

Rates Comments Tracking (consolidated)	Action
Transparency	
Prop 218 notice should have included an explanation of who is not an AWA wastewater customer.	Noted for improvement in next rate adjustment process
Outreach and education explaining system challenges and deficiencies.	O&L Committee is developing programs
Improve trust.	Improved budget readability. Developing 5-yr CIP. Planning periodic public updates on CIP. Created "Transparency" tab on website home page. Grand Jury response tracking on website. Consider seeking Board and Agency certifications, e.g. CSDA. Board is receiving capital project completion reports and approving completion resolutions.
Improve engagement with wholesale customers.	W&RC Committee conducting CIP coordination meetings. Staff planning to update wholesale service agreements. Plan for more direct engagement during future rate process.
Concerns regarding fixed versus volumetric charges.	Outreach to include education regarding fixed versus variable costs and the policy tradeoffs considered by the Board.
Assistance to Low Income Customers	Support State implementation of low income water and wastewater rate assistance program.
Equity	
Each part of the service area should pay its own costs.	Outreach addressing CIP will demonstrate investments in all parts of the service area and benefits to the entire Agency.
Existing customers should not pay the costs of growth.	Board will continue to oversee fees and system extension agreements to insure adherence to existing policy that growth pays for growth.
Grants	Professional grants specialists have been engaged will assist Agency in identifying, prioritizing, and pursuing grant opportunities.
Rate increase used to hire more people	Outreach programs and budget and CIP documents will clarify investments in infrastructure. Board will receive regular reports on the use of additional Operations staff to improve execution of preventive maintenance.