

NORTH TAHOE PUBLIC UTILITY DISTRICT Board of Directors Special Meeting Agenda North Tahoe Event Center 8318 North Lake Boulevard, Kings Beach, CA

Monday, November 13, 2023, at 10:00 A.M.

Welcome to a meeting of the North Tahoe Public Utility District Board of Directors

The District welcomes you to its meetings. Your opinions and suggestions are encouraged. With a few exceptions, all meetings are recorded and available online after the meeting has concluded. The meeting is accessible to people with disabilities. In compliance with Section 202 of the Americans with Disabilities Act of 1990 and in compliance with the Ralph M. Brown Act, anyone requiring reasonable accommodation to participate in the meeting should contact the North Tahoe Public Utility District office at (530) 546-4212, at least two days prior to the meeting.

In addition, all written public comments received by 9:00 a.m. on November 13, 2023 will be distributed to the District Board Members for their consideration, and all written comments will be included in the minutes. Pictures, graphics, or other non-written comments may be included in the minutes at the discretion of the Board of Directors. Written comments may be emailed to mmoga@ntpud.org, mailed or dropped-off at NTPUD's Administrative Offices located at 875 National Ave., Tahoe Vista, CA. 96148.

The Board of Directors may take action upon any item listed on the agenda at any time during the meeting. Scheduled items will be heard at or after the time noted, but the Directors may interrupt or defer discussion in order to deal with other matters. No action will be taken at the meeting on any business not appearing on the posted agenda except as permitted by Government Code Section 54954.2.

TIMED ITEMS ON THIS AGENDA

12:00 P.M. Public Comment and Questions

- A. CALL TO ORDER/OPEN SESSION/PLEDGE OF ALLEGIANCE
- **B. REVIEW AGENDA -** Agenda Items may be taken off the agenda or taken out of order.
- C. PUBLIC COMMENT AND QUESTIONS (10:00 A.M.): Any person wishing to address the Board of Directors on items on the agenda or matters of interest to the District not listed elsewhere on the agenda may do so at this time. Please limit comments and questions to three (3) minutes since no action can be taken on items presented under Public Comment.
- **D.** Water and Wastewater Utilities Cost-of-Service Study Workshop Presentation by Shawn Koorn of HDR (*Pages 2-39*)
- **E. PUBLIC COMMENT AND QUESTIONS**: See protocol established under Agenda Item *C*, Public Comment and Questions.
- F. ADJOURNMENT









North Tahoe
Public Utility District
Water and Wastewater
Rate Study Summary

November 13, 2023

Overview of the Presentation

- Overview of Setting Cost Based Rates
- Prior Board Direction Received
- Summary of the Rate Study
 - Revenue Requirement
 - Cost of Service
 - Rate Design
- Gain Final Direction on Study Recommendations
- Next Steps



Purpose of the Study

- Develop an analysis to financially sustain the District's water and wastewater infrastructure
 - Proposed rates for the next five-year rate setting period
- Reflect prudent financial planning criteria
 - Maintain target debt service coverage (DSC) ratio
 - Adequate rate funding of capital infrastructure
 - Meet target reserve balances
- Develop the analyses using generally accepted methodologies and the District's system and customer characteristics
- Meet the intent of the requirements laid of Proposition 218
 - Develop proportional and cost-based rates
 - Provide administrative record

Proposition 218 – Setting Cost-Based Rates

- Proposition 218 is a California constitutional amendment designed to protect taxpayers by limiting the methods by which local governments can create or increase taxes, fees and charges without taxpayer consent
- Proposition 218 is not prescriptive in defining a "cost-based" rate
- In part, Proposition 218 requires
 - Fees shall not exceed the reasonable cost of providing the service
 - Fees shall not exceed the proportional cost of providing the service
- Cost of service analysis results (<u>unit costs</u>) are the foundation of the proposed rates
 - Nexus between cost to provide service (expenses) and rates (fixed and variable) charged to customers (revenues)

Developing Cost-Based Rates

Revenue Requirement

Compares the revenue of the utility to the expenses to evaluate the level of overall rates



Cost of Service

Proportionally distributes the revenue requirement between the customer classes of service



Rate Design

Design rates for each class of service to meet the revenue needs of the utility, cost of service, and rate design goals and objectives

Summary of the Rate Study

- Summary of the Revenue Requirement
 - Overall system revenue adjustment
- Cost of Service Analysis Results
 - Proportional distribution of costs to the customers of each utility
- Review Proposed Water and Wastewater Rate Designs
 - Based on cost of service and revenue requirement results





Overview of the Revenue Requirement

Compares utility revenues to expenses

 Determines if revenue (rate) adjustments are necessary

Uses prudent financial planning criteria

- Adequate funding of renewal and replacements
- Maintaining sufficient ending reserve balances

Reviews a specific time period

- Typically a five-to-ten-year period
- Rates are established for a five-year period

Utility is analyzed on a "stand-alone basis"

- No transfer of funds from other District funds
- Rates need to support operations and capital

Utilizes the "cash basis" methodology

Generally accepted method for municipal utilities

Revenue Requirement Goals and Objectives



Adequately fund annual operating costs

Costs continue to increase since the last rate study

District has also been impacted by recent inflationary trends

Balance the impacts of funding General and Administrative (G&A) costs supporting each utility (balancing use of property tax revenues)



Providing sufficient capital funding for

Necessary system improvements

Annual renewal and replacements

Use of property tax revenues



Cost-Based Rates

Balance the impacts to rates to adequately fund annual O&M and capital improvement needs

Ensure adequate debt service coverage ratios

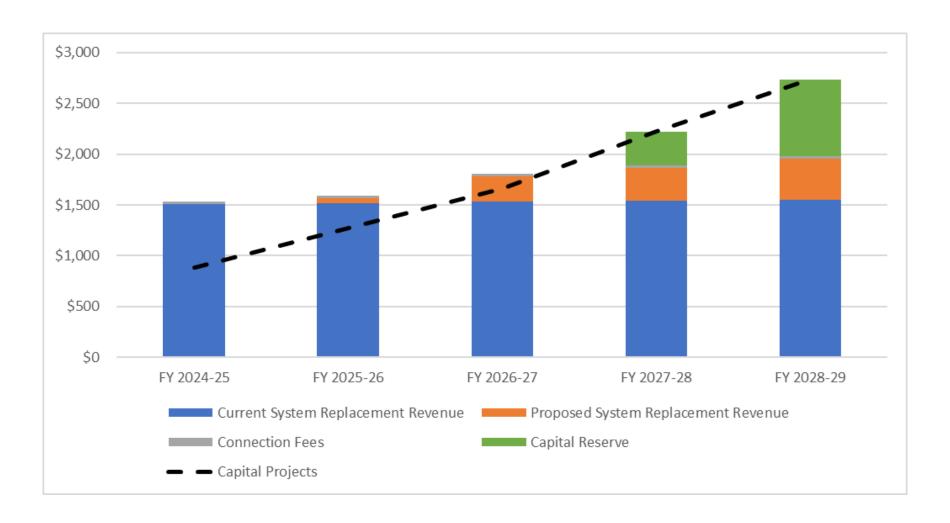
Maintain prudent reserve levels

Develop proposed rates for next five years (FY 24/25 – FY 28/29)

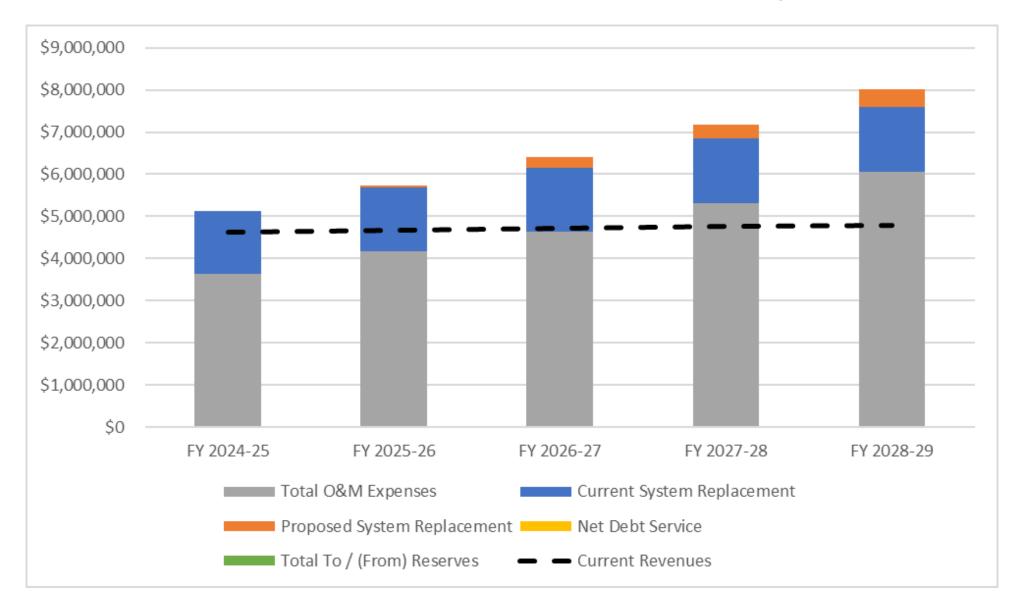
Summary of Board Revenue Requirement Input

- Allocate G&A to Water and Wastewater with a phasing out of property tax funding support over time
- Capital improvement plan
 - Sewer as initially projected
 - Water phased in over a ten-year period
 - Shifts ~\$7 million out of five-year rate setting period
- Overall system revenue adjustment targeted at ~10.0% to ~11.0% annually
 - Board direction was to target 11.0% annually
 - Provides available property tax revenue for current and future Board priorities

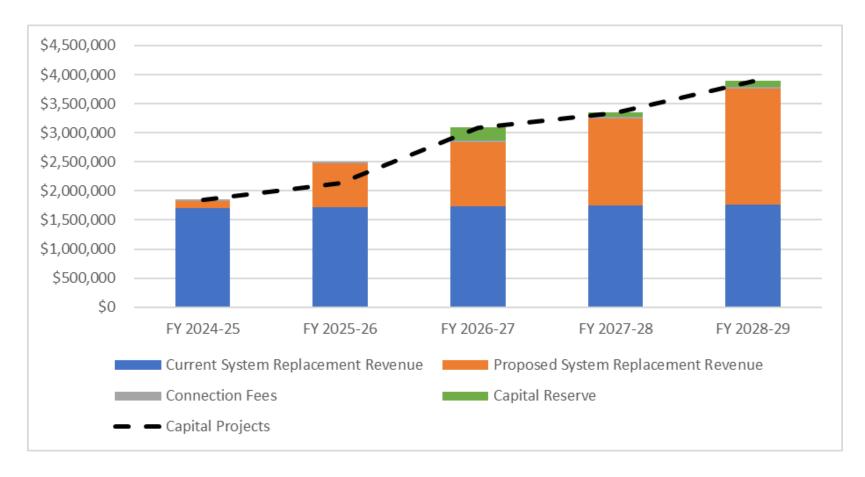
Wastewater Capital Improvement Funding Plan



Wastewater Revenue Requirement Summary

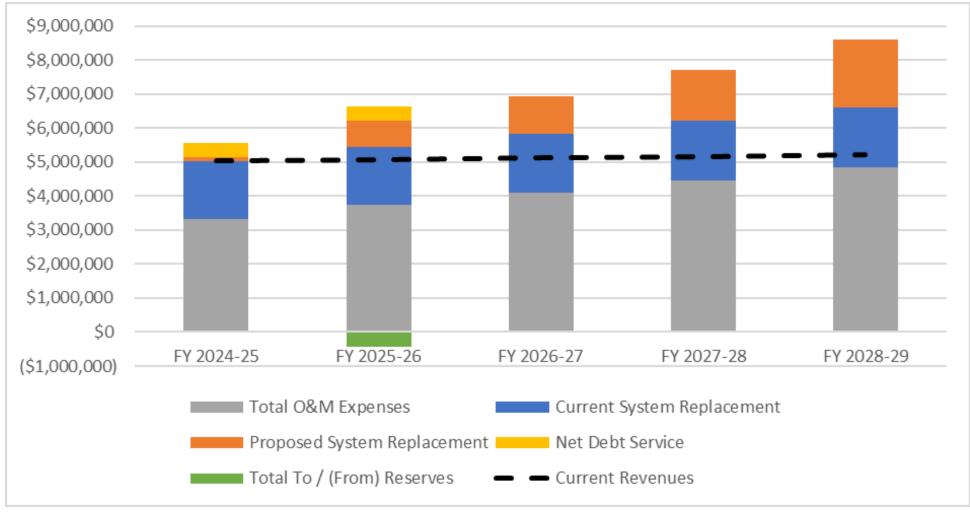


Water Capital Improvement Funding Plan



Shift to 10-year capital plan results in ~\$7 Mil in costs outside current five-year period

Water Revenue Requirement Summary



Overview of the Cost of Service

What is cost of service?

 Analysis to proportionally allocate the revenue requirement to the various customer classes of service

Why cost of service

- Generally accepted as "fair and equitable"
- Avoids subsidies
- Revenues reflect costs
- Meets the intent of Proposition 218

Objectives of Cost of Service

- Determine if subsidies exist
- Develop average unit costs

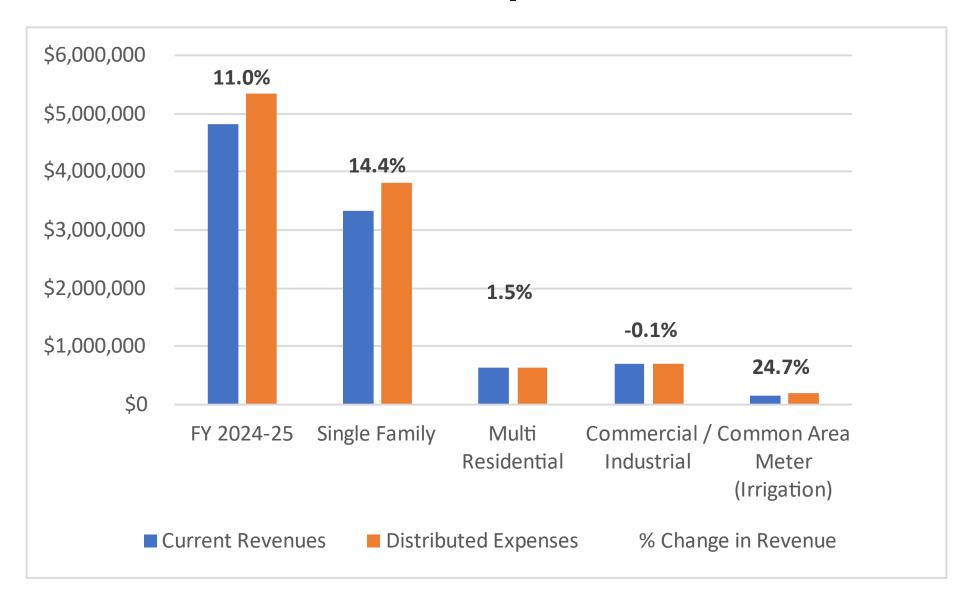
Summary of the Wastewater Cost of Service

- Wastewater cost of service is based on industry standard approaches (i.e., WEF MOP #27)
- Cost of service allocates and distributes cost on a per EDU basis
- Approach simplifies the cost of service analysis
 - Total wastewater costs divided by total number of billable EDUs
- Cost per EDU is basis for proposed rates
- EDU is applied to different customer types based on industry standard metrics
 - Single family customer = 1 EDU
 - Non-residential based on:
 - Number of fixture units
 - Number of seats
 - etc.

Water Cost of Service Impacts

- Water cost of service is based on industry standard approaches (i.e., AWWA M1 Manual)
- Reflects each customer class's proportional share of costs
- Customer characteristics and District costs have changed since the last study
 - Demands are based on recent customer and system data
 - District costs change over time
- Results in changes in the relationship (cost of service) between customer classes
 - Addressed in year 1 of the rate adjustments
- These changes are expected even when completing studies routinely

Water Cost of Service Year 1 Impacts



Summary of the Cost of Service Results

Minor cost differences exist for the water system

Reflects customer usage and facility requirements

Cost of service analysis results in unit cost which are the basis for the proposed rates

Year 1 rate adjustment includes system revenue adjustments and rebalancing the proportionality between customer classes

Years 2 - 5 reflect annual overall system revenue adjustments

Combined Water and Wastewater Average Monthly Residential Bill Comparison

	Current	FY	FY	FY	FY	FY
	Rates	24-25	25-26	26-27	27-28	28-29
Water	\$85.14	\$97.90	\$108.72	\$120.70	\$134.02	\$148.80
Wastewater	\$51.85	\$57.55	\$63.88	\$70.91	\$78.71	\$87.37
Combined Bill	\$136.99	\$155.45	\$172.60	\$191.61	\$212.73	\$236.17

Average combined bill with implementation of cost of service results

Overview of Rate Design

Reflect the findings of the revenue requirement and cost of service analyses

Meet the rate design goals and objectives of the District

Produce sufficient revenues to meet the target revenues of the utility, and each class of service

Are cost-based and proportional

Present and Proposed Wastewater Rates (11% Annually)

	Present Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29	
Residential							
Base Rate	\$34.67	\$40.37	\$46.14	\$50.92	\$57.91	\$65.77	Per EDU
System Replacement Rate	\$15.81	\$17.18	\$17.75	\$19.99	\$20.80	\$21.60	Per EDU
State/Federal Mandate Fee	\$1.37	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Per EDU
Total Residential	\$51.85	\$57.55	\$63.88	\$70.91	\$78.71	\$87.37	
Non-Residential							
Base Rate			See Non-Resi	idential Table			Per EDU
System Replacement Rate			See Non-Resi	idential Table			Per EDU
State/Federal Mandate Fee	1.37	0.00	0.00	0.00	0.00	0.00	Per EDU
Total Non-Residential	\$1.37	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

Present and Proposed Non-Residential Wastewater Rates (11% Annually)

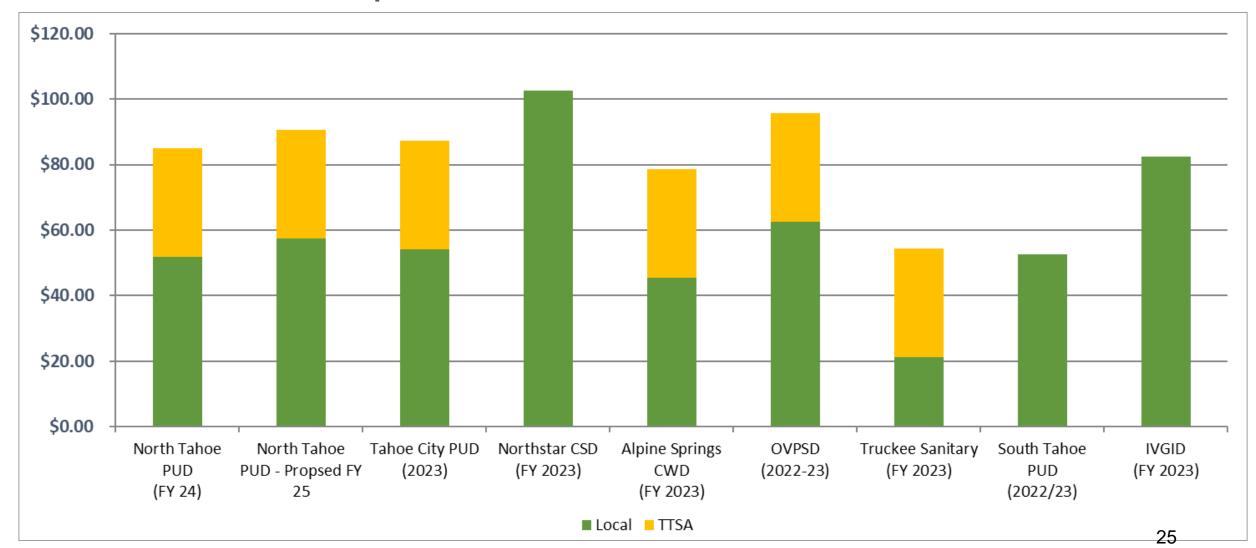
		BASE					
	Unit	Present Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Motel unit with kitc	Per Living Unit/month	\$14.60	\$17.00	\$19.43	\$21.45	\$24.39	\$27.70
Motel unit w/o kit	Per Living Unit/month	11.20	13.04	14.90	16.45	18.71	21.25
Campsite with sewer connection	# of Sites/month	22.37	26.05	29.77	32.86	37.37	42.43
Campsite without sewer connection	# of Sites/month	19.56	22.78	26.03	28.73	32.67	37.10
Other Business	# of Fixture Units/month	4.45	5.18	5.92	6.54	7.43	8.44
Grocery/Market	# of Fixture Units/month	7.85	9.14	10.45	11.53	13.11	14.89
Laundries	# of 10 lb Machines/month	18.32	21.33	24.38	26.91	30.60	34.75
Restaurants & Bars							
Inside Seating	# of Seats/month	3.43	3.99	4.56	5.04	5.73	6.51
Outside Seating	# of Seats/month	1.13	1.32	1.50	1.66	1.89	2.14
Theatres	# of Seats/month	0.44	0.51	0.59	0.65	0.73	0.83
Churches	# of Seats/month	0.44	0.51	0.59	0.65	0.73	0.83
Barber Shops	# of Service Chairs/month	11.79	13.73	15.69	17.32	19.69	22.37
Beauty Shops	# of Service Chairs/month	19.56	22.78	26.03	28.73	32.67	37.10
Schools	# of seats/month	0.07	0.08	0.09	0.10	0.12	0.13
Marina Boat Pumping Facility	Per	38.76	45.14	51.58	56.93	64.74	73.53
Swimming Pool	Per Pool/month	8.91	10.38	11.86	13.09	14.88	16.90
Snack Bar	# of fixture units/month	3.43	3.99	4.56	5.04	5.73	6.51
Studio Living Unit	Living Units/month	29.64	34.52	39.44	43.54	49.51	56.23
Animal Shelter	Per Account/month	122.66	142.84	163.24	180.17	204.88	232.68
Service Station	# of service bays/month	59.85	69.70	79.65	87.91	99.97	113.52

Present and Proposed Non-Residential Wastewater Rates (11% Annually) (Cont'd)

	SYST	EM REPLACEI	MENT				
	Unit	Present Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Motel unit with kitc	Per Living Unit/month	\$6.66	\$7.23	\$7.47	\$8.42	\$8.76	\$9.10
Motel unit w/o kit	Per Living Unit/month	5.11	5.55	5.73	6.46	6.72	6.98
Campsite with sewer connection	# of Sites/month	10.20	11.08	11.45	12.90	13.42	13.94
Campsite without sewer connection	# of Sites/month	8.92	9.69	10.01	11.28	11.74	12.19
Other Business	# of Fixture Units/month	2.03	2.21	2.28	2.57	2.67	2.77
Grocery/Market	# of Fixture Units/month	3.58	3.89	4.02	4.53	4.71	4.89
Laundries	# of 10 lb Machines/month	8.36	9.08	9.38	10.56	10.99	11.42
Restaurants & Bars							
Inside Seating	# of Seats/month	1.56	1.70	1.76	1.98	2.06	2.14
Outside Seating	# of Seats/month	0.52	0.56	0.58	0.65	0.68	0.70
Theatres	# of Seats/month	0.20	0.22	0.23	0.25	0.26	0.27
Churches	# of Seats/month	0.20	0.22	0.23	0.25	0.26	0.27
Barber Shops	# of Service Chairs/month	5.38	5.84	6.03	6.80	7.07	7.35
Beauty Shops	# of Service Chairs/month	8.92	9.69	10.01	11.28	11.74	12.19
Schools	# of seats/month	0.03	0.03	0.04	0.04	0.04	0.04
Marina Boat Pumping Facility	Per	17.68	19.21	19.84	22.34	23.26	24.15
Swimming Pool	Per Pool/month	4.06	4.42	4.56	5.14	5.35	5.55
Snack Bar	# of fixture units/month	1.56	1.70	1.76	1.98	2.06	2.14
Studio Living Unit	Living Units/month	13.51	14.69	15.17	17.09	17.78	18.47
Animal Shelter	Per Account/month	55.94	60.78	62.78	70.71	73.59	76.43
Service Station	# of service bays/month	27.30	29.66	30.63	34.50	35.91	37.29

Wastewater Utility

Local Residential Bill Comparison

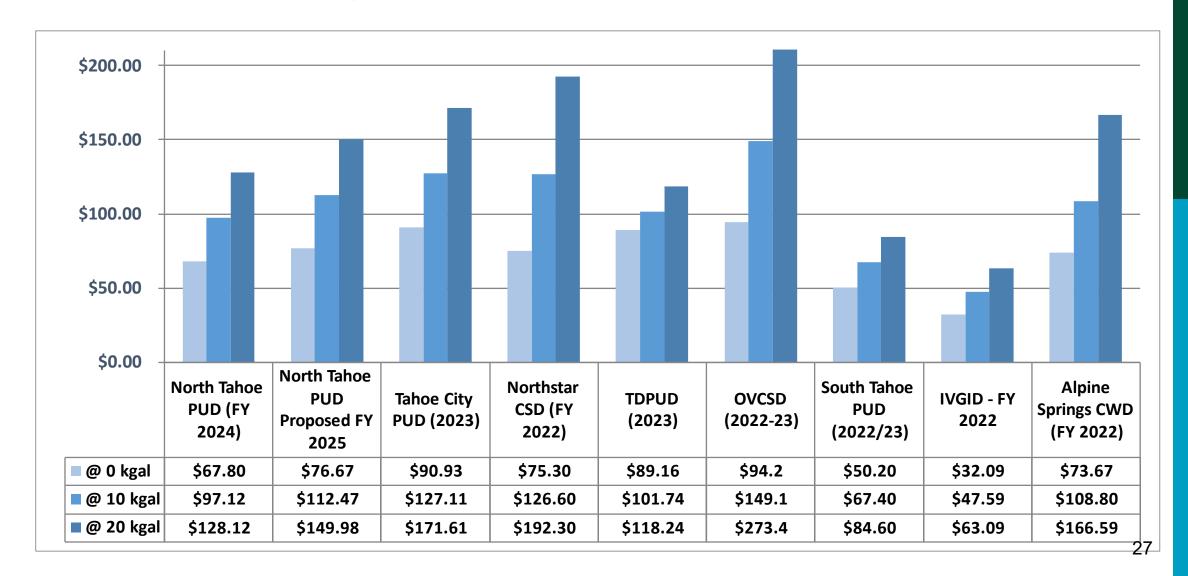


Present and Proposed Single Family Water Rates

	Current		- 1	Proposed Rates	·	
	Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Fixed (\$/Month)						
Base	\$35.55	\$44.56	\$49.36	\$55.64	\$62.81	\$71.24
System Replacement	30.58	32.11	35.78	38.90	42.17	45.34
State/Federal Mandate	1.67	0.00	0.00	0.00	0.00	0.00
Variable (\$/1,000 gal)						
0 -8,000	\$2.89	\$3.54	\$3.93	\$4.36	\$4.84	\$5.37
< 8,000 - 20,000	3.10	3.75	4.16	4.62	5.13	5.69
< 20,000	3.39	3.99	4.43	4.92	5.46	6.06

Water Utility

Local Residential Bill Comparison



Present and Proposed Multi-Family and Commercial Water Rates

	Tiers For Multi-Residential and Commercial Classes								
Meter Size	Tier 1	Tier 2	Tier 3						
3/4"	0 - 6,000 Gal	6,000 - 41,000 Gal	41,000 Gal & Greater						
1"	0 - 11,000 Gal	11,000 - 46,000 Gal	46,000 Gal & Greater						
1 ½"	0 - 27,000 Gal	27,000 - 116,000 Gal	116,000 Gal & Greater						
2"	0 - 41,000 Gal	41,000 - 134,000 Gal	134,000 Gal & Greater						
3"	0 - 72,000 Gal	72,000 - 161,000 Gal	161,000 Gal & Greater						
4"	0 - 112,000 Gal	112,000 - 261,000 Gal	261,000 Gal & Greater						
6"	0 - 200,000 Gal	200,000 - 460,000 Gal	460,000 Gal & Greater						
8"	0 - 560,000 Gal	560,000 - 1,288,000 Gal	1,288,000 Gal & Greater						

Present and Proposed Multi-Family Water Rates

	Current		F	Proposed Rates		
	Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Fixed (\$/Month)						
Base						
3/4"	\$69.06	\$54.97	\$60.88	\$68.63	\$77.48	\$87.8
1"	120.90	100.77	111.62	125.82	142.05	161.1
1 1/2"	310.92	247.36	273.98	308.82	348.66	395.4
2"	469.79	375.61	416.05	468.95	529.44	600.4
3"	826.08	659.62	730.62	823.52	929.75	1,054.4
4"	1,292.04	1,026.07	1,136.51	1,281.03	1,446.28	1,640.2
6"	2,302.14	1,832.38	2,029.61	2,287.70	2,582.80	2,929.2
System Replacement						
3/4"	\$30.58	\$39.60	\$44.13	\$47.99	\$52.01	\$55.9
1"	48.05	72.60	80.91	87.98	95.36	102.5
1 1/2"	123.58	178.21	198.59	215.94	234.07	251.6
2"	186.71	270.61	301.56	327.91	355.44	382.1
3"	329.49	475.22	529.57	575.85	624.18	671.0
4"	513.49	739.24	823.77	895.76	970.95	1,043.9
6"	1,019.36	1,320.15	1,471.11	1,599.68	1,733.94	1,864.2
State/Federal Mandate	\$1.67	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
Variable (\$/1,000 gal)						
Tier 1	\$2.84	\$3.54	\$3.93	\$4.36	\$4.84	\$5.3
Tier 2	2.96	3.75	4.16	4.62	5.13	5.6
Tier 3	3.23	3.99	4.43	4.92	5.46	6.0

Present and Proposed Commercial Water Rates

	Current			Proposed Rates		
	Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Fixed (\$/Month)						
Base						
3/4"	\$52.45	\$43.04	\$47.68	\$53.74	\$60.67	\$68.81
1"	91.82	78.92	87.41	98.52	111.23	126.15
1 1/2"	236.12	193.70	214.55	241.83	273.03	309.65
2"	356.78	294.14	325.80	367.23	414.60	470.21
3"	629.64	516.54	572.13	644.89	728.07	825.74
4"	981.22	803.50	889.99	1,003.16	1,132.56	1,284.48
System Replacement						
3/4"	\$30.58	\$31.01	\$34.56	\$37.58	\$40.73	\$43.79
1"	48.05	56.85	63.36	68.89	74.68	80.29
1 1/2"	123.57	139.55	155.51	169.10	183.29	197.07
2"	186.71	211.91	236.15	256.78	278.34	299.26
3"	329.49	372.14	414.70	450.94	488.79	525.52
4"	513.49	578.89	645.08	701.46	760.33	817.48
State/Federal Mandate	\$1.67	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Variable (\$/1,000 gal)						
Tier 1	\$2.85	\$3.54	\$3.93	\$4.36	\$4.84	\$5.37
Tier 2	3.05	3.75	4.16	4.62	5.13	5.69
Tier 3	3.19	3.99	4.43	4.92	5.46	6.06

Present and Proposed Irrigation Rates

	Current		F	Proposed Rates	•	
	Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Fixed (\$/Month)						
Base						
3/4"	\$18.91	\$36.70	\$40.65	\$45.81	\$51.72	\$59.00
1"	33.11	67.28	74.52	83.99	94.83	108.16
1 1/2"	85.15	165.13	182.91	206.16	232.76	265.49
2"	128.66	250.76	277.75	313.07	353.45	403.15
3"	227.05	440.35	487.75	549.77	620.69	707.9
4"	356.84	684.99	758.72	855.20	965.52	1,101.2
6"	630.47	1,223.20	1,354.86	1,527.15	1,724.14	1,966.6
System Replecement						
3/4"	\$31.22	\$26.44	\$29.46	\$32.04	\$34.72	\$37.5
1"	54.65	48.47	54.01	58.73	63.66	68.8
1 1/2"	140.54	118.97	132.57	144.16	156.26	168.9
2"	212.35	180.66	201.32	218.91	237.28	256.5
3"	374.76	317.25	353.53	384.43	416.69	450.5
4"	584.02	493.51	549.94	598.00	648.19	700.9
6"	1,040.60	881.26	982.03	1,067.86	1,157.49	1,251.6
State/Federal Mandate	\$1.67	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
Variable (\$/1,000 gal)						
0 - 41,000	\$3.32	4.00	\$4.44	\$4.93	\$5.47	\$6.0
< 41,000	3.69	4.49	4.99	5.54	6.15	6.8

Present and Proposed Fire Line Rates

	Current		ı	Proposed Rates		
	Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29
Fixed (\$/Month)						
Base						
3/4"	\$2.95	\$3.27	\$3.63	\$4.03	\$4.47	\$4.97
1"	3.92	4.35	4.83	5.36	5.95	6.60
1 1/2"	5.88	6.52	7.24	8.04	8.92	9.90
2"	7.83	8.70	9.65	10.71	11.89	13.20
3"	11.75	13.04	14.48	16.07	17.84	19.80
4"	15.67	17.39	19.30	21.43	23.78	26.40
6"	23.49	26.07	28.94	32.13	35.66	39.58
8"	31.32	34.77	38.59	42.84	47.55	52.78

Flat Unmetered Water Rate

 Develop flat, unmetered, water rate for future potential use

- Based on proposed water rate structure
- Assumes monthly annual average consumption of 8,000 gallons

	Current	Proposed Rates						
	Rates	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	FY 2028-29		
Flat Un-Metered Rate	N/A	\$104.97	\$116.58	\$129.42	\$143.70	\$159.54		

Account Service Size Audit Plan

- Staff developed prioritization of service size account audits
- Audit to be conducted over next 3 years
- Of 5,490 total accounts, of which 3,721 include water service, 272 accounts identified for audit
- Commercial accounts are the highest priority to ensure appropriate service size as per Uniform Plumbing Code (UPC) - 151 accounts
- Multi-residential accounts are also included to ensure compliance with UPC and adequate service size for customers use – 121
- Estimate personnel hours at 1,600 over 3 years

Rate Assistance Program Research & Next Steps

- Rate Assistance Program criteria:
 - Sustainable & quantifiable
 - Consistent with local practices
 - Ease of application process
 - Minimal administrative burden
- Staff has met with two local agencies gathering best practice, policy, and administration information
- Next Steps:
 - Outreach to potential partners
 - Policy development
 - Process development
 - Budgetary impact calculated
 - Board review and consideration



Today

- Review final study results
- Discuss next steps

Project Schedule

- November 2023 present study recommendations
- November/December 2023 develop public notice materials and information
- December 2023 set public hearing date
- February 2024 open house
- March 2024 public hearing

Board Discussion and Direction





2024 Rate Adjustment

Public Notice Timeline

Board Meetings/Public Hearing Dates

Printed Materials Production & Outreach Campaign Milestones and Deadlines

Deadlines

Nov. 13

NTPUD Special Board Meeting Board finalizes new Utility Rate Structure

Dec. (TBD)

Ad/Hoc

Communications Committee **Reviews Public Notice** design and campaign

Dec. 12

NTPUD Board Meeting Board sets date for **Public Hearing** Board reviews public outreach campaign

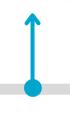
Jan. 9

NTPUD Board Meeting Board approves Public Notice for release

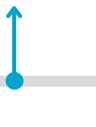
Jan. 20

Public Notice Deadline 45 days required notice prior to **Public Hearing**

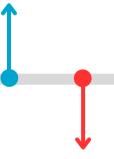


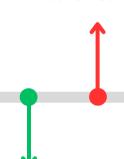












November

Public Notice Production

Staff starts design of **Public Notice** Staff prepares outreach campaign and messaging

December

Database Prep Staff prepares customer and parcel database for printhouse mailing

Dec. 22

Design Complete Public Notice ready for final review

Jan. 10

SEND TO

PRINT **Public Notice** sent to printer for processing and mailing

Jan. 19

Postmark Deadline Public Notice mailed to full database

38



2024 Rate Adjustment

Public Notice Timeline

Board Meetings/Public Hearing Dates

Printed Materials Production & Outreach Campaign Milestones and Deadlines

Deadlines

Feb. (TBD)

Rate Adjustment
Open House
Hosted at North Tahoe
Event Center

March 5

DATE (TBD)
Public Hearing
Rate Adjustment
Presentation & Rate
Adoption

March - June

NTPUD Board Meetings
- Development of Rate Relief

Program and MessagingStaff updates on rate implementation

July 1

New rates go into effect Rate Relief Program launch

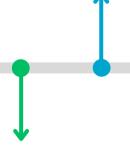


Feb. 1

Bill Insert
Open House Date
Public Hearing Date
Rate Adjustment
Website Link

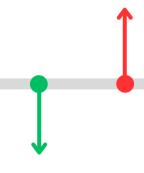
March 1

Bill InsertPublic Hearing Date
Rate Adjustment
Notice



March

Prepare Rate Relief Program



April - July

Prepare Rate Relief Program campaign and messaging

TBD - July or August Rate Relief Bill Insert

Social, Website, Newsletter, Newspaper

Jan. 22

Rate Adjustment

Public Outreach

Campaign Begins