

## Rate Review Questions:

### Buder Town Hall

#### Cards:

- How do you foresee the newly-approved data centers water demand impacting the projections that inform these rate increases? Specifically: the Director has stated that we have sufficient water capacity; however, as I understand it, several pumps are currently offline and would require significant outlay to bring back online, thus decreasing our functional capacity.
  - Live Follow-up: Are developers required to work with us to Water Div to assess potential impacts?
- How long will [the proposed] project[s] take, and then, when will monthly bills decrease?
- Why now? If this is so critical, why hasn't it been addressed by now?
- What help will you provide seniors on a fixed income with paying increased bills?
- Why raise rates at all? What places can you make cuts to accommodate the needs?

#### Live:

- What are you doing to get the money that is owed since COVID?
  - To the answer "Our hands were tied". – *WHY* were your hands tied?
  - Asked about status of landlords with multiple properties with delinquent bills.
- Question about waste stream treatment or cost (? – unintelligible, no mic)
- If the population explodes, what is the situation where the rates decrease?
- How much of the [delinquent] debt owed has been paid down?
  - Cites what he considers to be conflicting data
  - How many of the people that owe 13 million will be getting help?
    - Who is paying for that?
  - Why are you handling with such soft hands?
    - (shouted from crowd) - "Put a lien on their property."
  - Suggested that Collector of Revenue could collect the debt quicker
- Will the City Water Division commit to a public dashboard that shows residents in real-time, updated [in] some quarterly bi-annual frequency how many of these 64 water main projects have been done based on the extra revenue that has been collected based on the rate increase?
  - How many of these pumps at which of these facilities have been updated?
  - Are back online?
  - Is it three turned on in the summer? Is it seven?
  - What is a summer capacity versus the winter capacity?
  - Is there a level of commitment that you all can make beyond the legislative process and beyond the mayor's office for high level public transparency?
- In regard to MSD rates [Do] you really understand how this is affecting us?
  - Cost of Service study?
- In regard to how we will replace needed infrastructure (and referencing Spire methods):
  - Are you going to lay it all open?

- Are you going to do it in sections?
- As we are looking at AARPA funds to cover these costs, do we have enough?
  - For...renters who live there, when the water's shut off and they have children and that causes issues in school – we've seen people have their children taken from them because they go for a period of time without water – how...the dignity will come with this when we're talking about people just renting a home...how..what...do you have anything like set up? Is there any like...resources for that or...where would people go to get information or get help?
- Comment (not question): I think it is incumbent on you (Water Division) to make rates available for meter replacement.
- When you're coming in to replace a main or a line, might the resident be offered a lesser rate to do the rest of what needs to be done (meter) because the excavator's already dug everything up and it's exposed?
- Comment: It's not equitable to have a flat rate.
- How long after our rate increases will these programs be available?
- Why does the Water Department pay a 10% tax to the City and what do they use that 10% tax for?