

# WEIGHING RISING UTILITY COSTS AND CUSTOMER AFFORDABILITY

Affordability of service is vital to our communities. Yet, with rapid increases in infrastructure costs and rates to address aging infrastructure; defining, developing, measuring, and informing the public of assistance programs are more critical than ever!

WEF's newest edition of *Affordability of Wastewater Service* includes the information you'll need to consider when addressing affordability issues and customer concerns.

## Key Features

- Updated coverage on the evolution of low-income affordability issues relevant to the water sector
- The latest compilation of water sector customer affordability measures
- Summary update of the EPA financial capability assessment guidelines for enforcement action schedule development
- Compilation of various customer assistance programs and funding mechanisms utilized by utilities in the water sector
- Case studies demonstrating practical applications of various affordability programs



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