

# 2024

## ANNUAL AE2S UTILITY RATE SURVEY REGIONAL/RURAL WATER SYSTEMS

IN COOPERATION WITH



### INSTRUCTIONS

Please complete the survey online, or complete the following print survey (6 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](mailto: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.*

Regional Water System: \_\_\_\_\_ State: \_\_\_\_\_

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

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

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

*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

## GENERAL INFORMATION

### WATER SOURCE

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

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

### TYPE OF TREATMENT PROCESS:

- ☐ Disinfection Only  
Type of Disinfection: \_\_\_\_\_
- ☐ Iron & Manganese removal
  - ☐ Sand Filter
  - ☐ Green Sand Filter
- ☐ Clarification
- ☐ Softening
  - ☐ Lime Softening
  - ☐ Membrane Softening

### WATER PURCHASE COST (IF PURCHASED):

\$\_\_\_\_\_ ☐ 1,000 Gallons    ☐ CCF

**WATER LOSS (%):** \_\_\_\_\_

### BILLING IS IN:

- ☐ 1,000 Gallons
- ☐ CCF

### FREQUENCY OF BILLING

☐ Monthly    ☐ Quarterly    Other: \_\_\_\_\_

Population Served: \_\_\_\_\_ Number of individual users (accounts/meters) on system: \_\_\_\_\_

Average monthly residential water use per account (gallons or CCF): \_\_\_\_\_

Number of bulk users (towns, special user contracts) on system: \_\_\_\_\_

### NUMBER OF EMPLOYEES:

Administrative/Customer Service: \_\_\_\_\_

Treatment: \_\_\_\_\_

Distribution/Field: \_\_\_\_\_

## RATE STRUCTURE

Does your water rate structure include a fixed monthly minimum for rural/residential users? ☐ Yes ☐ No

Does your fixed monthly rate vary according to meter size? ☐ Yes ☐ No

Does your water rate structure include a volumetric charge (per 1,000 gallons or 100 cubic feet)? ☐ Yes ☐ No

What type of volumetric water rate structure(s) do you currently charge per 1,000 gallons or 100 cubic feet?

- ☐ Constant Block    ☐ Declining Block    ☐ Inclining Block
- ☐ Flat/Fixed Fee (no volumetric rate)    ☐ Other (please specify): \_\_\_\_\_

Did you increase your water rates for 2024? ☐ No ☐ Yes \_\_\_\_\_%

Current rate effective since: \_\_\_\_\_(mo/yr)

Do you anticipate your water utility rates going up next year (2025)?

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

## RATE INFORMATION

If your current rate schedule includes the information below, you can send a copy of it along with this survey, instead of completing the form below.  
If your rate schedule is unavailable, please complete the rest of the form.

RESIDENTIAL USER RATE	
Base Water Charge	\$ _____ <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly
Is Any Volume Included in Base Rate?	<input type="checkbox"/> No <input type="checkbox"/> Yes _____ <input type="checkbox"/> Gallons <input type="checkbox"/> Cubic Feet are Included in Base Rate
Water Rate Per Volume	Tier 1 Rate: \$ _____ per <input type="checkbox"/> 1,000 Gallons or <input type="checkbox"/> CCF Tier 1 Volume: _____ to _____ 1,000 Gallons or CCF  Tier 2 Rate: \$ _____ per <input type="checkbox"/> 1,000 Gallons or <input type="checkbox"/> CCF Tier 2 Volume: _____ to _____ 1,000 Gallons or CCF  Tier 3 Rate: \$ _____ per <input type="checkbox"/> 1,000 Gallons or <input type="checkbox"/> CCF Tier 3 Volume: _____ to _____ 1,000 Gallons or CCF
Additional Fixed Charges or Fees (please specify what the charge is for)	\$ _____ for _____ \$ _____ for _____
Please Calculate Cost for 6,000 Gallons of Monthly Use	\$ _____ Fixed Charge + \$ _____ Variable Charge for 6,000 Gallons/8.02 CCF = \$ _____ Total Charge for 6,000 Gallons/8.02 CCF
Comments/Explanation	

### INDUSTRIAL USER RATES-FIXED:

- ☐ Single Fixed Charge: \$ \_\_\_\_\_  
☐ Fixed Charge that varies by meter size: \$ \_\_\_\_\_ (for 4-inch meter)  
☐ Fixed Charge that varies by contract: \$ \_\_\_\_\_

INDUSTRIAL USER RATES-VOLUMETRIC	
Water Rate Per Volume	Tier 1 Rate: \$ _____ per <input type="checkbox"/> 1,000 Gallons or <input type="checkbox"/> CCF Tier 1 Volume: _____ to _____ 1,000 Gallons or CCF  Tier 2 Rate: \$ _____ per <input type="checkbox"/> 1,000 Gallons or <input type="checkbox"/> CCF Tier 2 Volume: _____ to _____ 1,000 Gallons or CCF  Tier 3 Rate: \$ _____ per <input type="checkbox"/> 1,000 Gallons or <input type="checkbox"/> CCF Tier 3 Volume: _____ to _____ 1,000 Gallons or CCF

**BULK USER RATES-FIXED:**

- ☐ Single Fixed Charge: \$ \_\_\_\_\_
- ☐ Fixed Charge that varies by meter size: \$ \_\_\_\_\_ (for 4-inch meter)
- ☐ Fixed Charge that varies by contract: \$ \_\_\_\_\_

BULK USER RATES-VOLUMETRIC		\$ PER UNIT
Bulk User 1		
Bulk User 2		
Bulk User 3		
Bulk User 4		
Bulk User 5		
Bulk User 6		
Bulk User 7		
Bulk User 8		
Bulk User 9		
Bulk User 10		

**UTILITY STATISTICS**

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

2023 EXPENDITURES		\$
Personnel Services (salary /labor and benefits)		
Chemicals		
Water Purchase		
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		

2023 REVENUES		\$
User Rate Revenue		
Non-rate Revenue ( late fees, misc. Revenue)		
Membership/Hookup Fees		
Grant Funds		
Debt Proceeds		
Other		

**2023 RESERVES:**

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

**GENERAL OPERATING STATISTICS****2023 VOLUME OF WATER TREATED:**

- ☐ 1,000 Gallons  
☐ CCF \_\_\_\_\_

**2023 VOLUME OF WATER SOLD:**

- ☐ 1,000 Gallons  
☐ CCF \_\_\_\_\_

Capital needs over the next 5-10 years: \$ \_\_\_\_\_

System Debt Repayment is addressed using these mechanisms (please check all that apply):

- ☐ Fixed Monthly or Quarterly User Fees      ☐ Property Tax Assessments  
☐ Sign Up/Connection Fees      ☐ Other – Please Note: \_\_\_\_\_

Area Served (square miles): \_\_\_\_\_ Miles of pipe: \_\_\_\_\_

Miles of pipeline rehabilitated in the last year: \_\_\_\_\_

Do you have a Geographical Information System (GIS)? ☐ Yes ☐ No

Do you have a SCADA system? ☐ Yes ☐ No

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

# 2023 CHALLENGES AND RESILIENCE

Did Operating Challenges in 2023 require unplanned use of Rural Water System reserve funds?

- ☐ Reserve funds used
- ☐ No reserve funds were used

Were Rural Water Reserve Funds adequate to support resilience of the system in 2023

- ☐ Yes
- ☐ No

Has your Reserve planning approach changed as a result of your experience in 2023?

- ☐ Yes - how: \_\_\_\_\_
- ☐ No

How does your utility communicate rate increases to your customers? (Check all that apply)

- ☐ Announcement in utility bill
- ☐ Social media post(s)
- ☐ Letter to customers
- ☐ None of the above
- ☐ News release to local media
- ☐ Other (please describe): \_\_\_\_\_

Does your utility employ someone devoted to communication tasks?

- ☐ Yes, we have a full-time communications professional on staff.
- ☐ Yes, we have someone responsible for communications tasks among other responsibilities.
- ☐ No, we do not have anyone responsible for communications.
- ☐ I don't know.

Please rank all applicable general utility challenges from the list below with "1" being the greatest challenge.

- \_\_\_\_\_ Chemical Shortages
- \_\_\_\_\_ Chemical Cost Increases
- \_\_\_\_\_ Aging infrastructure/replacement needs
- \_\_\_\_\_ Cyber security threats
- \_\_\_\_\_ Capital funding challenges
- \_\_\_\_\_ Regulatory requirements
- \_\_\_\_\_ Water supply availability/conservation
- \_\_\_\_\_ Water supply quality
- \_\_\_\_\_ Operational data management
- \_\_\_\_\_ Transportation-related logistical challenges (railway, trucking, etc.)
- \_\_\_\_\_ Other

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"/>

THANK YOU FOR PARTICIPATING IN OUR 2024 RATE SURVEY!