

2026

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

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

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 2026?

- ☐ No ☐ Yes: _____%

6. PLEASE NOTE INCREASE % OR \$

Fixed Rate: _____% \$ _____

Volumetric Rate: _____% \$ _____

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:

- ☐ Residential ☐ Industrial
- ☐ Multi-Family Residential ☐ Irrigation
- ☐ Commercial

15. EFFECTIVE DATE OF CURRENT WATER RATES: _____ (MONTH/YEAR)**16. 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 (KGal) 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 (\$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.		
	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	\$	\$
ADDITIONAL FEES		
State Test Fee	\$	\$
Other*	\$	\$
TOTAL OF FEES LISTED ABOVE	= \$	= \$

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 <input type="checkbox"/> Only months the meter is used <input type="checkbox"/> _____ months	Comments:	
VOLUMETRIC RATE	CHARGE (\$)	PER 1,000 GAL (KGAL) 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

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	
VOLUMETRIC RATE	CHARGE (\$)	PER 1,000 GAL (KGAL) 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*:			

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	\$	\$
ADDITIONAL FEES		
State Test Fee	\$	\$
Other*	\$	\$
TOTAL OF FEES LISTED ABOVE	= \$	= \$

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:

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 (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:			

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 (5/8- or 3/4-inch Meter Charge)	\$	\$
1st Increment	\$	\$
2nd Increment	\$	\$
3rd Increment	\$	\$
Other Charges	\$	\$
TOTAL OF FEES LISTED ABOVE	= \$	= \$

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	
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 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	\$	\$
TOTAL OF FEES LISTED ABOVE	= \$	= \$

45. 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**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 Runoff Coefficient		
Impervious Surface Area		
Gross and Impervious Surface Area		
Class Intensity of Development		
Equivalent Hydraulic Area (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:

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

% IMPERVIOUS			
SIZE	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 (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 <input type="checkbox"/> 90 Days <input type="checkbox"/> 120 Days <input type="checkbox"/> 360 Days <input type="checkbox"/> 600 Days or More <input type="checkbox"/> 720 Days or More	<input type="checkbox"/> 60 Days or Less <input type="checkbox"/> 90 Days <input type="checkbox"/> 120 Days <input type="checkbox"/> 360 Days <input type="checkbox"/> 600 Days or More <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)

- ☐ 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: _____

73. 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: _____

2025 CHALLENGES AND RESILIENCE

74. 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

Financial Sustainability

Affordability
- Wastewater receiving body quality

Water supply quality

Operational data management

Transportation-related logistical challenges (railway, trucking, etc.)

Inflow/Infiltration

Public Understanding of the Value of Water

Drought or Other Climate Impacts

Workforce Availability

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

- | | |
|---|---|
| <input type="checkbox"/> Announcement in utility bill | <input type="checkbox"/> Social media post(s) |
| <input type="checkbox"/> Letter to customers | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> News release to local media | |

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

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> 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!