

Low-Income Leak Repair Pilot Program

November 10, 2022



Long Beach Water
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Overview

- Program Objectives
- Rebuilding Together Long Beach
- Program Partnership
- Suggested Guidelines
- Program Branding
- Feedback and Next Steps

Program Objectives

Problem:

Real-time AML data is uncovering household leaks, but some customers are not able to afford repairs

Objective:

Create no-cost repair program for low-income customers

- Help customers avoid future high bills
- Help customers avoid water shut offs
- Prevent water waste and conserve water



Rebuilding Together Long Beach



- Since 1991, RTLB has provided free:
 - Critical home repairs
 - Accessibility modifications
 - Energy-efficient upgrades
- Available to low-income older, disabled and veteran single-family homeowners
- Alleviates burden of choosing between home repairs and basic essentials such as food, medicine, or utilities
- Funding sourced from corporate sponsorships, donation, and volunteers.



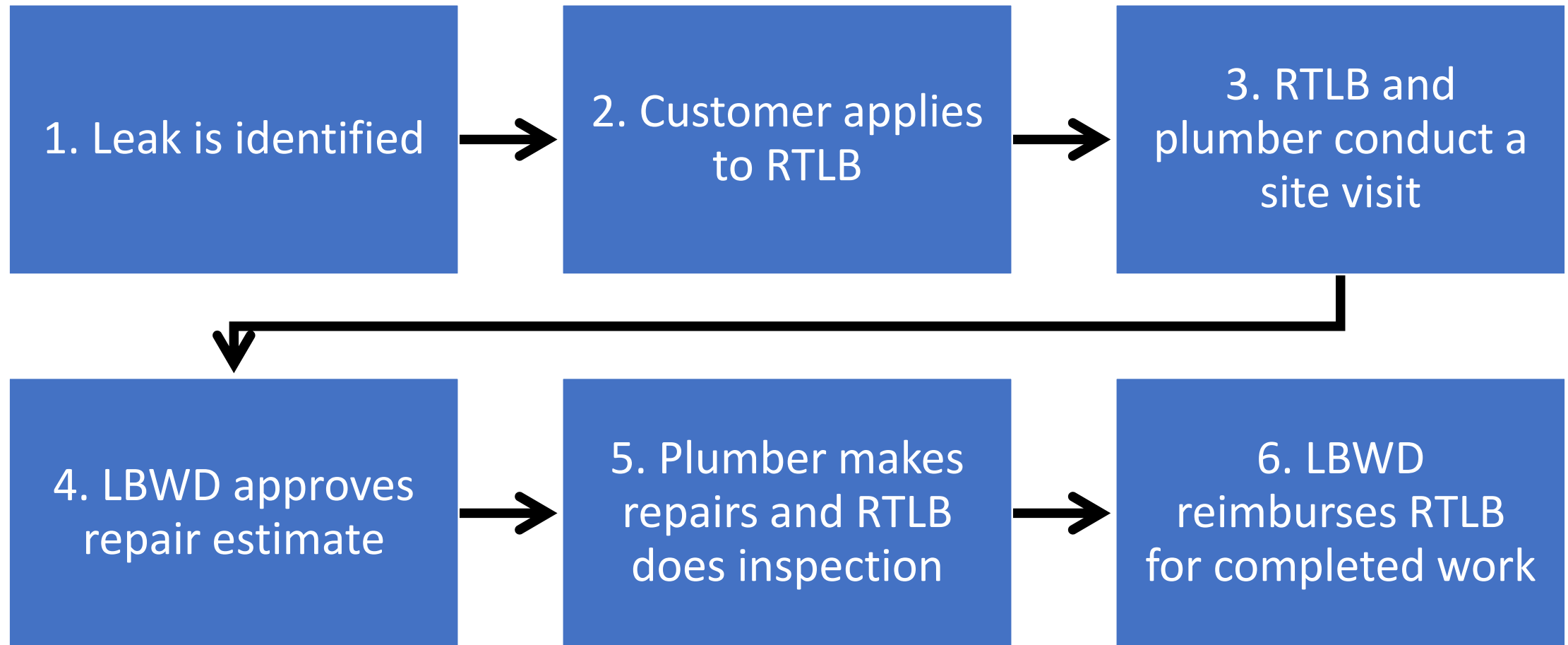
Rebuilding Together PSA



https://www.youtube.com/watch?v=xQ_uF5aGmEA



Program Partnership



Program Partnership, Cont'd



| | | |
|----------|----------------------------|----------|
| x | Identify Leaks | x |
| x | Vet Applicants | |
| x | Hire Plumbers | |
| x | Repair Approval | x |
| x | Coordinate Repairs | |
| x | Inspect Repairs | |
| x | Report on Repairs | |
| | Track Water Savings | x |



Suggested Program Guidelines

- LBWD identified non-rate payer revenue to fund the Leak Repair Pilot Program up to \$100,000
- Only indoor or mainline leaks will qualify; irrigation repair will not be eligible
- LBWD funds will cover the repairs of leaks only; RTLB will fund and coordinate any cosmetic repairs needed
- Fixtures (toilets, showerheads, etc.) will be replaced with high-efficiency, low flow models



Program Branding

- **Option 1:** LBWD is not mentioned in the program branding or advertising.
- **Option 2:** RTLB handles branding and advertising of the program. LBWD is listed as a funder/sponsor.
- **Option 3:** LBWD creates a program name and icon similar to other conservation programs.



Feedback and Next Steps

- Feedback or Questions?
- Next Steps:
 - Staff will incorporate Board feedback into pilot program design in coordination with RTLB
 - Staff will return to Board to request approval for the Low Income Leak Repair Pilot Program





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