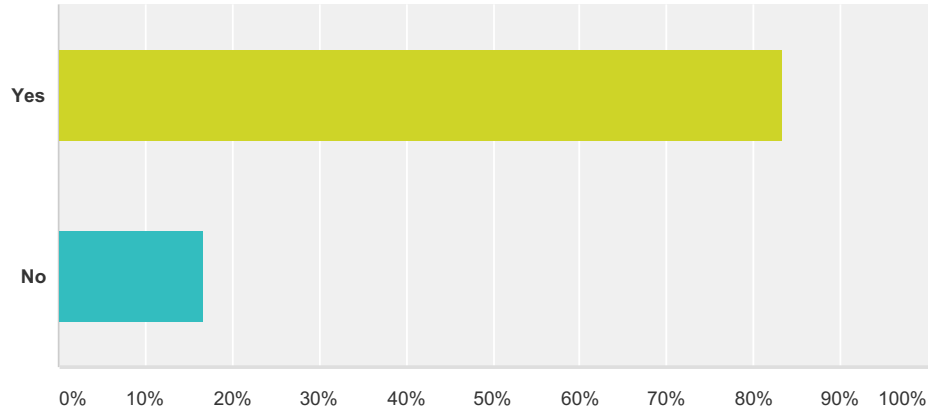
#	Comments or Questions (optional)	Date
1	Question not clear, need to address issue of will rate still change yearly. This is up to twwd's ability to forecast its business	11/17/2016 5:50 PM
2	A qualified yes, assuming that ratepayers will still have the opportunity to comment and influence the rate more than once every two years.	11/17/2016 9:32 AM

TVWD RAC Survey #2

3	<p>Absolutely and I 100% agree with an effective customer education and outreach. Through the 30 years I've lived in the area I have never seen anything from TVWD. There are papers that come in the bill but they are easily thrown away. PGE always has booths so to speak in community gatherings that offers all kinds of information. A lot of times I see lots of people at them talking about their bills and whatever. TVWD needs more of that. A 2 year rate period would be the same rating process as it is now with the words 2 year rate period? Smoke and mirrors approach?</p>	11/17/2016 7:40 AM
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**Q11 Multi-year Rate Adjustments
(continued) Survey Question: Does the District need to expand its ratepayer education and public outreach efforts for this particular policy change?**

Answered: 12 Skipped: 0

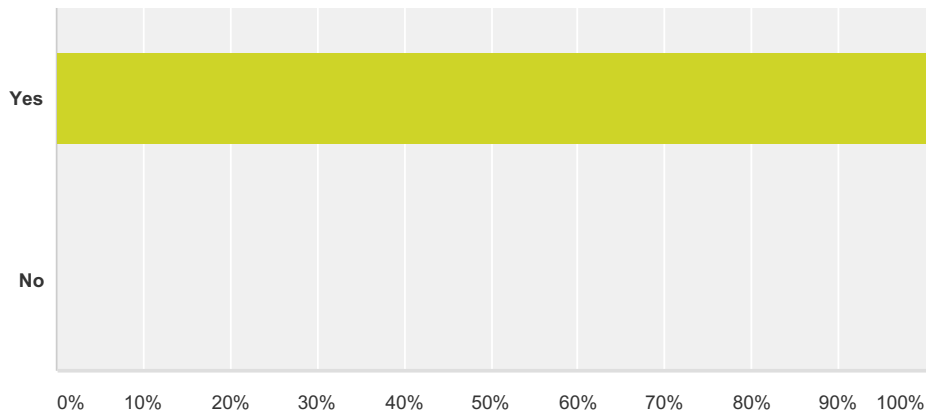


Answer Choices	Responses
Yes	83.33% 10
No	16.67% 2
Total	12

#	Comments or Questions (optional)	Date
1	Absolutely! The District needs to get in front of the rate-increase with expanded customer education and communication about the District's value as an organization. Once the District has better educated their customers about their value, including describing their capital plans (in a user-friendly way) and their ongoing efforts to support the communities that they serve, then the District will be better positioned to discuss the rate increase. Introducing the rate increase as an integral part of a "suite of customer programs" for vulnerable and less-vulnerable customers will best demonstrate the District's value to all of their customers.	11/21/2016 2:32 PM
2	No but don't hide it	11/17/2016 5:50 PM
3	I think there needs to be on-going and regular outreach about the cost of the new supply and the rate increases that are necessary to pay for it.	11/17/2016 9:32 AM
4	ABSOLUTELY for all their policies and changes. My experience is it takes 3 years for people to listen and learn what the rules and policies are. This would take a total commitment on TVWD's part.	11/17/2016 7:40 AM

Q12 Hydrant Meter Program What we heard: The hydrant meter program is related to a limited number of customers who use hydrant water (e.g. temporary construction, water haulers) and how hydrant water consumption is measured and billed. The RAC members in attendance indicated that the District’s current program/approach appeared to be reasonable, with the following caveats: a) the revenues from the hydrant meter program should recover the full costs of the program, and b) outreach and education to this specific group of customers should be enhanced to address the issue or perception of wasting water. Survey Question: As a RAC policy recommendation to the Board, the District’s current approach to hydrant meters should be maintained, but should the District provide enhanced outreach and education to these customers regarding efficient use?

Answered: 9 Skipped: 3



Answer Choices	Responses
Yes	100.00% 9
No	0.00% 0
Total	9

#	Comments or Questions (optional)	Date
1	I think my response is yes, but I would like another re-cap of our last committee discussion to weigh in on this topic.	11/21/2016 2:32 PM

TVWD RAC Survey #2

2	I would also keep tracking options for less expensive metering options. Honor systems are not preferred.	11/17/2016 9:32 AM
3	No comment on this, I am not familiar with this process at all.	11/17/2016 7:40 AM