



Ratepayer Advocate

Santa Clarita Valley Water Agency

ROBERT D. NIEHAUS, INC.

JANUARY 22, 2024

Project Team



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Why RDN?

- Ratepayer Advocate Experience
 - SCV Water Ratepayer Advocate 2019 - 2023
 - Moulton Niguel Water District Rate/Fee Review 2017, 2022
- Two Ratepayer Advocates
 - Backup Ratepayer Advocate ensures availability to customers and Board
- Independence and Integrity
 - RDN will review rate/fee assumptions and methodologies and provide our independent assessment
 - Offer Finance & Administration (F&A) Committee and Board our assessment and alternative rate/fee options as appropriate
 - Serve SCV Water ratepayers and at the pleasure of the Board
- Effective Customer Engagement
 - Ratepayer Advocate will attend all public meetings regarding rates and fees
 - Available and accessible to answer customer questions in-person, website Q&A, e-mail, phone
 - Reports that clearly demonstrate nexus between Agency costs and proposed rates/fees
 - FAQ on website, interactive customer bill impact tool, rate calculator





Bill Filters

Division

Santa Clarita

Meter Size

3/4"

Where can I find my meter size?

Rates

Effective July 1, 2024

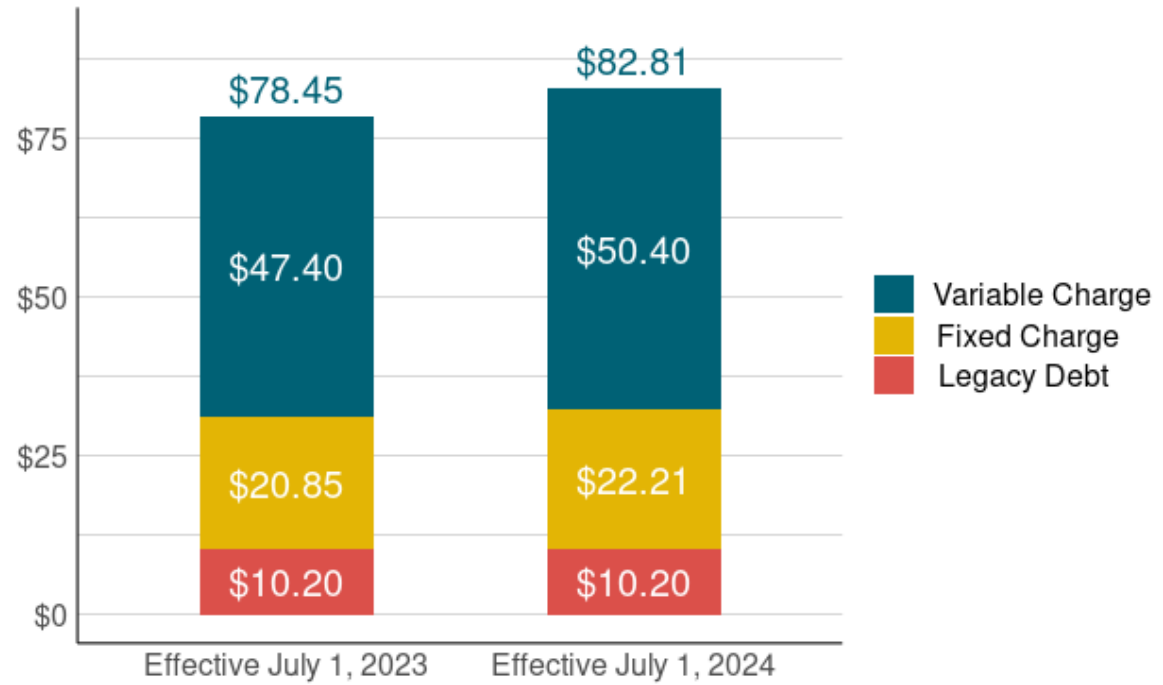
Billing Units (ccf)

1 ccf = 748 gallons

20

Monthly Bill Comparison

Table Graph



Questions?
