

# 2026

## ANNUAL UTILITY RATE SURVEY

IN COOPERATION WITH 

### 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](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 20, 2026

*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

## 7. DO YOU ANTICIPATE YOUR WATER UTILITY RATES GOING UP NEXT YEAR (2027)?

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

## 8. DO YOU HAVE A POLICY/PRACTICE IN PLACE TO INDEX WATER RATES ANNUALLY?

- No
- Yes, percent annual increase for fixed water rates \_\_\_\_\_ %
- Yes, percent annual increase for volumetric water rates \_\_\_\_\_ %

## 9. 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

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

## 11. 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: \_\_\_\_\_

## 12. 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 \$\_\_\_\_\_

**13. 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): \_\_\_\_\_

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

|   |                                     |
|---|-------------------------------------|
| <input type="checkbox"/> Residential              | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> Multi-Family Residential | <input type="checkbox"/> Irrigation |
| <input type="checkbox"/> Commercial               |                                     |

**15. EFFECTIVE DATE OF CURRENT WATER RATES: \_\_\_\_\_ (MONTH/YEAR)****16. CURRENT RESIDENTIAL WATER RATES**

| REPORT RATES FOR $\frac{5}{8}$ - OR $\frac{3}{4}$ -INCH METER, WHICHEVER IS MOST COMMON   |                    |   |  |
|---|--------------------|---|--|
|   | CHARGE (\$)        | AMOUNT OF WATER INCLUDED IN BASE RATE                                   |  |
| Base Rate ( $\frac{5}{8}$ - or $\frac{3}{4}$ -inch Meter Charge)  | \$                 | <input type="checkbox"/> Gallons or <input type="checkbox"/> Cubic Feet |  |
| <b>VOLUMETRIC RATE</b>  | <b>CHARGE (\$)</b> | <b>PER 1,000 GAL (KGAL) OR PER 100 CUBIC FEET (CCF) (CHECK ONE)</b>     | <b>FOR HOW MUCH WATER (BILLED RANGE):</b><br>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 (\$15.22) included in the Base or Volumetric rates?**

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

**17. TESTING AND CAPITAL RECOVERY FEES**

|                          |                | 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: _____       | \$ | \$ | \$ |

#### 18. 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.

|   | <b>6,000 GALLONS</b> | <b>8.02 CCF</b> |
|---|----------------------|-----------------|
| 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>         | = \$                 | = \$            |

#### 19. WHAT IS THE MONTHLY AVERAGE RESIDENTIAL BILLED WINTER WATER USE FOR YOUR COMMUNITY?

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

#### 20. WHAT IS THE MONTHLY AVERAGE RESIDENTIAL BILLED SUMMER WATER USE FOR YOUR COMMUNITY?

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

#### 21. 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? \_\_\_\_\_ %

## 22. RESIDENTIAL IRRIGATION WATER RATES (IF APPLICABLE)

| THIS SECTION DOES NOT REFER TO THE PRESSURE IRRIGATION RATES |   |   |   |
|--|---|---|---|
|  | 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<br><input type="checkbox"/> Only months the meter is used<br><input type="checkbox"/> _____ months | Comments:   |   |
| <b>VOLUMETRIC RATE</b>                                       | <b>CHARGE (\$)</b>  | <b>PER 1,000 GAL (KGAL) OR<br/>PER 100 CUBIC FEET (CCF)<br/>(CHECK ONE)</b> | <b>FOR HOW MUCH WATER<br/>(BILLED RANGE):<br/>E.G., 0 - 2,000</b> |
| 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

### 23. 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     |   |
| <b>VOLUMETRIC RATE</b>  | <b>CHARGE (\$)</b> | <b>PER 1,000 GAL (KGAL) OR<br/>PER 100 CUBIC FEET (CCF)<br/>(CHECK ONE)</b> | <b>FOR HOW MUCH WATER<br/>(BILLED RANGE):<br/>E.G., 0 - 2,000</b> |
| 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*:   |                    |   |   |

### 24. 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                     | \$   | \$   |
| <b>ADDITIONAL FEES</b>            |      |      |
| State Test Fee                    | \$   | \$   |
| Other*                            | \$   | \$   |
| <b>TOTAL OF FEES LISTED ABOVE</b> | = \$ | = \$ |

**25. WHAT IS THE MONTHLY AVERAGE COMMERCIAL BILLED WINTER WATER USE FOR YOUR COMMUNITY?**

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

**26. 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

**27. TREATMENT SYSTEM TYPE**

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

**28. BILLING IS IN:**

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

**29. FREQUENCY OF BILLING**

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

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

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

**32. 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: \_\_\_\_\_

**33. RESIDENTIAL WASTEWATER CUSTOMERS ARE CHARGED FOR:**

- Winter water use
- All water use

**34. 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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**35. DID YOU INCREASE YOUR RESIDENTIAL WASTEWATER RATES FOR 2026?  No  Yes****36. PLEASE NOTE INCREASE % OR \$**

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

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

**37. DO YOU ANTICIPATE YOUR WASTEWATER UTILITY RATES GOING UP NEXT YEAR (2027)?**

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

**38. DO YOU HAVE A POLICY/PRACTICE IN PLACE TO INDEX WASTEWATER RATES ANNUALLY?**

No

Yes, percent annual increase for fixed wastewater rates \_\_\_\_\_ %

Yes, percent annual increase for volumetric wastewater rates \_\_\_\_\_ %

**39. EFFECTIVE DATE OF CURRENT WASTEWATER RATES: \_\_\_\_\_ (MONTH/YEAR)****40. CURRENT RESIDENTIAL WASTEWATER RATES**

|   | CHARGE (\$)        | AMOUNT OF WASTEWATER INCLUDED IN BASE RATE                                  |  |
|---|--------------------|---|--|
| Base Rate ( $\frac{5}{8}$ - or $\frac{3}{4}$ -inch Meter Charge)  | \$ _____           | <input type="checkbox"/> Gallons or <input type="checkbox"/> Cubic Feet     |  |
| <b>VOLUMETRIC RATE</b>  | <b>CHARGE (\$)</b> | <b>PER 1,000 GAL (KGAL) OR<br/>PER 100 CUBIC FEET (CCF)<br/>(CHECK ONE)</b> | <b>FOR HOW MUCH FLOW<br/>(BILLED RANGE):<br/>E.G., 0 - 2,000</b> |
| 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: _____  |                    |   |  |

**41. 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 ( $\frac{5}{8}$ - or $\frac{3}{4}$ -inch Meter Charge)                                     | \$ _____          | \$ _____          |
| 1st Increment  | \$ _____          | \$ _____          |
| 2nd Increment  | \$ _____          | \$ _____          |
| 3rd Increment  | \$ _____          | \$ _____          |
| Other Charges  | \$ _____          | \$ _____          |
| <b>TOTAL OF FEES LISTED ABOVE</b>  | <b>= \$ _____</b> | <b>= \$ _____</b> |

#### 42. 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

#### 43. 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     |  |
| <b>VOLUMETRIC RATE</b>                    | <b>CHARGE (\$)</b> | <b>PER 1,000 GAL (KGAL) OR<br/>PER 100 CUBIC FEET (CCF)<br/>(CHECK ONE)</b> | <b>FOR HOW MUCH FLOW<br/>(BILLED RANGE):<br/>E.G., 0 - 2,000</b> |
| 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                         |                    |   |  |

#### 44. 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>  | = \$           | = \$      |

**45. WASTEWATER STRENGTH CHARGES (FOR INDUSTRIAL WASTE STREAMS):**

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

**RESIDENTIAL STORMWATER RATE INFORMATION**

**46. 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

**47. 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<br>Runoff Coefficient           |                      |                          |
| Impervious Surface Area                                |                      |                          |
| Gross and Impervious<br>Surface Area                   |                      |                          |
| Class Intensity of<br>Development                      |                      |                          |
| Equivalent Hydraulic Area<br>(Pervious and Impervious) |                      |                          |

**48. WHAT IS THE MONTHLY AVERAGE RESIDENTIAL STORMWATER CHARGE PER SINGLE FAMILY RESIDENCE?**

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

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

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

**50. 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): \_\_\_\_\_

**51. DID YOU INCREASE YOUR STORMWATER RATES FOR 2026?**  N/A  No  Yes \_\_\_\_\_ %

**52. DO YOU ANTICIPATE YOUR STORMWATER UTILITY RATES GOING UP NEXT YEAR (2027)?**

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

**53. DO YOU HAVE A POLICY/PRACTICE IN PLACE TO INDEX STORMWATER RATES ANNUALLY?**

- No
- Yes, percent annual increase for fixed stormwater rates \_\_\_\_\_ %
- Yes, percent annual increase for volumetric stormwater rates \_\_\_\_\_ %

## STORMWATER UTILITY INFORMATION

**54. DOES YOUR UTILITY'S RATE STRUCTURE ALLOW FOR THE FOLLOWING?**

- Elderly Discounts
- Stormwater Credits
- Stormwater Exemptions

**55. 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)

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

|   |   |
|---|---|
| <input type="checkbox"/> Not Applicable | <input type="checkbox"/> Government                 |
| <input type="checkbox"/> Wetlands       | <input type="checkbox"/> Cemeteries                 |
| <input type="checkbox"/> Undeveloped    | <input type="checkbox"/> Other (please note): _____ |

### COMMENTS:

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**57. 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

### 58. SOLID WASTE COLLECTION:

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

### 59. ARE CONTAINERS PROVIDED?

- Yes
- No
- Bags are provided

### 60. PLEASE LIST CONTAINER SIZES AND APPLICABLE FEE:

| CONTAINER/BAG SIZE | BASIC MONTHLY FEE | Fee for additional bags or containers |
|--------------------|-------------------|---------------------------------------|
|                    | \$                | \$                                    |
|                    | \$                | \$                                    |
|                    | \$                | \$                                    |
|                    | \$                | \$                                    |
|                    | \$                | \$                                    |

### 61. 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                          |                                    | \$   |

## RECYCLING PROGRAM INFORMATION

### 62. MUNICIPAL SOLID WASTE - CHARGE PER TON: \$ \_\_\_\_\_

### 63. INERT WASTE - CHARGE PER TON: \$ \_\_\_\_\_

### 64. 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

### 65. ESTIMATED PERCENT OF HOUSEHOLDS UTILIZING RECYCLING SERVICE: \_\_\_\_\_ %

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

# UTILITY STATISTICS

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

## 67. 2025 REVENUES & BOOK VALUE

|  | 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  | \$    | \$         |
| Estimated System Book Value                                  | \$    | \$         |

## 68. 2025 EXPENDITURES

|  | WATER | WASTEWATER |
|--|-------|------------|
| Personnel Services (salaries/labor and benefits)   | \$    | \$         |
| Chemicals  | \$    | \$         |
| Electricity  | \$    | \$         |
| Non-personnel Budgeted Expenditures<br>(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   | \$    | \$         |

## 69. 2025 RESERVE FUNDS AND TARGETS

| RESERVE TYPE                 | WATER RESERVE TARGET   | WASTEWATER RESERVE TARGET  |
|------------------------------|--|--|
| Capital Renewal/Replacement  |  |  |
| Emergency/Rate Stabilization |  |  |
| Operating Reserve            | <input type="checkbox"/> 60 Days or Less<br><input type="checkbox"/> 90 Days<br><input type="checkbox"/> 120 Days<br><input type="checkbox"/> 360 Days<br><input type="checkbox"/> 600 Days or More<br><input type="checkbox"/> 720 Days or More | <input type="checkbox"/> 60 Days or Less<br><input type="checkbox"/> 90 Days<br><input type="checkbox"/> 120 Days<br><input type="checkbox"/> 360 Days<br><input type="checkbox"/> 600 Days or More<br><input type="checkbox"/> 720 Days or More |

## 70. 2025 GENERAL OPERATING STATISTICS

|  | WATER UTILITY | WASTEWATER UTILITY |
|--|---------------|--------------------|
| 2025 Total Water/Wastewater Sales Volume (gallons) |               |                    |
| July 2025 Water Sales Volume (gallons)             |               |                    |
| August 2025 Water Sales Volume (gallons)           |               |                    |
| December 2025 Wastewater Sales Volume (gallons)    |               |                    |
| January 2025 Wastewater Sales Volume (gallons)     |               |                    |
| Water Loss (%)                                     |               |                    |
| Inflow/Infiltration (%)                            |               |                    |
| Miles of Pipeline in System                        |               |                    |
| Miles of Pipeline Rehabilitated in 2025            |               |                    |
| Estimated Capital Needs Over the Next 5 Years      | \$            | \$                 |

## 71. 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

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

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

## 73. DOES YOUR SYSTEM HAVE WATER RESTRICTIONS IN PLACE?

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

## 2025 CHALLENGES AND RESILIENCE

### 74. PLEASE RANK ALL APPLICABLE GENERAL UTILITY CHALLENGES FROM THE LIST BELOW WITH "1" BEING THE GREATEST CHALLENGE.

|  |  |
|--|--|
| <input type="checkbox"/> Chemical Shortages<br><input type="checkbox"/> Chemical Cost Increases<br><input type="checkbox"/> Aging infrastructure/replacement needs<br><input type="checkbox"/> Cyber security threats<br><input type="checkbox"/> Capital funding challenges<br><input type="checkbox"/> Regulatory requirements<br><input type="checkbox"/> Water supply availability/conservation<br><input type="checkbox"/> Financial Sustainability<br><input type="checkbox"/> Affordability | <input type="checkbox"/> Wastewater receiving body quality<br><input type="checkbox"/> Water supply quality<br><input type="checkbox"/> Operational data management<br><input type="checkbox"/> Transportation-related logistical challenges<br>(railway, trucking, etc.)<br><input type="checkbox"/> Inflow/Infiltration<br><input type="checkbox"/> Public Understanding of the Value of Water<br><input type="checkbox"/> Drought or Other Climate Impacts<br><input type="checkbox"/> Workforce Availability |
|--|--|

**75. HOW DOES YOUR SYSTEM COMMUNICATE RATE CHANGES TO YOUR CUSTOMERS?**

- Announcement in utility bill
- Social media post(s)
- Letter to customers
- None of the above
- News release to local media

**76. DOES YOUR UTILITY EMPLOY SOMEONE DEDICATED TO COMMUNICATION TASKS?**

- Yes
- No

## Affordability Measures

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

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

**78. 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 2026 RATE SURVEY!**