

2020 Resolutions

Adopted

By

The SFPUC

Full Citizens'

Advisory

Committee

Resolution in Support of Interim Emergency Rate Assistance Program and Revised Community Assistance Program

WHEREAS, the San Francisco Public Utilities Commission (SFPUC) has maintained a Customer Assistance Program (CAP) since 2004 to provide rate subsidies for eligible San Francisco water and wastewater ratepayers;

WHEREAS, the SFPUC's CAP program currently serves approximately 1,200 households, even though the SFPUC has estimated that nearly 26,000 qualify for this subsidy;

WHEREAS, Mayor Breed ordered a moratorium on Water Shutoffs due to nonpayment of bills as of March 13, 2020;

WHEREAS, the SFPUC subsequently restarted all water connections that had been shut off due to nonpayment, such that no households are currently without water and wastewater service due to nonpayment;

WHEREAS, the SFPUC Commission at its May 26, 2020 meeting, adopted a 6-month interim emergency rate assistance plan for residents in economic distress, for which nearly 5,000 customers have already applied; now therefore, be it

RESOLVED, that the SFPUC Citizens' Advisory Committee (CAC) supports the continuation of the Mayor's moratorium on shutoffs as well as the interim emergency rate assistance program adopted by the Commission;

FURTHER RESOLVED, that the CAC urges the SFPUC to consider changes to its current CAP program and the manner and extent to which it is advertised to ensure that the most at-risk San Francisco households are aware of the program and able to readily enroll;

FURTHER RESOLVED, the CAC further requests that the interim emergency rate assistance program be extended beyond its current September 10, 2020, end date until such time as the CAP program has been updated.

As adopted by the Full Citizens' Advisory Committee on July 21, 2020.

Resolution of Support of Online Virtual Tours and Educational Videos

WHEREAS, Tours of SFPUC's facilities, systems and other assets, including their rich and storied histories, foster a sense of ownership and pride for rate payers and other stakeholders;

WHEREAS, Such tours offer an educational opportunity for SFPUC's youngest stakeholders;

WHEREAS, Due to the COVID-19 pandemic, the SFPUC has been conducting and recording tours via online webinar format in place of in-person tours;

WHEREAS, Many of these tours are not normally available to the public and many stakeholders are not able to attend available tours in person;

WHEREAS, SFPUCs online tours have been very popular with 250-300 attendees per tour, and there have been many requests from these attendees to have the tours made available online to share and view again;

RESOLVED, That the CAC encourages SFPUC to post educational videos online in order to educate and inform a larger audience;

FURTHER RESOLVED, That the CAC encourages SFPUC to develop new online public tours as resources permit.

As Adopted by the Full Citizens' Advisory Committee on October 20, 2020.