

**Request for Legislation**

Cleveland Water is requesting the additional legislative authority to exercise the second one-year option to renew its professional services contract, PS2020-048, with CHN Housing Partners, a contract that provides administrative and related services for Cleveland Water’s discount affordability program.

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**Background/Purpose:**

Cleveland Water (CWD) offers an affordability program to assist low-income customers. The program offers a 40% reduction of the water bill for residential customers. Eligibility for this program matches the eligibility requirements of the federal Home Energy Assistance Program (HEAP). Cleveland Water has for many years delegated the administration of this program to CHN Housing Partners (CHN). The following table lists the number of successful annual applications processed by CHN.

Year	Water Applications Approved By CHN
2017	3415
2018	3578
2019	3538
2020	2312
2021	1762*

\* To Date. 2440 expected by year end

The number of applications approved annually has declined recently because of the moratorium on shutoffs, and is expected to recover in the coming year.

**Scope of Work/Commodities/Services:**

CHN has worked closely with CWD to develop a system of marketing the program, qualifying the applicants, and offering combined and leveraged services to those with the highest water bills. CHN currently provides the following services:

- Application distribution throughout the service territory, including mailings to HEAP-eligible homeowners
- Application review for program eligibility
- Data entry, storage and retrieval of all program information for city use
- Communications with clients, including application status
- Targeting of high water users for home inspection (water meter readings, surveys)
- Account review for renewal (applicants must submit current income information to maintain eligibility)
- File information provided to the city upon request

Cleveland Water entered into contract # PS2020-048 with CHN in 2020, and is seeking authority to exercise the third year option.

**Justification/Urgency:**

CHN has been providing services to reduce utility costs to low income residents in Cleveland and surrounding areas for over twenty years. These services include the administration of Dominion’s Housewarming program, First Energy’s Community Connections program, and Cleveland Public Power’s repair and conservation program. Also, CHN administers a separate program with Cleveland Water and Water Pollution Control, to provide repairs and conservation services to Cleveland water customers.

In addition, CHN has administered the state-sponsored HEAP program for the past fourteen years, providing both emergency funding to avoid gas and electric shutoffs, and regular HEAP benefits that reduce the winter utility bill for qualifying applicants.

CHN also has an emergency program (funded by Dominion) to use in extreme hardship cases, when all other sources have been exhausted.

CHN's intimate knowledge of available utility-funded services to reduce utility bills makes CHN uniquely qualified to manage the City of Cleveland's Water Affordability Program. Their ability to provide one-stop shopping is a tremendous benefit to low-income customers struggling to navigate the multiple programs.

**Anticipated Costs and Funding Source:**

Fund 52, Sub fund 001 – cost per year - \$200,000.00, fixed.

**Schedule or Term of Contract:**

This third year extension will push out the contract expiration date from January, 2022 to January, 2023.

**Current Contract(s):**

Vendor Name	Vendor Address	Vendor Contact	Contract Info
CHN Housing Partners	2999 Payne Avenue #306 Cleveland, Ohio 44114	Matt Sattler	Contract #: PS2020-048 - Awarded Amount: \$400,000.00 - Contract Expiration Date: 01/31/22

**Cleveland Small Business (CSB) Participation on the Current Contracts:**

Current participation: 0% CSB

OEO determined that it is impractical to subcontract portions of this contract, because there are no CSB firms certified for this scope of work.

**Previous Contract(s):**

Vendor Name	Vendor Address	Contract Info	CSB Participation (Actuals)
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CHN Housing Partners	2999 Payne Avenue #306 Cleveland, Ohio 44114	Contract #: PS2017-026 - Awarded Amount: \$580,500.00 - Contract Expiration Date: 01/31/20	CSB – 0% Direct award.
Cleveland Housing Network	2999 Payne Avenue #306 Cleveland, Ohio 44114	Contract #: PS2015-30 - Awarded Amount: \$365,774.00 - Contract Expiration Date: 01/20/17	CSB – 0% Direct award.
Cleveland Housing Network	2999 Payne Avenue #306 Cleveland, Ohio 44114	Contract #: PS2013-137 - Awarded Amount: \$337,406.00 - Contract Expiration Date: 1/31/15	CSB – 0% Direct award.
Cleveland Housing Network	2999 Payne Avenue #306 Cleveland, Ohio 44114	Contract #: PS2011-29 - Awarded Amount: \$278,944.00 - Contract Expiration Date: 2/13/13	CSB – 0% Direct award.
Cleveland Housing Network	2999 Payne Avenue #306 Cleveland, Ohio 44114	Contract #: 68518 - Awarded Amount: \$318,018.00 - Contract Expiration Date: 12/31/10	CSB – 0% Direct award.