

**Attachment 1A**  
**MEETING SUMMARY**  
**HELP TO OTHERS – H2O – PROGRAM BOARD OF DIRECTORS MEETING**  
**September 6, 2017**  
**Newport News**

The annual meeting of the H2O – Help to Others – Program Board of Directors was held on September 6, 2017. All members of the Directors of Utilities Committee are members of the H2O Program Board of Directors. The HRPDC staff's presentation slides are included as Attachment 1C.

**1. Officers**

The Board discussed the appointment of officers; officers do not have specified terms and serve at the pleasure of the Board. In a unanimous vote, the Board elected Ms. Kristen Lentz as Director and agreed that the terms of the other officers will be continued. Officers are listed below:

- President – Doug Powell, JCSA
- Vice President – David Jurgens, Chesapeake Public Utilities
- Secretary/Treasurer – Ted Henifin, HRSD
- Director – Kristen Lentz, Norfolk Utilities
- Director – Al Moor, Suffolk Public Utilities

**Action:** The Board elected Ms. Kristen Lentz as Director and continued the terms of the other officers.

**2. Program Status**

HRPDC Principal Environmental Education Planner Katie Cullipher provided a program status update, including FY17 fundraising results and assistance distribution, the FY18 budget, and H2O Program promotional activities.

FY17 fundraising results totaled \$44,243, compared to \$34,271 in FY16. The increase is primarily due to the completion of two envelope solicitations in FY17 (a coordination problem with the billing agent resulted in the completion of only one envelope solicitation in FY16). In FY17, 783 envelope donations raised \$21,430; the average donation amount was \$27.37. The number of FY17 online donations increased, with a total of 6,223 contributions raising \$22,814.17, slightly more than FY16. The average online donation amount decreased to \$3.67, compared to \$3.77 in FY16.

The distribution of customer assistance was summarized by locality. Assistance funding is allocated according to the number of accounts per locality; new donations and any remaining assistance funds and are compiled and reallocated across localities twice annually in February and August. Applicants for assistance are screened by the

Salvation Army; the Salvation Army requires the applicant to agree to a payment arrangement prior to pledging assistance (\$250 maximum assistance one a year). In response to a question from the board, Ms. Cullipher clarified that customers must pay any amount due over the \$250 maximum assistance prior to receiving H2O assistance. According to the Portsmouth Salvation Army program liaison, many customers are unable to pay down balances to \$250, and are therefore unable to qualify for H2O assistance. Ms. Cullipher will follow up with Salvation Army staff to see if other programs are available to pay down balances to \$250, to educate new staff, and to identify any administrative issues or challenges that may be affecting the program.

Ms. Cullipher reviewed the FY18 Budget, program reserve funds, and planned program promotional activities, including locality promotions. The Board was asked to consider using some of the reserve funds to increase program awareness, including rebranding the H2O program and creating a website with an online donation portal. The Board asked staff to provide a cost estimate for rebranding and creating a new website.

**Action:** No action.

**MEETING SUMMARY  
DIRECTORS OF UTILITIES COMMITTEE MEETING  
September 6, 2017  
Newport News**

**1. Summary of the August 9, 2017 Meeting of the Directors of Utilities Committee**

There were no comments on, or revisions to the summary of the August 9, 2017 Committee meeting.

**ACTION:** The summary of the August 9, 2017 meeting of the Directors of Utilities Committee was approved.

**2. Public Comment**

There were no public comments.

**3. Hampton Roads Regional Technical Standards for the Sizing of Grease Control Devices (GCDs)**

HRPDC Principal Environmental Education Planner Katie Cullipher presented the final document "Hampton Roads Regional Technical Standards for the Sizing of Grease Control Devices" for the Committee's approval. She reviewed the August 9, 2017 committee discussion of proposed and thanked Virginia Beach and HRSD for their work with the HR FOG Technical Subcommittee in finalizing the document. The Committee voted unanimously to approve the final document.

**ACTION:** The Committee approved the Hampton Roads Regional Technical Standards for the Sizing of Grease Control Devices.

**4. Imagine a Day Without Water**

Ms. Cullipher briefed the Committee on the week-long media campaign and outreach efforts planned for the third annual [Imagine a Day Without Water](#) national awareness day, which is on October 12, 2017 (see Attachment 1D). She explained that askHRgreen.org is working on a news release and op-ed piece based on the materials in the national media toolkit.

The Committee generally agreed with moving forward with the op-ed piece to be authored by askHRgreen.org and suggested that an appeal for donations to the Help 2 Others program could be incorporated into the regional promotion of Imagine a Day Without Water.

**ACTION:** No action.

## 5. Final FY19 Regional Water and Wastewater Program Budgets

HRPDC Principal Water Resources Engineer Whitey Katchmark reviewed the final FY19 budgets for the Regional Water Program and the Regional Wastewater Program. There were no changes from the draft budgets presented at the August 2, 2017 meeting. Ms. Katchmark clarified that a vote to endorse the budgets means that the utility will support the Committee budget in the development of the FY19 locality budget. There were no comments or questions on either program budget.

The Committee members present voted unanimously to endorse the FY19 budgets for the Regional Water Program and the Regional Wastewater Program. The HRPDC staff will follow-up with the localities that were not represented at the meeting for their electronic vote.

**ACTION:** The Committee endorsed the FY19 Regional Water Program and Regional Wastewater Program budgets.

## 6. October Committee Meeting

Upon consideration of scheduling conflicts, the Committee agreed to cancel the October 4, 2017 meeting. The next meeting will be held on November 1, 2017.

**ACTION:** The Committee canceled the October 4, 2017 meeting.

## 7. Customer Assistance Programs

Ms. Katchmark presented a summary of recently published resources on funding and implementing customer assistance programs (CAPs), including examples of programs that are receiving national attention (see Attachment 1E).

Three resources published this year by the American Water Works Association, the University of North Carolina Environmental Finance Center (EFC), and other national water-related organizations all address the question, "Should utilities provide direct and/or indirect customer assistance?" The reports also share two common themes: 1) The idea of a customer-centric approach and compassionate customer service; and 2) Assistance programs are part of the utility's social responsibility to protect public health.

Ms. Katchmark reviewed the focus of each report, and noted how specific reports also indicate the need to identify vulnerable populations and improve the understanding of financial hardship. She noted, for the Committee's consideration, the EFC report's description of the level of authorization for rate-funded CAPs in Virginia. Example CAPs were also summarized to show the types of programs that are receiving a considerable national attention. Ms. Katchmark noted that it is difficult to find data on metrics that indicate program effectiveness, such as decreases in bill delinquency and service

interruptions. HRPDC staff will continue to monitor issues related to funding and implementation of CAP programs, and will report back to the Committee as needed.

**ACTION:** No action.

## **8. Integrated Plan/Regional Wet Weather Management Plan**

Brown and Caldwell Senior Vice President Richard Stahr briefed the Committee on the status of HRSD's Integrated Plan (IP)/Regional Wet Weather Management Plan (RWWMP) that is due to EPA not later than October 1, 2017. Mr. Stahr reviewed the timeline for implementation and the consideration of affordability and financial metrics. He reviewed information that has been updated since the July 2016 publication of the Alternatives Analysis Report, the plan optimization, the criteria and selection of high priority projects and modeled system performance. Mr. Stahr emphasized that projects are being sequenced and scheduled in three phases to provide for engineering considerations and financial planning.

With respect to customer affordability, the analysis still indicates that a large portion of the population will be significantly burdened by the cost of the IP/RWWMP. In addition, costs may be further impacted by several unknowns including sea level rise, extreme weather events, growth patterns, military operations, system degradation, economic changes, and shifting environmental priorities. Therefore, the IP/RWWMP document will detail an adaptive management approach to best serve rate payers and the region. Under this approach, HRSD will implement the high priority RWWMP projects and re-evaluate the system prior to developing a final remedial measures plan. Similar approaches are being proposed in the current renegotiation of two other consent decrees.

HRSD has proposed to modify the 2014 MOA between HRSD and the localities such that the responsibility for capacity-related sanitary sewer overflows will shift to HRSD upon the EPA's acceptance of the IP/RWWMP. HRSD anticipates providing a draft MOA for localities to review in October 2017.

**ACTION:** No action.

## **9. Other Business**

There was no discussion of other business.