

ORACLE

Oracle Energy and Water
Customer Edge
Conference

Water is Life

Protecting our world's greatest resource

Maria DeChellis

Sr. Director, Strategy and Value

Oracle Energy and Water



Speakers



Rachel Brown

Assistant Secretary - Policy,
Management, and Budget

US Department of the Interior



Julie Waechter

CEO, Dig Deep



Maria DeChellis

Executive Director, AccessH2O

Sr. Director, Oracle

“Be Like Water”

Water can flow, or it can crash. It is such an inherent part of life, but unfortunately, water can also be absent, underfunded, unpaid, or poured into an already full cup of government initiatives.

- Making its way through the cracks
- Do not be assertive, but adjust to the object, and you shall find a way around or through it.
- If nothing stays rigid, outward things will disclose themselves.



14%



Percentage of federal funding for water compared to what it was in 1977.



WATER IS LIFE

Protecting our Most Valuable Resource



2.2 MILLION+

AMERICANS STILL DON'T HAVE RUNNING WATER OR BASIC PLUMBING



\$8.58 BILLION

**ALLOWING 1.57M AMERICANS TO LIVE WITHOUT A TOILET OR TAP RESULTS
IN \$8.58 BILLION LOST TO THE US ECONOMY PER YEAR**



OUR MISSION

DigDeep is a human rights non-profit working to ensure that every American has clean, running water and sanitation forever.



CORE CHALLENGES

Why is the Water Gap in the U.S. Persisting?

Lack of awareness

Silos

Lack of data

Communities as recipients not participants

1-dimensional view of water: resource, commodity, or human right



LOOKING AHEAD

How do we Close the U.S. Water Gap?

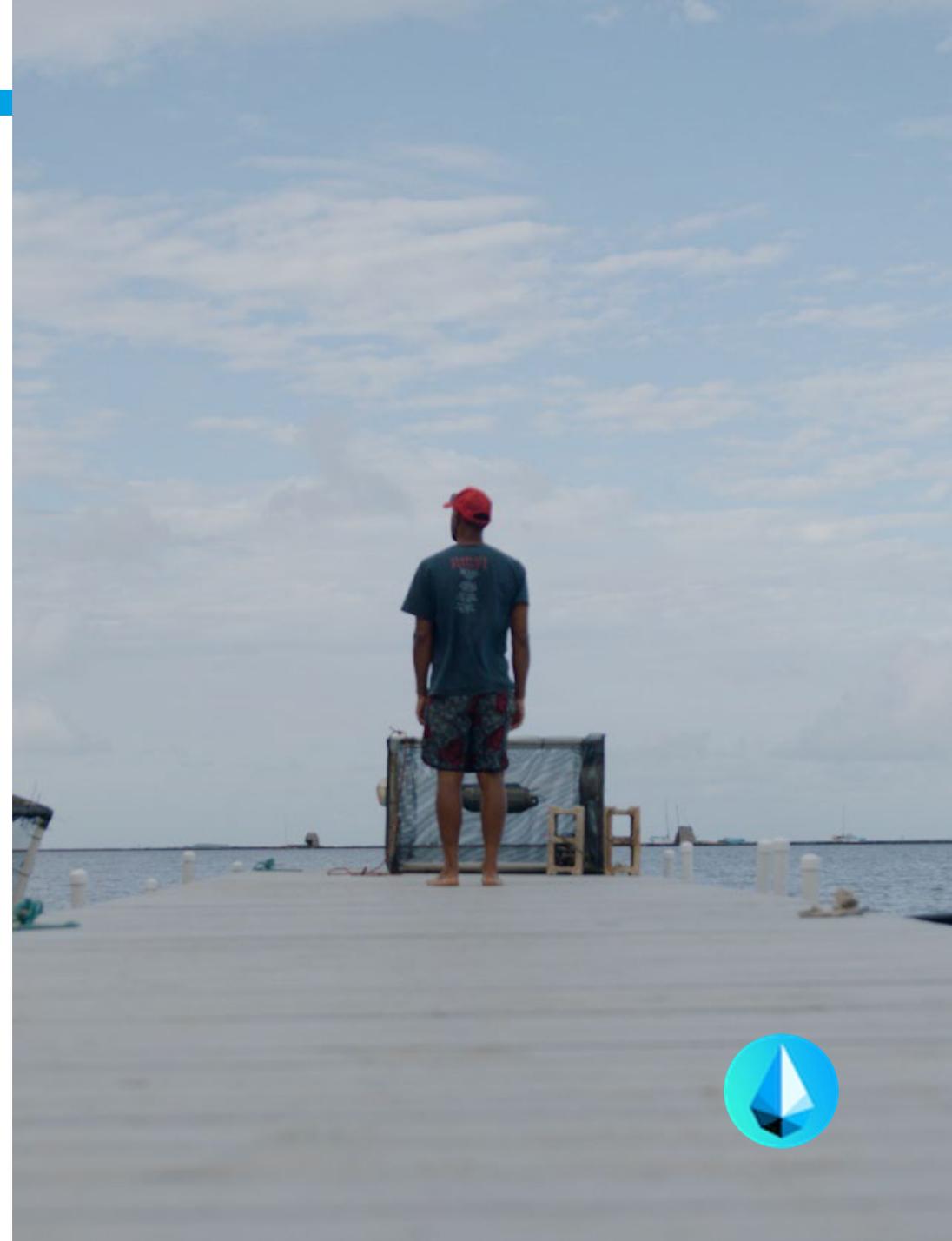
Lack of awareness
Shed light on the water gap

Silos
Integrated planning and coordination

Lack of data
Collection and sharing of data

Communities as recipients not participants
Community-centered approaches

1-dimensional view of water: resource, commodity, or human right
3-dimensional view of water: resource, commodity, AND human right



**WE CANNOT SOLVE A
PROBLEM
BY REPEATING THE MISTAKES
THAT CREATED IT IN THE FIRST
PLACE**



LET'S DO SOMETHING AWESOME!



Julie Waechter
DigDeep
julie@digdeep.org

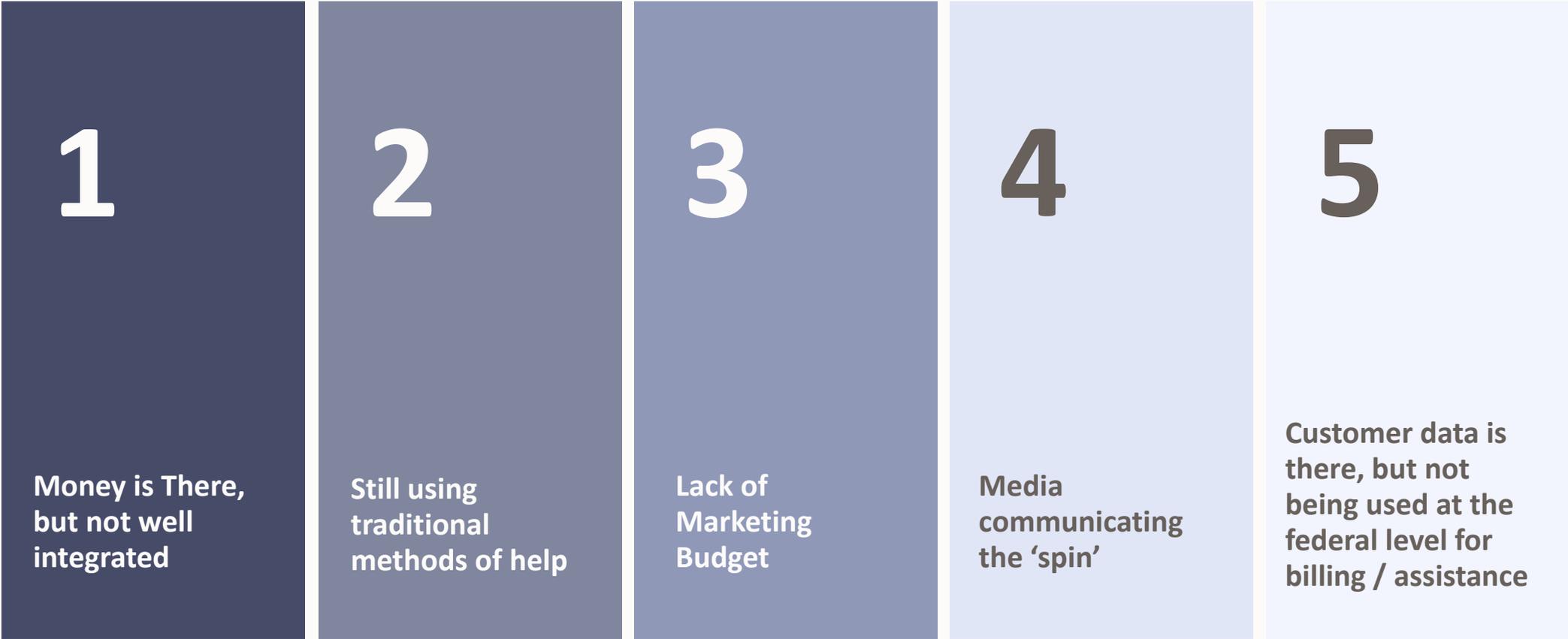


15 Million

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Households that have lost water service due to nonpayment at least one time

Current State



Opportunity 1: Messaging- The Durham Story

National League of Cities “Cities Addressing Fines and Fees Equitably” (CAFPE) and *Duke University’s Center for Advanced Hindsight*

Review key principles

- Who bears the cost of delinquency fees?
- Is the fee inequitable?
- Is the current social support program maximizing its impact?
- Can billing process and disconnection letters be improved to increase understanding and connect customers with resources

Analyze results

Execute a Plan


Department of Water Management
Customer & Billing Services Division
101 CITY HALL PLAZA | DURHAM, NC 27701
919.560.1200 | F 919.560.4827
www.durhamnc.gov

06/16/2020

IMPORTANT NOTICE ENCLOSED

AUTO-DIGIT 27707

Dear Customer,

We know many in our community have lost their jobs, businesses, and healthcare coverage in the wake of the coronavirus pandemic. If you are facing hardship, we urge you to call us at 919-560-1200 to set up a payment plan or receive a list of community resources that may offer financial support.

This is necessary because the City has not received payment for your water bill, and your account is overdue. You need to act now.

*If you do not pay or contact us by 5 PM on 06/23/2020,
your water will be shut off on 06/24/2020.*

We do not want you to go without water. But if we do not hear from you or receive your payment BEFORE your Disconnect Date, we will assume you are actively choosing to have your water cutoff.

You must contact us BEFORE the Disconnect Date written below. If you cannot afford your bill, we will work with you (see back). If you regularly forget, you can set up automatic payments.

To pay, you can:

- Call 919-560-1200, and press "option 1"
- Pay online at www.durhamnc.gov. Select "Pay Your Water Bill"
- Put your payment in the drop box at City Hall, on Mangum Street

DO NOT pay at a local store. They will turn your payment in too late and your service will be disconnected.

If you have already paid, thank you and you may disregard this letter. To check that your payment went through to your account, please contact us at 919-560-1200 or <http://durhamnc.gov/2995>.

Sincerely,

Customer Billing Services Division,
Department of Water Management

**Last Day to Pay to Stop
Water Shutoff: 06/23/2020**

Payment Due: \$94.20
Disconnect Date: 06/24/2020
Account #: 

Opportunity 2: Segmentation – The ‘Utility B’ Case Study



Communication: The Mt. Pleasant Story

In 2017, Mt. Pleasant faced off against Erin Brockovich. In 2019, following a hot summer and an AMI deployment, they faced a class action lawsuit from customers.

1. Understand the source
2. Take Small Steps
3. Develop full fledged programs incorporating the community

Bill Insert Program

Citizens Academy

Operation Round-Up

Request a Speaker

Water for Community Events

Plant Tours

SCB11 Preferred Partner Program

Citizens Academy



Utility operations are fascinating and very few people understand what it takes to bring safe, reliable, and affordable drinking water to their homes, or to safely handle wastewater and protect the environment. The Citizens Academy is designed to expand customer access to Charleston Water System through education and hands-on activities. Participants will become knowledgeable about key water issues, daily operational activities and challenges, and more through interaction with CWS executives, department leaders, and staff. The program begins in September and meets for six consecutive Tuesday evenings. All sessions offer a full dinner, snacks, and refreshments.

Applications are now closed for the 2022 Citizens Academy

We'll select 40 applicants to participate in this free, six-week hands-on customer education program that provides an opportunity to explore the utility's core water and sewer functions with direct access to more than 50 employees from all levels of the organization. Behind-the-scenes access will allow participants to become knowledgeable about key water and sewer issues, daily operational activities and challenges, and regional long-term strategies. All sessions include a catered dinner and a two-hour class.

Tue., Sept. 13

Program kickoff, where your water comes from.

5 p.m. dinner/6 p.m. class

CWS Administration Building: 103 St. Philip St., Charleston, SC 29403

Tue., Sept. 20

What's in your water, how it's treated, and facility tour.

4 p.m. dinner/5 p.m. class

CWS Hanahan Water Treatment Plant: 1104 Hanahan Rd., Hanahan, SC 29406

Tue., Sept. 27

How water gets to your home, water meters, dispatch, inventory, and facility tour.

4 p.m. dinner/5 p.m. class:

CWS Hobson Operations Center: 1256 Supply St., North Charleston, SC 29405

Tue., Oct. 4

Sewers are fascinating and wastewater treatment is amazing!

5 p.m. dinner/6 p.m. class:

CWS Administration Building: 103 St. Philip St., Charleston, SC 29403

Tue., Oct. 11

CEO for a Day: Wateropolis By Raftelis

5 p.m. dinner/6 p.m. class:

CWS Administration Building: 103 St. Philip St., Charleston, SC 29403

Tue., Oct. 18

Customers are #1, competitive knowledge activity, graduation ceremony.

Big ticket Items still left to be addressed

1. Updating local / regional policies

- Build change within cities/ communities to allow for more access to external monies,
- Revisit old regulations build under a different model
- Fund marketing plans for affordability
- Close gaps between housing and public works / water utilities + landlords

2. Disparate Policies

- One city – money is through the state / one through local government
- Some grant money sits on accounts as credits, others roll over, others are not taken due to statewide politics
- People are not applying / barriers to entry

3. Customer Assistance Programs

- Avg. 10-15% of customers eligible apply for plans
- Avg. amount of assistance = \$11





Water is Life: Protecting our Most Precious Resource

RACHEL BROWN, DEPARTMENT OF THE
INTERIOR

MARCH 13, 2023

Federal Programs

- **Water Supply Development (Municipal, Industrial, Agricultural)**
 - Bureau of Reclamation (Department of the Interior)
 - Indian Health Service (Department of Health and Human Services)
 - United States Army Corps (Department of Defense)
- **Groundwater Supply**
 - Bureau of Reclamation
- **Rural and Other Water Supply Programs**
 - Bureau of Reclamation
 - Rural Utility Service (United States Department of Agriculture)
- **Water Conservation**
 - Bureau of Reclamation
 - Environmental Protection Agency
 - Office of Energy and Renewable Energy (Department of Energy)
 - United States Army Corps
 - Natural Resources Conservation Service (United States Department of Agriculture)
- **Water Reclamation and Reuse (including Desalination)**
 - Bureau of Reclamation
 - Environmental Protection Agency
 - United States Army Corp

Federal Funding Highlights

Discretionary Funding (annual appropriations)

- Bureau of Reclamation (Energy-Water)
- Indian Health Service (Labor-HHS-Education)
- Natural Resources Conservation Service (Agriculture)
- Environmental Protection Agency (Interior-Environment)
- Rural Utility Service (Agriculture)
- United States Army Corps (Energy-Water)
- Department Energy (Energy-Water)

Bipartisan Infrastructure Bill and Inflation Reduction Act

- Environmental Protection Agency: \$55 billion to improve the nation's drinking water, wastewater, and stormwater infrastructure
- Indian Health Service: \$3.5 billion to build drinking water, reliable sewage systems, and solid waste disposal facilities.
- Bureau of Reclamation:
 - \$8.3 billion investment in water infrastructure
 - \$2.5 billion for authorized Indian water rights settlement projects
 - \$550 million for water projects to provide domestic water supplies to communities that do not have reliable access to domestic water supplies
 - \$4 Billion drought mitigation including voluntary reductions, voluntary conservation projects, and ecosystem restoration





Looking Ahead

- ▶ Aging Infrastructure
- ▶ Operation and Maintenance Needs and Costs
- ▶ Workforce Development
- ▶ Climate Change
- ▶ Drought Resilience
- ▶ Innovation that responds to community needs



Our 'Ask' to you!

With all of these initiatives and needs, we need **ACTION!** How can you help?

- Share Data
- Engage
- Input
- Pilot



How Can Oracle Help?

Oracle Utility SaaS Solutions with LMI Predictor

From Customer Cloud Service to Meter Solution Cloud Service – small and nimble systems that don't require a major IT investment and the use of analytics to help identify customers in need and start to connect the dots for funding benefit all.

Digital Solutions (DCS)

The same customers facing water affordability challenges are facing challenges around being able to access call center hours and having internet at home. Moving as many processes to digital allows customers to have access to all services.

Work and Asset Cloud Service + Field Service Cloud

Through preventative maintenance and infrastructure repair, making permanent change requires automation, sustainability, and efficient processes to be launched quickly. WACS and OFSC allow newly created utilities to start to support themselves.