

COVID-19 Federal Stimulus

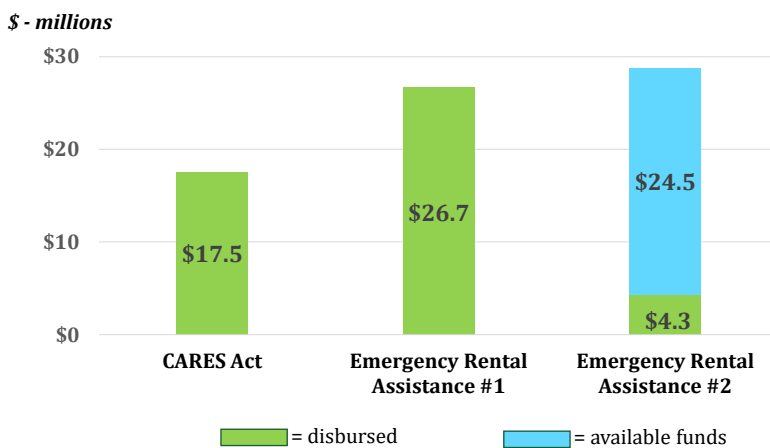
American Rescue Plan Act of 2021

OCTOBER 26, 2021

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Rental, Mortgage and Utility Relief

City of Charlotte has appropriated \$73million of federal stimulus funds in support of rental, mortgage and utility relief



Key Takeaways

- City is working aggressively to deploy rental/utility assistance
- City has ~\$25million of stimulus funds available for rental/utility support
- Meck. County also has stimulus funds staged for rental/ utility support
- City is actively involved in proactive eviction prevention efforts

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Charlotte Water Delinquent Account Overview

Current Status

- Disconnection moratorium ended October 4, 2021 [after 19 months]
- September high of ~18,300 residential accounts eligible for disconnection has been reduced to ~13,600 as of October 22, 2021
- Total past due balance (residential accounts in arrears) has dropped from a September high of ~\$17.2M to ~\$10.7M as of October 22, 2021

Non-Pay Disconnection Plan

- Complete ~800 residential disconnections during first month
- Gradually ramp-up disconnect operations to pre-pandemic levels over the next 6 months

Charlotte Water Delinquent Account Overview

Communications and Engagement Strategy

- Charlotte Water developed and executed a comprehensive communications plan related to resuming disconnections
 - Messaging through door hangers, social media, websites, radio advertisements, etc.
 - Multiple customer calls in advance of disconnection
 - Multiple, direct contact customer care events in different areas of the City
- Referrals and partnerships include:
 - RampCLT.com
 - Crisis Assistance Ministries
 - DreamKey Partners
- Charlotte Water is in active partnership with Mecklenburg County and the NC Department of Health and Human Services to facilitate the distribution of Low-Income Household Water Assistance Program (LIHWAP) funds
 - LIHWAP is expected to be active in December with qualifying accounts satisfied in the months after State distribution of funds to the County

Charlotte Water Delinquent Account Overview

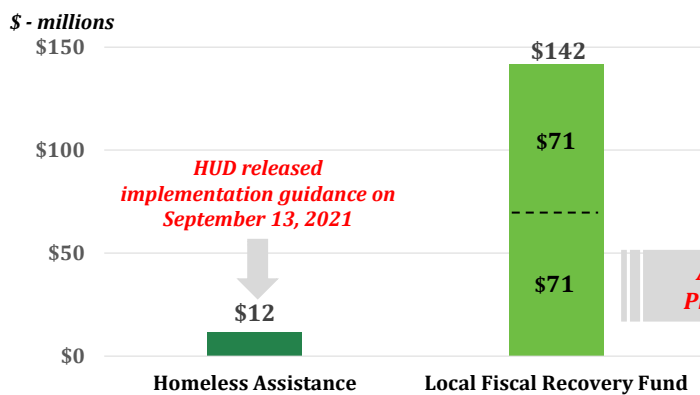
Key Messages

- Charlotte Water’s disconnection approach will continue to be “customer centric”
 - Among the first in the region to suspend disconnects and among the last to resume
 - Proactive and recurring customer outreach
 - Legacy tools [such as payment plans] remain in effect along with new support options
 - Provided support with our Federal stimulus funds and are participating in LIHWAP
- Critical to remember that revenue collection is how Charlotte Water funds its cost of service. Customer payments support:
 - The reliability of our system and sustained operations;
 - Capital program for regulatory compliance, growth, and system rehabilitation; and
 - Debt service

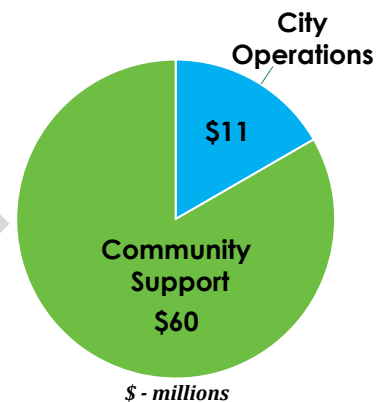
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American Rescue Plan Stimulus Funding

Direct ARPA Allocations with Community-Facing Investment Opportunities¹



Recommended Distribution of “Phase 1” Local Fiscal Recovery Fund



¹ - Excludes emergency rental assistance [“ERA #2”] discussed with Council on September 7, 2021

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ARPA Phase 1: Proposed Community Investment Framework [As shared with City Council on July 19, 2021]



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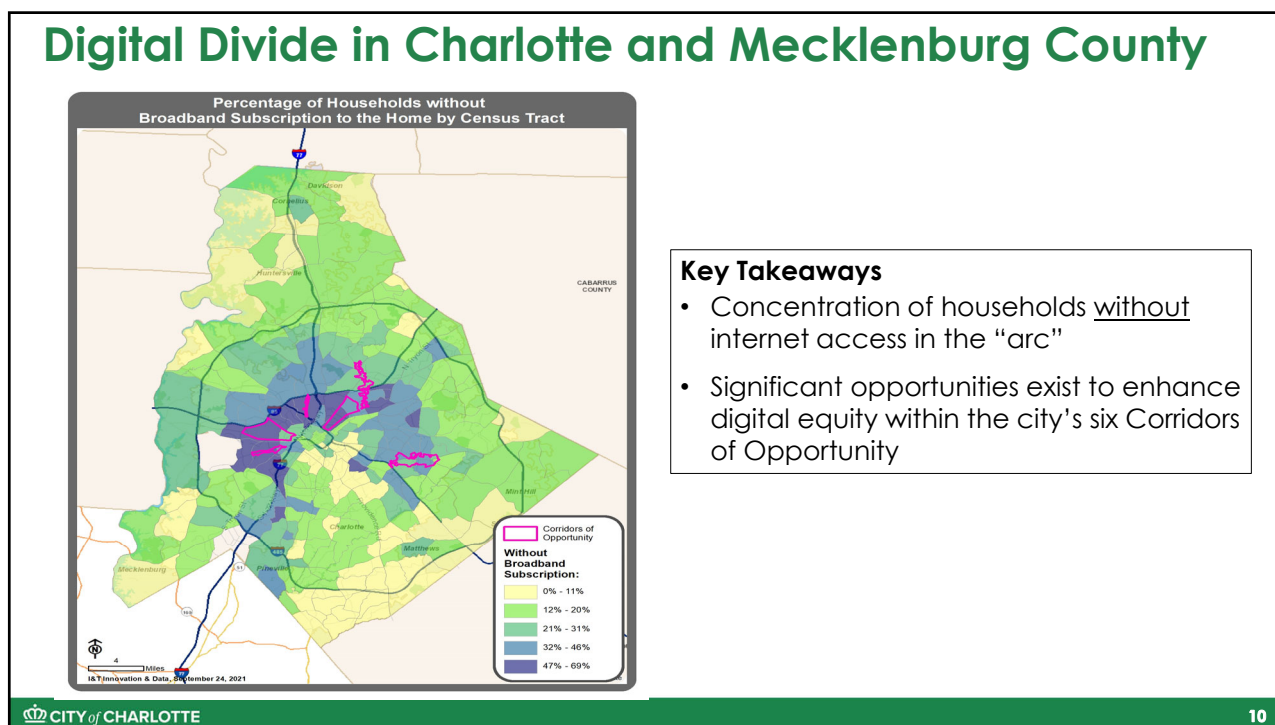
ARPA Phase 1: Proposed Community Investment Framework



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Recommended Investment Areas	Amount	Description
Housing	\$17M	• Anti-displacement strategies [e.g., “staying in place”]
Workforce Development & Employment		
Small Business	\$5M	• Business Innovation and Partner Support
Workforce	\$5M	• Partner Support and Hiring Grants
Hospitality Sector Support	\$4M	• CRVA Support [\$3M] and Hotel Relief [\$1M]
HIRE CLT and COOP Workforce Study	\$1M	• Design/planning funding
“Open for Business” Strategy	\$1M	• Sustain/enhance programming
Community Vitality		
Digital Inclusion	\$10M	• Internet adoption, device access and digital literacy
Grassroots Non-Profit Support	\$5M	• Operating support [\$3M] and capacity building [\$2M]
Public Safety	\$5M	• Placeholder for Council discussion
Arts & Culture	\$2M	• Approved strategy during FY 2022 budget process
<i>Arts & Culture</i>	<i>\$1.5M</i>	• <i>Funding in support of projects in corridors</i>
Youth/Teen Impact	\$2M	• YMCA programming in “zip codes of need”
<i>Food Insecurity</i>	<i>\$1.5M</i>	• <i>Support efforts to address “food deserts” in corridors</i>
Total	\$60M	

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- Key Takeaways**
- Concentration of households without internet access in the “arc”
 - Significant opportunities exist to enhance digital equity within the city's six Corridors of Opportunity

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