



CITIZENS' WATER ADVISORY COMMITTEE (CWAC)
Finance Subcommittee

Thursday, May 21, 2026, 2:00 p.m.

Hybrid Meeting – Microsoft Teams

Legal Action Report and Meeting Minutes

1. Call to Order -

Chair Washburn called the meeting to order at 2:05 p.m.

2. Roll Call – Those present and absent were:

Present:

| | |
|------------------------|------------------------------|
| Steven Washburn, Chair | Representative, City Manager |
| Robert Jaramillo | Representative, Ward 5 |
| Alan Forrest | Representative, City Manager |

Absent:

3. Announcements – Chair Washburn commented on the Colorado River conditions. The subcommittee canceled the June meeting.

4. Review & Approval of April 16, 2026, Legal Action Report and Meeting Minutes – Member Forrest moved to approve the Legal Action Report and Meeting Minutes; Member Jaramillo duly seconded the motion. The motion passed on a voice vote of 3 – 0.

5. FY26 Q3 Review - Colin Jones, Tucson Water Administrator, presented the FY26 Q3 financial review (YTD through March) for the Water Utility Fund, Conservation Fund, and Green Stormwater (GSI) program, comparing adopted budget vs. projected vs. actuals. Key points highlighted were that Water Utility revenues were tracking below projection YTD while expenditures were also below projection/plan, with notes that Water Utility revenues include water sales plus items such as bond proceeds, CAP resource-related fees and system equity fees, and that one-time revenues included lawsuit settlements (\$19M) and property sale proceeds (\$7M). Mr. Jones also summarized YTD O&M and CIP spending trends, including a CIP snapshot showing budget ~\$110M, projection ~\$130M, and actual ~\$106M at the time of reporting, and reviewed cash balance trend charts for the Water Utility Fund, Conservation Fund, and GSI program.

6. **Tucson Water CAREs Customer Assistance Relief & Emergency Program** - Mary Placencia, Assistant Water Operations Superintendent, City of Tucson Water, presented an overview of Tucson Water CAREs (Customer Assistance, Relief & Emergency) and related customer assistance tools, framing the program in local affordability and demographic context. The update summarized the menu of assistance available to customers—payment extensions/plans, courtesy adjustments, rebates/incentives, safety net assistance, hardship/emergency support, and the Low-Income Assistance Program. Key CAREs elements highlighted included Safety Net protections (deferred shut-off, waiver of recent delinquency charges, interest-free payment plans, and financial assistance) and Emergency/Special Hardship criteria (job loss, serious illness/injury, or family loss of the primary income earner). Francy also outlined recent improvements to the Low-Income Assistance Program, including a more streamlined application coordinated with Environmental Services and Pima County Wastewater, simplified eligibility with automatic qualifiers, removal of the Social Security number as a requirement, a 3-year qualification period for fixed-income households, and an expansion to four assistance tiers aligned with the City’s Prosperity Initiative. Finally, next steps focused on increasing uptake through coordinated outreach and partnerships (Community Safety, Health & Wellness; Housing & Community Development; and human services agencies, schools, neighborhood groups, and faith-based organizations).
7. **Call to Audience** – None.
8. **Future Agenda items** – The subcommittee is on summer break and will resume the regular schedule in the fall. Would.
9. **Adjournment** – The meeting was adjourned at 3:02 p.m.