

# 2024

## ANNUAL UTILITY RATE SURVEY



### INSTRUCTIONS

Please complete the survey online, or complete the following print survey (14 pages) and fax, mail, or email as a PDF to:

- Mail** Miranda Kleven  
AE2S Nexus  
4050 Garden View Drive, Suite 200  
Grand Forks, ND 58201
- Email** ratesurvey@ae2s.com
- Fax** 701-746-0370  
Attention: Miranda Kleven



**ONLINE VERSION | [www.ae2sratesurvey.com](http://www.ae2sratesurvey.com)**  
Access the data you submitted last year for easier and faster survey completion!

### PLEASE COMPLETE AND RETURN BY MARCH 22, 2024

*All survey participants will receive a complimentary copy of the utility rate survey report. AE2S reserves the right to limit the distribution of surveys to survey participants.*

City: \_\_\_\_\_ State: \_\_\_\_\_ Population Served: \_\_\_\_\_

Contact Name (Last): \_\_\_\_\_ (First): \_\_\_\_\_

Title: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

Address: \_\_\_\_\_

NUMBER OF WATER ACCOUNTS	NUMBER OF WASTEWATER ACCOUNTS

*Please provide the following information for each person that you would like to receive a copy of the utility rate survey report booklet:*

NAME	TITLE	ADDRESS	ZIP CODE

# RESIDENTIAL WATER RATE INFORMATION

## 1. WATER SOURCE

- Surface Water
- Groundwater
- Both Surface Water and Groundwater
- Purchased from (source type):
  - Surface Water     Groundwater
  - Combined     Other

If Other, please specify: \_\_\_\_\_

- No Water Service

## 2. IS YOUR UTILITY'S TREATED WATER SOFTENED?

- Yes             No

If Yes, please note method:

- Lime Softening
- Ion Exchange Softening
- Membrane Softening
- Not Sure of Method, but Know that Water is Softened

## 3. BILLING IS IN:

- 1,000 Gallons     100 Cubic Feet (CCF)

## 4. FREQUENCY OF BILLING:

- Bi-monthly
- Monthly
- Quarterly
- Other: \_\_\_\_\_

## 5. DID YOU INCREASE YOUR RESIDENTIAL WATER RATES FOR 2024?

- No             Yes: \_\_\_\_\_%

## 6. PLEASE NOTE INCREASE    %    OR    \$

Fixed Rate: \_\_\_\_\_%    \$ \_\_\_\_\_

Volumetric Rate: \_\_\_\_\_%    \$ \_\_\_\_\_

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## 7. DO YOU ANTICIPATE YOUR WATER UTILITY RATES GOING UP NEXT YEAR (2025)?

- No             Yes, our projected percentage increase is: \_\_\_\_\_%
- Unknown

## 8. DOES YOUR WATER RATE STRUCTURE INCLUDE A FIXED MONTHLY CHARGE (WITH OR WITHOUT A VOLUMETRIC CHARGE)?    Yes    No

Does your fixed water charge vary by meter size?     Yes     No

## 9. DOES YOUR WATER RATE STRUCTURE INCLUDE A VOLUMETRIC CHARGE (PER 1,000 GALLONS OR 100 CUBIC FEET)?    Yes    No

## 10. WHAT TYPE OF VOLUMETRIC RESIDENTIAL WATER RATE STRUCTURE DO YOU CURRENTLY CHARGE PER 1,000 GALLONS OR 100 CUBIC FEET?

- Flat/Fixed fee (no volumetric charge in structure)
- Constant Block (charge per 1,000 gallons or CCF regardless of usage)
- Declining Block (tiered structure of decreasing charges per 1,000 gallons or CCF) – please note number of tiers \_\_\_\_\_
- Inclining Block (tiered structure of increasing charges per 1,000 gallons or CCF) – please note number of tiers \_\_\_\_\_
- Other, please specify: \_\_\_\_\_

## 11. DO YOU CHARGE DIFFERENT RATES FOR SUMMER AND WINTER WATER USE?    Yes    No

A. If yes, charges per 1,000 gallons or 100 cubic feet: Summer \$ \_\_\_\_\_ Winter \$ \_\_\_\_\_

## 12. FIRE HYDRANT FEE:

Does your Water Utility charge a fee per fire hydrant to cover fire-protection costs of the system?

- No
- Yes, fee per private hydrant \$ \_\_\_\_\_ per  month  year
- Yes, fee per public hydrant \$ \_\_\_\_\_ per  month  year
- Other (please explain): \_\_\_\_\_

**13. PLEASE NOTE THE CUSTOMER CLASSES FOR WHICH SPECIFIC RATES ARE DETAILED WITHIN YOUR RATE STRUCTURE:**

- Residential  Industrial
- Multi-Family Residential  Irrigation
- Commercial

**14. EFFECTIVE DATE OF CURRENT WATER RATES: \_\_\_\_\_ (MONTH/YEAR)**

**15. CURRENT RESIDENTIAL WATER RATES**

REPORT RATES FOR 5/8- OR 3/4-INCH METER, WHICHEVER IS MOST COMMON			
	CHARGE (\$)	AMOUNT OF WATER INCLUDED IN BASE RATE	
Base Rate (5/8- or 3/4-inch Meter Charge)	\$	_____ <input type="checkbox"/> Gallons or <input type="checkbox"/> Cubic Feet	
VOLUMETRIC RATE	CHARGE (\$)	PER 1,000 GAL (KCAL) OR PER 100 CUBIC FEET (CCF) (CHECK ONE)	FOR HOW MUCH WATER (BILLED RANGE): E.G., 0 - 2,000
1st Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
2nd Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
3rd Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
4th Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
5th Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
Additional Fees – Note per month <input type="checkbox"/> , per quarter <input type="checkbox"/> , or per year <input type="checkbox"/>			
State Test Fee:			
Other*:			

*\*Note: Please include "other" water-related charges only; not mosquito control, snow removal, stormwater, etc.*

**For Minnesota Systems Only: Is the annual State Test Fee (\$9.72) included in the Base or Volumetric rates?**

- Yes, Base     Yes, Volumetric     No (please note frequency of charge above)

**16. TESTING AND CAPITAL RECOVERY FEES**

2023 WATER CAPITAL RECOVERY FEE - RESIDENTIAL			
	WATER TREATMENT \$/UNIT	DISTRIBUTION \$/UNIT	BOTH \$/UNIT
<input type="checkbox"/> Not Applicable			
<input type="checkbox"/> WAC	\$	\$	\$
<input type="checkbox"/> SDF	\$	\$	\$
<input type="checkbox"/> SDC	\$	\$	\$
<input type="checkbox"/> Connection Fee	\$	\$	\$
<input type="checkbox"/> Impact Fee	\$	\$	\$
<input type="checkbox"/> Improvement Charge	\$	\$	\$
<input type="checkbox"/> Other: _____	\$	\$	\$

**17. CURRENT RESIDENTIAL WATER RATES VERIFICATIONS**

BASED ON 6,000 GALLONS OR 8.02 CCF AVERAGE USE AND 5/8- OR 3/4-INCH METER		
Please calculate the monthly water charge.		
	6,000 GALLONS	8.02 CCF
Base Rate (5/8- or 3/4-inch Meter Charge)	\$	\$
1st Increment	\$	\$
2nd Increment	\$	\$
3rd Increment	\$	\$
4th Increment	\$	\$
5th Increment	\$	\$
<b>ADDITIONAL FEES</b>		
State Test Fee	\$	\$
Other*	\$	\$
<b>TOTAL OF FEES LISTED ABOVE</b>	= \$	= \$

**18. WHAT IS THE MONTHLY AVERAGE RESIDENTIAL BILLED WINTER WATER USE FOR YOUR COMMUNITY?**

Billed Water Use per Account: \_\_\_\_\_ (choose one)  Gallons or  Cubic Feet

**19. WHAT IS THE MONTHLY AVERAGE RESIDENTIAL BILLED SUMMER WATER USE FOR YOUR COMMUNITY?**

Billed Water Use per Account: \_\_\_\_\_ (choose one)  Gallons or  Cubic Feet

**20. ARE IRRIGATION METERS AVAILABLE TO RESIDENTIAL CUSTOMERS?**

Yes (If yes, please complete the table that follows) or  No

If yes, approximately what percentage of residential properties have irrigation meters? \_\_\_\_\_%

**21. RESIDENTIAL IRRIGATION WATER RATES (IF APPLICABLE)**

THIS SECTION DOES NOT REFER TO THE PRESSURE IRRIGATION RATES ADDRESSED ON PAGE 5			
	CHARGE (\$)	AMOUNT OF WATER INCLUDED IN BASE RATE	
Fixed Rate (5/8- or 3/4 inch)	\$	_____ <input type="checkbox"/> Gallons or <input type="checkbox"/> Cubic Feet	
How many months is rate charged?	<input type="checkbox"/> 12 months <input type="checkbox"/> Only months the meter is used <input type="checkbox"/> _____ months	Comments:	
VOLUMETRIC RATE	CHARGE (\$)	PER 1,000 GAL (K GAL) OR PER 100 CUBIC FEET (CCF) (CHECK ONE)	FOR HOW MUCH WATER (BILLED RANGE): E.G., 0 - 2,000
1st Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
2nd Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
3rd Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
4th Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
5th Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	

# COMMERCIAL WATER RATE INFORMATION

## 22. CURRENT COMMERCIAL WATER RATES

	CHARGE (\$)	AMOUNT OF WATER INCLUDED IN BASE RATE	
Base Rate (1-inch Meter Charge)	\$	_____ <input type="checkbox"/> Gallons or <input type="checkbox"/> Cubic Feet	
VOLUMETRIC RATE	CHARGE (\$)	PER 1,000 GAL (KCAL) OR PER 100 CUBIC FEET (CCF) (CHECK ONE)	FOR HOW MUCH WATER (BILLED RANGE): E.G., 0 - 2,000
1st Increment	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
2nd Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
3rd Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
4th Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
5th Volumetric Rate	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
Additional Fees – Note per month <input type="checkbox"/> , per quarter <input type="checkbox"/> , or per year <input type="checkbox"/>			
State Test Fee:			
Other*:			

## 23. COMMERCIAL WATER RATE VERIFICATION

BASED ON 18,000 GALLONS OR 24.06 CCF AVERAGE USE AND 1-INCH METER, PLEASE CALCULATE THE MONTHLY WATER CHARGE		
	18,000 GALLONS	24.06 CCF
Base Rate (1-inch meter)	\$	\$
1st Increment	\$	\$
2nd Increment	\$	\$
3rd Increment	\$	\$
4th Increment	\$	\$
5th Increment	\$	\$
ADDITIONAL FEES		
State Test Fee	\$	\$
Other*	\$	\$
<b>TOTAL OF FEES LISTED ABOVE</b>	<b>= \$</b>	<b>= \$</b>

## 24. WHAT IS THE MONTHLY AVERAGE COMMERCIAL BILLED WINTER WATER USE FOR YOUR COMMUNITY?

Billed Water Use per Account: \_\_\_\_\_ (choose one)  Gallons or  Cubic Feet

## 25. WHAT IS THE MONTHLY AVERAGE COMMERCIAL BILLED SUMMER WATER USE FOR YOUR COMMUNITY?

Billed Water Use per Account: \_\_\_\_\_ (choose one)  Gallons or  Cubic Feet

# RESIDENTIAL WASTEWATER RATE INFORMATION

## 26. TREATMENT SYSTEM TYPE

- Mechanical
- Lagoon
- Outsourced to (system type):
  - Mechanical or  Lagoon
- No Wastewater Service

## 27. BILLING IS IN:

- 1,000 Gallons
- 100 Cubic Feet (CCF)

## 28. FREQUENCY OF BILLING

- Bi-monthly
- Monthly
- Quarterly
- Other (please specify): \_\_\_\_\_

## 29. DOES YOUR WASTEWATER RATE STRUCTURE INCLUDE A FIXED MONTHLY CHARGE (WITH OR WITHOUT VOLUMETRIC CHARGE)? No Yes

## 30. DOES YOUR WASTEWATER RATE STRUCTURE INCLUDE A VOLUMETRIC CHARGE (PER 1,000 GALLONS OR 100 CUBIC FEET)? Yes No

## 31. WHAT TYPE OF VOLUMETRIC RESIDENTIAL WASTEWATER RATE STRUCTURE DO YOU CURRENTLY CHARGE PER 1,000 GALLONS OR 100 CUBIC FEET?

- Flat/Fixed fee (no volumetric charge in structure)
- Constant Block (charge per 1,000 gallons or CCF regardless of usage)
- Declining Block (tiered structure of decreasing charges per 1,000 gallons or CCF) – please note number of tiers: \_\_\_\_\_
- Inclining Block (tiered structure of increasing charges per 1,000 gallons or CCF) – please note number of tiers: \_\_\_\_\_
- Other, please specify: \_\_\_\_\_

## 32. RESIDENTIAL WASTEWATER CUSTOMERS ARE CHARGED FOR:

- Winter water use
- All water use

## 33. RESIDENTIAL WASTEWATER CUSTOMERS ARE CHARGED FOR:

- Winter water use
- All water use
- Water use up to a capped amount

If a Residential Wastewater cap is applied, please note cap:

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## 34. DID YOU INCREASE YOUR RESIDENTIAL WASTEWATER RATES FOR 2024? No Yes

## 35. PLEASE NOTE INCREASE % OR \$

Fixed Rate: \_\_\_\_\_% \$ \_\_\_\_\_  
Volumetric Rate: \_\_\_\_\_% \$ \_\_\_\_\_

## 36. DO YOU ANTICIPATE YOUR WASTEWATER UTILITY RATES GOING UP NEXT YEAR (2025)?

- No
- Yes, our Projected Percentage Increase is: \_\_\_\_\_%
- Unknown

## 37. EFFECTIVE DATE OF CURRENT WASTEWATER RATES: \_\_\_\_\_ (MONTH/YEAR)

**38. CURRENT RESIDENTIAL WASTEWATER RATES**

	CHARGE (\$)	AMOUNT OF WASTEWATER INCLUDED IN BASE RATE	
Base Rate (5/8- or 3/4-inch Meter Charge)	\$	_____ <input type="checkbox"/> Gallons or <input type="checkbox"/> Cubic Feet	
VOLUMETRIC RATE	CHARGE (\$)	PER 1,000 GAL (KGAL) OR PER 100 CUBIC FEET (CCF) (CHECK ONE)	FOR HOW MUCH FLOW (BILLED RANGE): E.G., 0 - 2,000
1st Increment	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
2nd Increment	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
3rd Increment	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
Additional Fees – Note per month <input type="checkbox"/> , per quarter <input type="checkbox"/> , or per year <input type="checkbox"/>			
Other:			

**39. RESIDENTIAL WASTEWATER RATE VERIFICATION**

BASED ON 6,000 GALLONS OR 8.02 CCF AVERAGE WATER USE, PLEASE CALCULATE THE MONTHLY WASTEWATER CHARGE		
	6,000 GALLONS	8.02 CCF
Base Rate (5/8- or 3/4-inch Meter Charge)	\$	\$
1st Increment	\$	\$
2nd Increment	\$	\$
3rd Increment	\$	\$
Other Charges	\$	\$
<b>TOTAL OF FEES LISTED ABOVE</b>	<b>= \$</b>	<b>= \$</b>

**40. WASTEWATER / SEWER CAPITAL RECOVERY FEE - RESIDENTIAL**

		COLLECTION \$/UNIT	WW TREATMENT \$/UNIT	BOTH \$/UNIT
<input type="checkbox"/>	Not Applicable			
<input type="checkbox"/>	WAC	\$	\$	\$
<input type="checkbox"/>	MCES SAC		\$2,485	
<input type="checkbox"/>	SDF	\$	\$	\$
<input type="checkbox"/>	SDC	\$	\$	\$
<input type="checkbox"/>	Connection Fee	\$	\$	\$
<input type="checkbox"/>	Impact Fee	\$	\$	\$
<input type="checkbox"/>	Improvement Charge	\$	\$	\$
<input type="checkbox"/>	Other: _____	\$	\$	\$

# COMMERCIAL WASTEWATER RATE INFORMATION

## 41. CURRENT COMMERCIAL WASTEWATER RATES

	CHARGE (\$)	AMOUNT OF WASTEWATER INCLUDED IN BASE RATE	
Base Rate (Fixed Charge for 1-inch meter)	\$	_____ <input type="checkbox"/> Gallons or <input type="checkbox"/> Cubic Feet	
VOLUMETRIC RATE	CHARGE (\$)	PER 1,000 GAL (K GAL) OR PER 100 CUBIC FEET (CCF) (CHECK ONE)	FOR HOW MUCH FLOW (BILLED RANGE): E.G., 0 - 2,000
1st Increment	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
2nd Increment	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
3rd Increment	\$	Per <input type="checkbox"/> kgal or <input type="checkbox"/> CCF	
Additional Charge			

## 42. COMMERCIAL WASTEWATER RATE VERIFICATION

BASED ON 18,000 GALLONS OR 24.06 CCF AVERAGE WATER USE AND 1-INCH METER, CALCULATE THE MONTHLY WASTEWATER CHARGE		
	18,000 GALLONS	24.06 CCF
Base Rate (1-inch meter)	\$	\$
1st Increment	\$	\$
2nd Increment	\$	\$
3rd Increment	\$	\$
Other Charges	\$	\$
<b>TOTAL OF FEES LISTED ABOVE</b>	<b>= \$</b>	<b>= \$</b>

## 43. WASTEWATER STRENGTH CHARGES (FOR INDUSTRIAL WASTE STREAMS):

	BIOCHEMICAL OXYGEN DEMAND (BOD)	CHEMICAL OXYGEN DEMAND (COD)	TOTAL SUSPENDED SOLIDS (TSS)	OIL & GREASE	TOTAL PHOSPHOROUS
Domestic Limit					
Unit for Domestic Limit (mg/L, etc.)					
Rate, \$ per Unit	\$	\$	\$	\$	\$
Unit Basis for Rate (per pound, per mg/L, etc.)					
	TKN	TOTAL NITROGEN	NITRATE		
Domestic Limit					
Unit for Domestic Limit (mg/L, etc.)					
Rate, \$ per Unit					
Unit Basis for Rate (per pound, per mg/L, etc.)					



# RESIDENTIAL STORMWATER RATE INFORMATION

## 44. DO YOU CHARGE A SEPARATE FEE FOR RESIDENTIAL STORMWATER?

- Yes
- No - If no, is your City considering implementing a stormwater charge in the foreseeable future?
  - Yes, anticipated implementation date: \_\_\_\_\_
  - No

## 45. WHICH USER FEE METHOD BEST DESCRIBES THE BASIS FOR YOUR STORMWATER CHARGE?

USER FEE METHOD	RESIDENTIAL PROPERTY	NON-RESIDENTIAL PROPERTY
Flat Rate		
Gross Area Factored by Runoff Coefficient		
Impervious Surface Area		
Gross and Impervious Surface Area		
Class Intensity of Development		
Equivalent Hydraulic Area (Pervious and Impervious)		

## 46. WHAT IS THE MONTHLY AVERAGE RESIDENTIAL STORMWATER CHARGE PER SINGLE FAMILY RESIDENCE?

\$ \_\_\_\_\_

How is ERU defined for your utility? \_\_\_\_\_ square feet

## 47. WHAT IS THE MONTHLY AVERAGE RESIDENTIAL STORMWATER CHARGE PER EQUIVALENT RESIDENTIAL UNIT (ERU)? \$ \_\_\_\_\_

## 48. PLEASE INDICATE HOW THE STORMWATER CHARGE IS COLLECTED:

- Included in monthly utility billing
- Included in quarterly utility billing
- Collected with property taxes
- Other (please explain): \_\_\_\_\_

## 49. DID YOU INCREASE YOUR STORMWATER RATES FOR 2024? N/A No Yes \_\_\_\_\_%

## 50. DO YOU ANTICIPATE YOUR STORMWATER UTILITY RATES GOING UP NEXT YEAR (2025)?

- N/A  No  Yes, our Projected Percentage Increase is: \_\_\_\_\_%  Unknown

# STORMWATER UTILITY INFORMATION

## 51. DOES YOUR UTILITY'S RATE STRUCTURE ALLOW FOR THE FOLLOWING?

- Elderly Discounts
- Stormwater Credits
- Stormwater Exemptions

**52. IF CREDITS ARE OFFERED, PLEASE NOTE MAXIMUM DISCOUNT THAT CAN BE EARNED:**

- Single Family Residential: Up to \_\_\_\_\_% or \_\_\_\_\_(explain)
- Non-Residential: Up to \_\_\_\_\_% or \_\_\_\_\_(explain)

**53. PLEASE NOTE PROPERTY TYPES THAT ARE ELIGIBLE FOR EXEMPTIONS, IF APPLICABLE:**

- Not Applicable
- Wetlands
- Undeveloped
- Government
- Cemeteries
- Other (please note): \_\_\_\_\_

**COMMENTS:**

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**54. PLEASE CALCULATE THE MONTHLY STORMWATER CHARGE FOR THE NON-RESIDENTIAL PROPERTIES:**

SIZE	% IMPERVIOUS		
	25%	50%	75%
0.5 Acre			
1.0 Acre			
5.0 Acre			
10.0 Acre			
20.0 Acre			

**RESIDENTIAL SOLID WASTE INFORMATION**

**55. SOLID WASTE COLLECTION:**

- Public Operation (City, County, etc.)
- Private Contractor

**56. ARE CONTAINERS PROVIDED?**

- Yes
- No
- Bags are provided

**57. PLEASE LIST CONTAINER SIZES AND APPLICABLE FEE:**

CONTAINER/BAG SIZE	BASIC MONTHLY FEE	FEE FOR ADDITIONAL BAGS OR CONTAINERS
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$

**58. ADDITIONAL SERVICES:**

Please indicate if additional services are provided in the residential solid waste rate or are available for an additional fee, and indicate what that fee is.

	INCLUDED IN BASIC GARBAGE RATE (X)	AVAILABLE FOR AN ADDITIONAL FEE (INDICATE FEE)
Yard Waste Pickup		\$
Brush Collection		\$
Appliance Pick-Up		\$
Refrigerated Appliance Pick-Up		\$
Tires		\$
Christmas Trees		\$
Leaves		\$
Composting		\$
Other		\$

**59. MUNICIPAL SOLID WASTE - CHARGE PER TON: \$ \_\_\_\_\_**

**60. INERT WASTE - CHARGE PER TON: \$ \_\_\_\_\_**

**RECYCLING PROGRAM INFORMATION**

**61. IS THERE A RECYCLING SERVICE OFFERED IN YOUR COMMUNITY?**  Yes  No

- Recycle drop-off location in community
- Residential curbside recycling

Are there specific container requirements?

Yes, please explain: \_\_\_\_\_  No

Are containers provided?

Yes  No

**62. ESTIMATED PERCENT OF HOUSEHOLDS UTILIZING RECYCLING SERVICE: \_\_\_\_\_%**

**63. RESIDENTIAL CHARGE:**  Included in Solid Waste Charge  Billed separately \$ \_\_\_\_\_ /month

**UTILITY STATISTICS**

Individual utility results will not be reported and will be kept confidential.

**64. 2023 REVENUES**

	WATER	WASTEWATER
User-Rate Revenue	\$	\$
Non-Rate Revenue (connecting fees, late fees, misc. revenue)	\$	\$
System Development Charges (impact fees, etc.)	\$	\$
Sales Tax Revenue	\$	\$
Special Assessments	\$	\$
Grant Funds	\$	\$
Transfers	\$	\$
Debt Proceeds	\$	\$
Other	\$	\$

**65. 2023 EXPENDITURES**

	WATER	WASTEWATER
Personnel Services (salaries/labor and benefits)	\$	\$
Chemicals	\$	\$
Electricity	\$	\$
Non-personnel Budgeted Expenditures (exclude depreciation, chemicals, electricity, and debt service interest)	\$	\$
Depreciation	\$	\$
Debt Service Principal	\$	\$
Debt Service Interest	\$	\$
Cash-funded Capital Expenditures	\$	\$
Debt-funded Capital Expenditures	\$	\$
Contribution to Capital Reserves	\$	\$
Budgeted FTEs		

**66. 2023 TRANSFERS**

	WATER	WASTEWATER
Transfer to City’s General Fund, if applicable		

**67. 2023 RESERVE FUNDS AND TARGETS**

RESERVE TYPE	WATER RESERVE TARGET	WASTEWATER RESERVE TARGET
Capital Renewal/Replacement		
Debt Service		
Emergency/Rate Stabilization		
Operating Reserve	<input type="checkbox"/> 30 Days <input type="checkbox"/> 60 Days <input type="checkbox"/> 90 Days <input type="checkbox"/> 120 Days <input type="checkbox"/> 360 Days <input type="checkbox"/> Other	<input type="checkbox"/> 30 Days <input type="checkbox"/> 60 Days <input type="checkbox"/> 90 Days <input type="checkbox"/> 120 Days <input type="checkbox"/> 360 Days <input type="checkbox"/> Other

**68. 2023 GENERAL OPERATING STATISTICS**

	WATER UTILITY	WASTEWATER UTILITY
2023 Total Water/Wastewater Sales Volume (gallons)		
July 2023 Water Sales Volume (gallons)		
August 2023 Water Sales Volume (gallons)		
December 2023 Wastewater Sales Volume (gallons)		
January 2023 Wastewater Sales Volume (gallons)		
Water Loss (%)		
Inflow/Infiltration (%)		
Miles of Pipeline in System		
Miles of Pipeline Rehabilitated in 2023		
Estimated Capital Needs Over the Next 5 Years	\$	\$

**69. PLEASE SELECT THE DESCRIPTION THAT BEST DEFINES YOUR APPROACH TO SYSTEM RENEWAL/ REPLACEMENT/ASSET MANAGEMENT:**

- Condition-based (based on the condition of the asset)
- Performance-based (based on whether the asset is doing its intended job)
- Service-based (based on whether the asset is providing an acceptable level of service)
- Risk-based (takes into consideration the probability and consequence of failure)
- No defined strategy

**70. WHAT NON-PRICE CONSERVATION STRATEGIES HAVE YOUR UTILITY IMPLEMENTED? (CHECK ALL THAT APPLY)**

- Leak detection and repair program
- Sale/distribution of low-flow shower heads
- Toilet exchange rebates
- Washing machine exchange rebates
- Paid staff to support water conservation efforts
- Consumer education programs
- Technical assistance to help consumers detect leaks
- Metering of all billed and unbilled water use
- Periodic water audits to identify water loss
- Bulk sales of reclaimed water
- Ordinances/Enforcement
- Other, please specify: \_\_\_\_\_

**71. DOES YOUR SYSTEM HAVE WATER RESTRICTIONS IN PLACE?**

- Time of day (no watering during certain hours)
- Days of the week
- Odd/Even (by address)
- Other: \_\_\_\_\_

## 2023 CHALLENGES AND RESILIENCE

**72. PLEASE RANK ALL APPLICABLE GENERAL UTILITY CHALLENGES FROM THE LIST BELOW WITH “1” BEING THE GREATEST CHALLENGE.**

- |  |   |
|--|---|
| ___ Chemical Shortages                     | ___ Wastewater receiving body quality   |
| ___ Chemical Cost Increases                | ___ Water supply quality  |
| ___ Aging infrastructure/replacement needs | ___ Operational data management   |
| ___ Cyber security threats                 | ___ Transportation-related logistical challenges<br>(railway, trucking, etc.) |
| ___ Capital funding challenges             | ___ Inflow/Infiltration   |
| ___ Regulatory requirements                | ___ Other   |
| ___ Water supply availability/conservation |   |

**73. SPECIFICALLY RELATED TO SUPPLY CHAIN ISSUES, HOW HAVE THE FOLLOWING AFFECTED YOUR UTILITY?**

	SIGNIFICANT IMPACT	MODERATE IMPACT	NO IMPACT
Chlorine Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permanganate Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carbon Dioxide Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Polyphosphate Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diesel Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Gear Shortages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bid Climate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Affordability Measures

**74. DO YOU OFFER REDUCED RATES FOR CUSTOMERS MEETING SPECIFIC CRITERIA?**

- Senior discount
- Low income discount
- Other discount (please specify): \_\_\_\_\_

**75. DO YOU HAVE A FORMAL CUSTOMER ASSISTANCE PROGRAM (CAP) FUNDED BY:**

- Utility Revenues
- Other municipal fund (e.g., General Fund)
- Outside fund (please specify): \_\_\_\_\_

**THANK YOU FOR PARTICIPATING IN OUR 2024 RATE SURVEY!**