



# MONEY MATTERS: INFRASTRUCTURE FINANCING DURING COVID-19

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# COVID -19 Presentation Agenda

- Customer Service Actions
- Budget Impacts
  - Challenges
  - Revenues and Expenses
- Possible Solutions

# COVID 19- Customer Service Actions

IRWD actions prior to County declaration for all customers:

- No late fees
- No interest
- No shut-offs
- Payment plans
- Water budget variances for extra people at home
- Customer messaging is key- website, social media



# COVID 19- Budget Impacts

## Challenges:

- Short-term
  - Difficulty estimating full affect on revenues, water usage, expenses.
- Long-term
  - Difficulty estimating permanent impact on customer behavior
- Future rate increases????
  - Sensitivity to customers
  - Upcoming Board elections

# Evaluate Budget Impacts

Evaluate impact on Current and Future budget  
FY 19-20 and 20-21:

- Revenues
  - Cash flow due to customer payment arrangements and lack of shut-offs
  - Sensitivity to pass thru planned rate increase
  - Lower interest on investments
  - Lower connection fees due to development slowdown
  - Impact somewhat mitigated by separation of fixed and variable rate components

# Evaluate Budget Impacts

Evaluate impact on Current and Future budget  
FY 19-20 and 20-21:

- Expenses
  - Unanticipated purchases:
    - Laptop computers
    - PPE
    - Cleaning - additional janitorial services
    - Staffing availability - sick, at-risk, child care
    - Additional vehicles to ensure social distancing
    - New office layouts for staff return- plexiglass
  - Pass-through costs by third party agencies

# Possible Solutions

- Use of reserves
- FEMA reimbursement
- Government loan programs
- Debt financing

