




**King County**

Department of Natural Resources and Parks  
**Wastewater Treatment Division**

# Capacity Charge Escrow Automation Project

Presented to MWPAAC  
Rates and Finance Subcommittee  
May 4, 2017

# Overview of Capacity Charge

- ▶ Pays for the costs of expanding capacity to serve growth in our system
  - ▶ A 15-year charge that corresponds to a specific property (new connection or changes in type of property use, such as a bookstore converting to a restaurant)
  - ▶ Fixed rate based on year of connection
  - ▶ Billed quarterly (if property was connected prior to 2007, it is billed semiannually)
  - ▶ A discount rate is applied if an account balance is paid in full, in advance
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# Drivers for the Escrow Automation Project



- ▶ Processes and tools in place are not efficient in meeting demands of future growth
- ▶ Automation provides better ways to access and store needed information
  - In 2016, WTD received and manually processed 65,000 escrow requests; 5,500 new capacity charge customers; and 9,000 changes of ownership
  - New tools needed for establishing new capacity charge customer accounts and storing information digitally
  - Escrow agents require instant access to information
- ▶ Ability to leverage external data sources will help keep customer data up to date



# Desired Outcomes

- ▶ Become more efficient with the staffing resources we currently have
- ▶ Reduce repetitive work
- ▶ Be able to better coordinate and streamline information needs with the local agencies
- Redirect staffing resources to more value add tasks such as customer support and collections efforts



# Next Steps

- ▶ Continue work with KCIT to develop program in-house
- ▶ Complete preliminary investigation/needs analysis by end of June 2017
- ▶ Develop prototype
- ▶ Launch program with escrow agents in third quarter 2018
- ▶ Adjust program, make improvements as needed based on launch



# Questions?

- ▶ For more information, contact:  
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