

2026

ANNUAL AE2S UTILITY RATE SURVEY REGIONAL/RURAL WATER SYSTEMS

IN COOPERATION WITH



INSTRUCTIONS

Please complete the survey online, or complete the following print survey (7 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.

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: _____

NUMBER OF EMPLOYEES:

Administrative/Customer Service: _____

Treatment: _____

Distribution/Field: _____

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: _____

WASTEWATER

DO YOU PROVIDE WASTEWATER SERVICE? ☐ Yes ☐ No

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): _____

Current rate effective since: _____(mo/yr)

Do you anticipate your water utility rates going up next year (2027)?

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

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 _____%

Did you increase your water rates for 2026?

☐ No ☐ Yes _____%

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 - WATER		
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		

RESIDENTIAL USER RATE - WASTEWATER		
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 WATER 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.

2025 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		
Estimated System Book Value (Water)		

2025 REVENUES		\$
User Rate Revenue		
Non-rate Revenue (late fees, misc. Revenue)		
Membership/Hookup Fees		
Grant Funds		
Debt Proceeds		
Other		

2025 RESERVES:

RESERVE TYPE	TARGET LEVEL
Capital Renewal/Replacement	
Debt Service	
Emergency/Rate Stabilization	
Operating Reserve	<div> <input type="checkbox"/> 60 Days <input type="checkbox"/> 360 Days </div> <div> <input type="checkbox"/> 90 Days <input type="checkbox"/> 600 Days or More </div> <div> <input type="checkbox"/> 120 Days <input type="checkbox"/> 720 Days or Moer </div>

GENERAL OPERATING STATISTICS

2025 VOLUME OF WATER TREATED:

- ☐ 1,000 Gallons
- ☐ CCF _____

2025 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): _____

Do you have a Geographical Information System (GIS)?

- ☐ Yes
- ☐ No

Miles of pipe: _____

Do you have a SCADA system? ☐ Yes ☐ No

Miles of pipeline rehabilitated in the last year: _____

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

2025 CHALLENGES AND RESILIENCE

Did Operating Challenges in 2025 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 2025

- ☐ Yes
- ☐ No

Has your Reserve planning approach changed as a result of your experience in 2025?

- ☐ No
- ☐ Yes - how: _____

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

- | | |
|--|---|
| _____ Chemical Shortages | _____ Operational data management |
| _____ Chemical Cost Increases | _____ Transportation-related |
| _____ Aging infrastructure/replacement needs | _____ logistical challenges (railway, trucking, etc.) |
| _____ Cyber security threats | _____ Public understanding of the value of water |
| _____ Capital funding challenges | _____ Financial sustainability |
| _____ Regulatory requirements | _____ Drought or other climate impacts |
| _____ Water supply availability/conservation | _____ Affordability |
| _____ Water supply quality | _____ Workforce availability |

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

- | | |
|---|---|
| <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 | <input type="checkbox"/> 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.

THANK YOU FOR PARTICIPATING IN OUR 2026 RATE SURVEY!