

4.1 EDUCATION PROGRAMS The City will work to develop online customer education materials for each area of our Energy Policy and look to community partners to help effect this effort. Develop hands-on training materials for additional audiences not reachable by online resources. **The City, Utility and Community partners will engage with customers in different communities to assist with the design of education materials to assure they are easily understood and operational for all customers.**

The Utility will work to educate the community on their collective ownership of the utility and the collection and purpose of the GFT through community events and workshops.

4.2 RATE PLANNING AND DETERMINATION Rates for utility services charged to residents, businesses and public entities such as Alachua County School Board or the University of Florida should reflect actual the cost of service. Tiered rate structures as a conservation incentive for energy have been shown to be ineffective in promoting conservation and are not encouraged. Wastewater rate policy is to utilize the winter water usage as a basis for wastewater charges in the remaining months of the year.

Because the costs of service are expected to increase with inflation and with aging infrastructure, regular rate increases should be planned for, pub and projected outward over five to ten year periods. Rate changes should be predictable to allow for customers to project their costs and to accurately predict and project energy savings and be **presented to customers with explanation of increases prior to being proposed to general government.** These rate increases should be small and reflective of actual expected changes. Additional rate increases should not be considered unless there are extenuating circumstances such as massive and unexpected requirements for additional infrastructure. **At such time that additional rate increases are necessary, a community wide presentation should be done in each district in such a manner that would allow residents to ask questions and get an understanding of why an additional increase is necessary and voice concerns.** The rate stabilization fund should be maintained at a level consistent with good industry practice **and should always be used with for the purpose intended.**

4.3 GENERAL FUND TRANSFER DETERMINATION The General Fund Transfer (GFT) reflects the city's return on their investment in Gainesville Regional Utilities. **General Fund Transfer amounts and purposes should be reported to the residential investors through a report from General Government done in the community to allow for community engagement and questions.** The GFT should be projected five to ten years out with relative certainty to allow for both city and utility planning. The GFT should increase proportionately with rate increases to allow for inflation. The GFT should not be derived from utility emergency or stabilization funds. Should that be required, both city and utility budgets should be adjusted concurrently to address shortfalls.

The Utility shall periodically review and adjust policies for assistance programs to assure that all persons needing the programs have access to the assistance. The Utility should research ways to deliver to vulnerable households who pay into the LEAP programs a return on their investments.