

## **TOWN OF WINDSOR AGENDA REPORT**

**Joint Windsor Town Council, Windsor Redevelopment Successor Agency and Windsor Water District Meeting Date:** April 16, 2025

**To:** Mayor and Town Council  
**From:** Shannon Cotulla, Public Works Director/Town Engineer  
**Subject:** Rate Assistance Program

### **Recommendation to Council:**

By motion:

1. Authorize staff to proceed with implementing a Rate Assistance Program on or after July 1, 2025, incorporating direction provided by Council.
2. Authorize use of identified revenues up to \$170,000 as funding for the Rate Assistance Program.

### **Strategic Plan Element:**

The recommended action supports the goal of Livability. Goal Statement: Preserve community character by maximizing the use of existing amenities and creating future opportunities that enhance quality of life for all.

### **Background:**

Staff has proposed to Council a series of rate increases for both water and wastewater utilities. Should the proposed rates be approved, they would go into effect July 1, 2025, and progressively increase through July 1, 2029. These rates are necessary to ensure funding is available to support operating and maintenance costs, meet debt service obligations and support the capital improvement programs.

### **Discussion:**

Rate increases are necessary to ensure fiscal sustainability for water and wastewater services; however, there is a portion of the Windsor community that will find these moderate rate increases to be a financial burden. In order to offer support to those that find water and wastewater services challenging, staff is proposing the development and implementation of a Rate Assistance Program.

There are legal restrictions on what type of funds can be used for a Rate Assistance Program, primarily rate revenue is not permitted to be used as a form of rate assistance. Other sources, such as rental income and late fees are permitted to be directed toward rate assistance, which is what staff is proposing for a program in the Town of Windsor.

Staff is recommending that Council authorize the implementation of a 2-year pilot Rate Assistance Program to become effective on or after July 1, 2025, if new water and wastewater rates are approved and implemented. If this Rate Assistance Program is approved, Council will be provided with annual reports on program feedback.

### **Fiscal Impact:**

The fiscal impact of the proposed project will allocate up to \$170,000 per fiscal year for a total of 2 years, contingent on sufficient revenue being available from the following budget codes:

410-00-0000-3840-000 / 440-00-0000-3840-000 (combined): \$118,000

410-00-0000-3422-000: \$47,369.68

430-00-0000-3420-000: \$3,904.00

Additional part-time and/or contract staff resources will be utilized for administrative implementation of the program.

Council may authorize future additional discretionary spending to be directed toward this program, should it become available.

**Environmental Review:**

This action does not constitute a “project” within the meaning of California Environmental Quality Act (CEQA) Guidelines Section 15378 and required no environmental review.

**Attachment(s):**

[1. Rate Assistance Program Proposal](#)

[14.4 PowerPoint \(Distributed 2025-04-14\)](#)

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**Reviewed by:**

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