



Meeting Other Objectives

Glenn Barnes

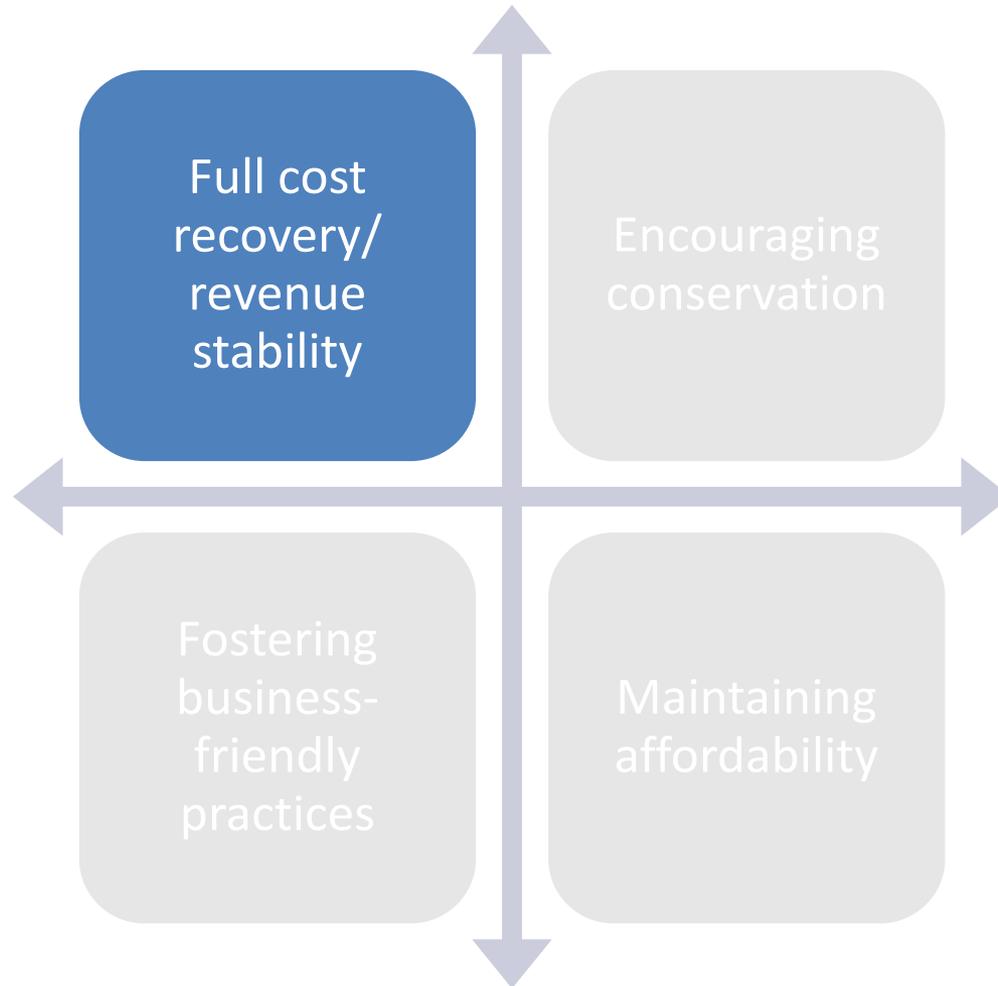
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The University of North Carolina at Chapel Hill

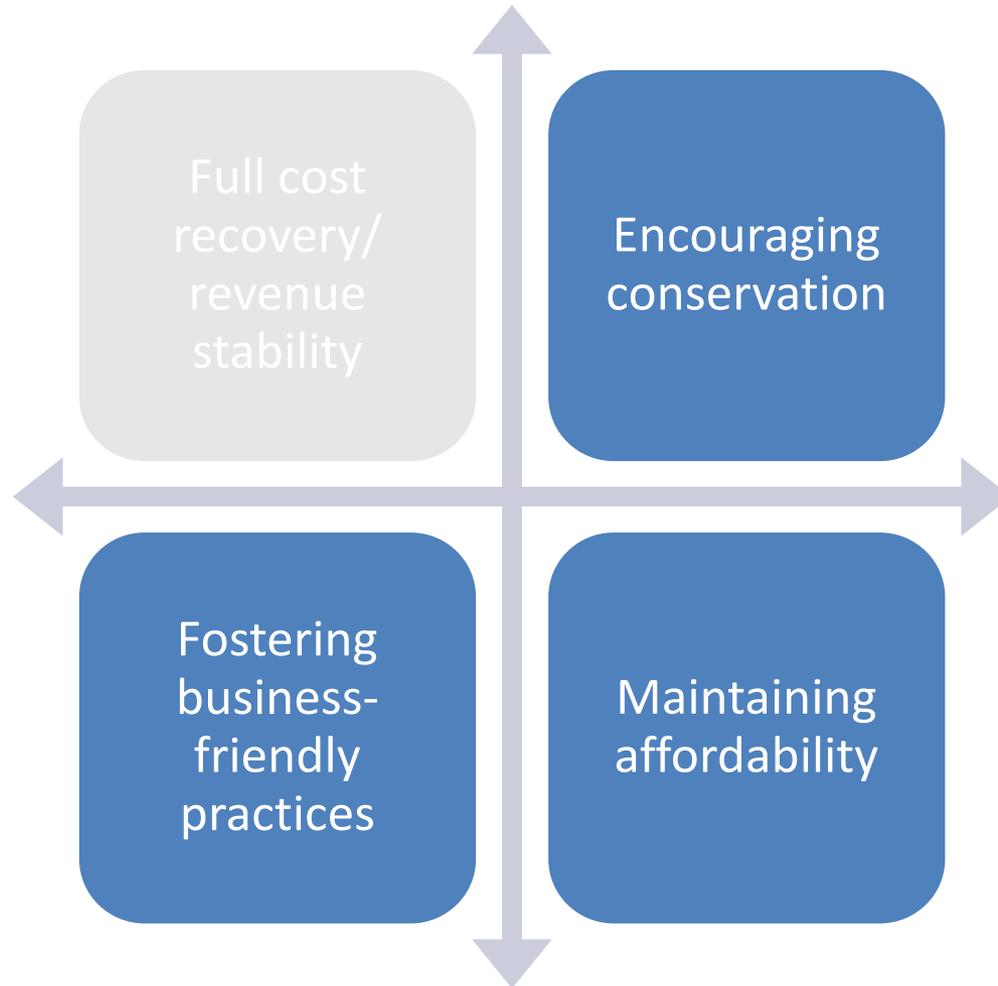
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glennbarnes@sog.unc.edu

So Far Today...



Rate Setting Objectives

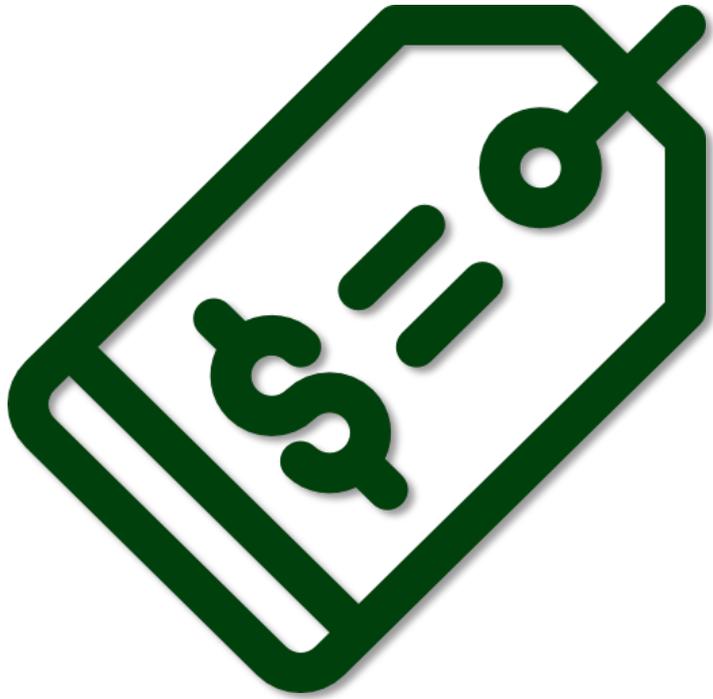




Session Objectives

- Understand why water systems would be interested in these other objectives
- Learn about strategies to meet those objectives

Two Approaches

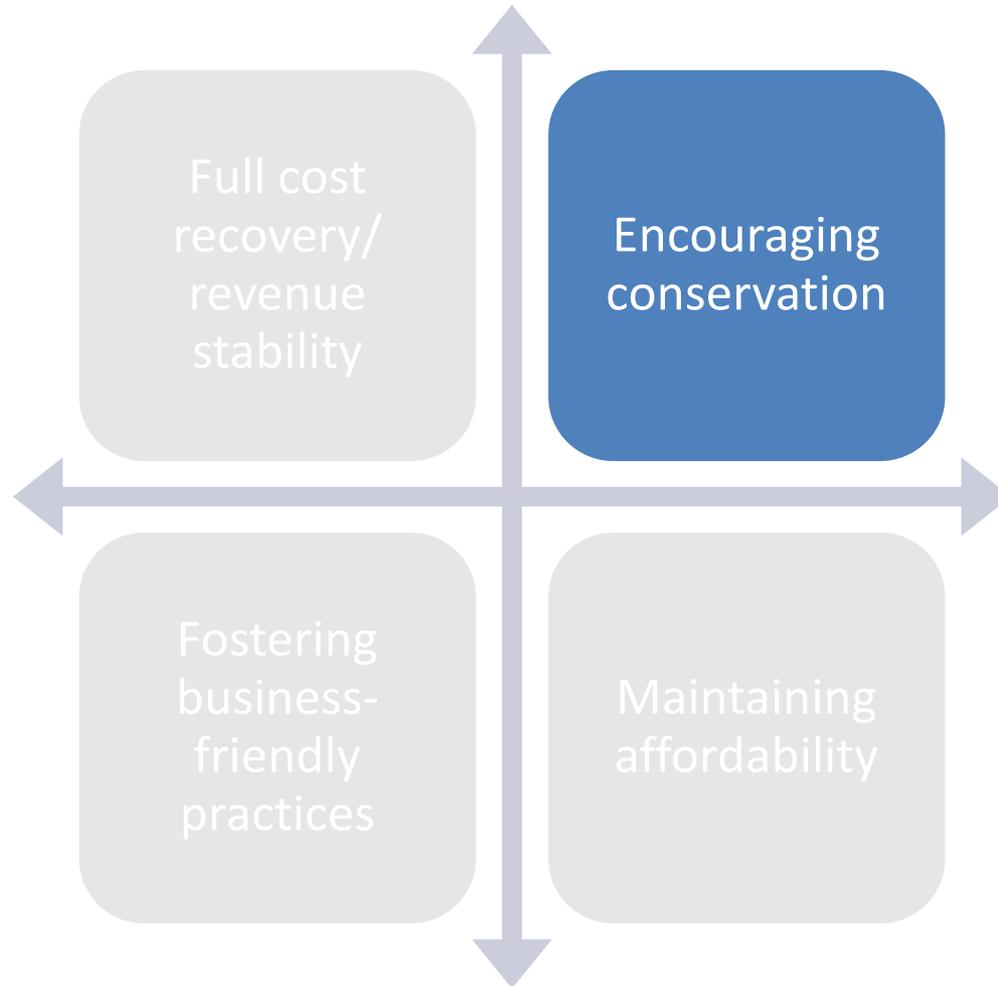


Pricing signals
through your rates



Non-price strategies

Encouraging Conservation





*** Example Utility (Demonstration Only)

Rates Comparison | Characteristics | Links | Edit Data or Add Utility

Select residential bill and monthly consumption amount

Water Bill Sewer Bill Water + Sewer Bill

5,000 gallons
668 cubic feet

Monthly Water Bill: \$33.94

Comparing to all utilities in survey

233 rate structures compared

Effects of raising rates by: 0%

Bill Comparison
Water Bill at 5,000 gallons
Median: \$33.60
Min \$3.03 Max \$122.72
Value: \$33.94

Conservation Signal
Water Price/1,000 gallons, after 10,000 gallons
Median: \$6.68
Min \$0.00 Max \$23.93
Value: \$7.14

Cost Recovery
Operating Ratio Incl. Deprec. 2016
Value: 1.10

Affordability
Water Bills as % MHI
Value: 0.58%



Why Do This?

- Lack of source water
- Growing population
- Nearing storage or treatment capacity
- Drought
- Environmental benefits

Non-Price Strategies



Regular Water Use Restrictions

SOUTH FLORIDA WATER MANAGEMENT DISTRICT

SFWMD 3-Day-A-Week Watering

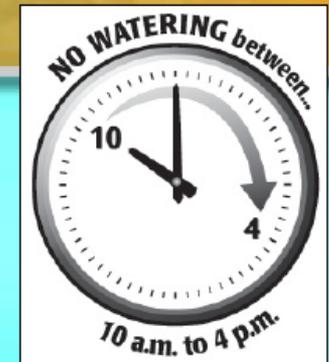
WATERING DAYS AND TIMES

IF YOUR HOME ADDRESS ENDS IN...

1, 3, 5, 7, 9

0, 2, 4, 6, 8

		1, 3, 5, 7, 9	0, 2, 4, 6, 8
Monday	Before 10 am	✓	
	After 4 pm		✓
Tuesday	Before 10 am		✓
	After 4 pm		✓
Wednesday	Before 10 am	✓	
	After 4 pm		✓
	Before 10 am		✓



Restrict days of the week



Restrict time





Drought Restrictions

Water Use Restrictions

Water Restrictions Continue in 2016

With California still experiencing severe drought despite recent rains, the State Water Board adopted an extended and revised emergency regulation to ensure that urban water conservation continues in 2016. You can learn more about the regulation [here](#).

Outdoor Watering Restrictions for Sonoma County Water Districts

When is it OK to water outdoors?

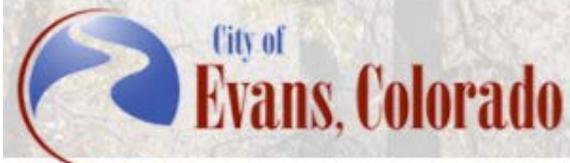
Outdoor watering for ornamental landscaping is limited to two days a week: Tuesday and Friday, between 12:00 AM and 6:00 AM, or between 8:00 PM and 11:59 PM. Restrictions do not apply to food grown for consumption.

- Sunday: Outdoor watering is not permitted.
- Monday: Outdoor watering is not permitted.
- **Tuesday: Outdoor watering is OK between 12:00 AM and 6:00 AM, or between 8:00 PM and 11:59 PM.**
- Wednesday: Outdoor watering is not permitted.
- Thursday: Outdoor watering is not permitted.
- **Friday: Outdoor watering is OK between 12:00 AM and 6:00 AM, or**

Drought Restrictions



Non-Potable Water for Irrigation



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Water

[2017 Watering Restriction Information](#)

+ [Billing](#)

[Conservation](#)

[Non-potable Water 101](#)

[Water Master Plan Hydrant Project](#)

Water

Municipal water systems have been around a long time – almost 4,000 years – and the City of Evans continues this long-standing tradition by ensuring our residents have constant access to the water they need. Whether it be for drinking, cleaning, or cooking, you can rest easy knowing that your water is taken care of.

Not all water is treated to pass drinking standards. In Evans non-potable water can come from a wastewater treatment plant or the Evans ditch, and while it may not be treated, it can still be used in many areas. The City of Evans supplies non-potable water for irrigation, industrial sites, and even everyday items like car washes.



Help Customers Cut Water Use

CITY OF
ASHLAND

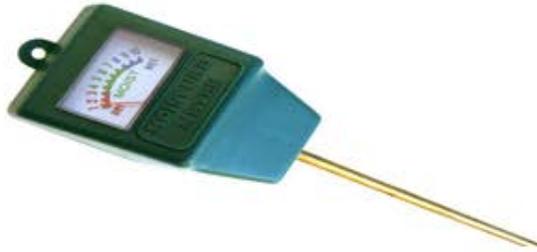
Giveaways

The Water Conservation Department is offering **FREE** showerheads, bathroom aerators, kitchen aerators, and moisture meters. Ask at the front counter for more information!

Showerhead



Moisture Meter



51 Winburn Way

Kitchen aerator



Bathroom
aerator



Help Customers Cut Water Use

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SAFE, CLEAN WATER PROGRAM

CLEAN SAFE CREEKS PLAN

WATER CONSERVATION

- Rebates
- + Conservation In The Home
- + Conservation For Businesses
- + Landscaping
 - Landscape Survey Program
 - Landscape Conversion Rebates
 - Irrigation Equipment Upgrade Rebates
 - Graywater Laundry To Landscape Rebates
- Agriculture
- Free Conservation Items
- Events And Workshops
- Conservation Program Reports & Studies

GRANTS & PARTNERSHIPS

TEACHERS & STUDENTS

[Programs](#) > [Water Conservation](#) > [Landscaping](#) > [Landscape Conversion Rebates](#)

Landscape Conversion Rebates

Landscape Rebate Program

This program is designed to encourage residents and businesses to convert approved high water use landscape, such as lawns and pools, to low water use landscape as well as to retrofit existing irrigation equipment with approved high efficiency irrigation equipment.

The Landscape Rebate Program includes:

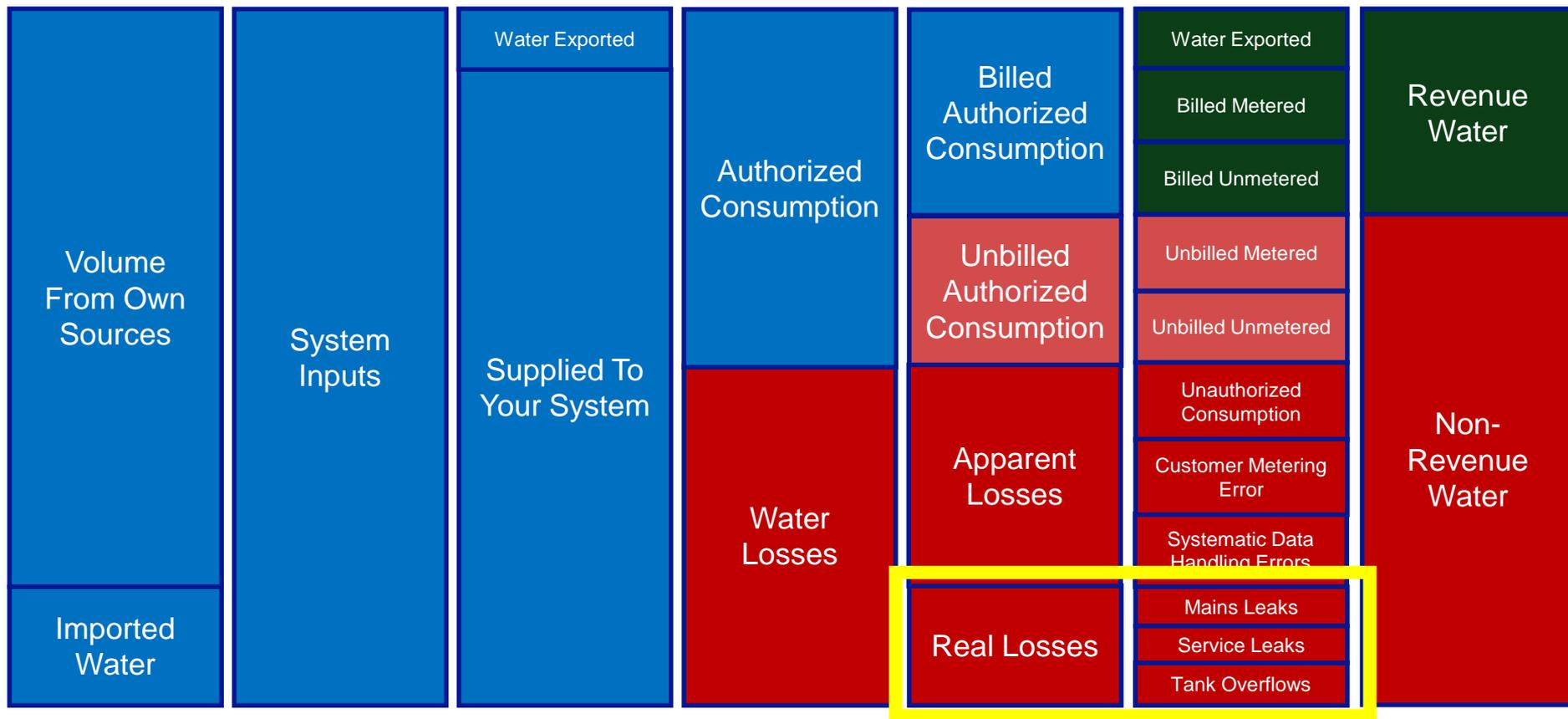
- [Landscape Conversion Rebate](#)
- [In-Line Drip Irrigation Conversion Rebate](#)
- [Irrigation Equipment Upgrade Rebates \(including Weather Based Irrigation Controllers\)](#)



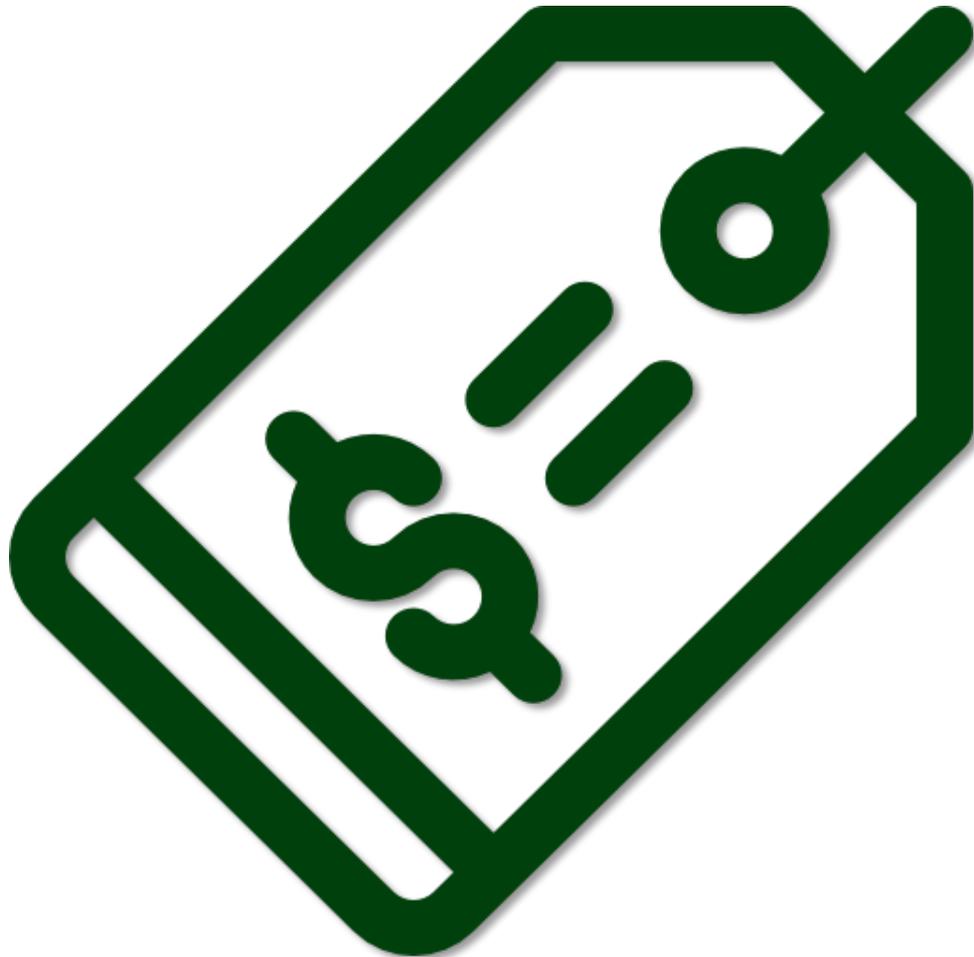
Important Program Updates

Starting on July 1, 2017, all requests for Pre-Inspections and applications for the Landscape Rebate

Fix Real Water Loss



Pricing Signals Through Rates





Increasing Block Rates

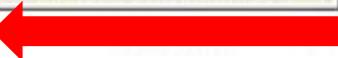
Tier	Water Usage	Rate per 1,000 gallons (\$)
1	First 5,000 gallons or less	\$13.00
2	Next 5,001 – 15,000	\$17.75
3	Next 15,001 – 25,000 (Over 15,000 cattle lessees)	\$18.75
4	25,001 or more for all except cattle lessees	\$19.75

Napu'u Water Inc., HI

Increasing Block Rates

Water Consumption Charges

Water Consumption Charges Effective July 1, 2011		
Consumption/Month (in gallons)*	Residential	Commercial**
0 - 2000	Base Rate (\$20.00)	Base Rate (\$20.00)
Up to 5,000	\$4.50/1,000 gallons	\$4.50/1,000 gallons
Up to 10,000	\$5.50/1,000 gallons	\$5.50/1,000 gallons
Up to 15,000	\$6.50/1,000 gallons	\$6.50/1,000 gallons
Up to 20,000	\$7.50/1,000 gallons	\$7.50/1,000 gallons
All over 20,000	\$8.50/1,000 gallons	\$8.50/1,000 gallons

* Consumption over 2,000 gallons is billed retroactive to the first gallon used. 

Currituck County, NC

Please Don't Do This!!!!

fixed 1000	Per 1000 gal.	water	Per 1000 gal.	sewer	combined
	rate	11.66	rate	13.10	24.76
2000	2.43	14.09	3.67	16.77	30.86
3000	4.85	18.94	7.41	24.18	43.12
4000	5.65	24.59	7.72	31.90	56.49
5000	5.78	30.37	8.06	39.96	70.33
6000	6.04	36.40	8.21	48.18	84.58
7000	6.23	42.63	8.40	56.58	99.20
8000	6.43	49.06	8.61	65.19	114.24
9000	6.63	55.68	8.79	73.97	129.65
10000	6.63	62.31	8.79	82.76	145.07
11000	6.63	68.93	8.79	91.55	160.48
12000	6.63	75.56	8.79	100.34	175.90
13000	6.63	82.18	8.79	109.13	191.31
14000	6.63	88.81	8.79	117.92	206.72
15000	6.63	95.43	8.79	126.71	222.14
15001-99999999	6.51	102.27	8.99	135.69	237.96



Low or No Base Charge

Water and Sewer

WHAT ARE THE WATER AND SEWER RATES?

Water \$2.78 per 100 cubic feet of water.

Sewer \$7.19 per 100 cubic feet of water used.

HOW MANY GALLONS ARE THERE IS A 100 CUBIC FEET?

There are 748 gallons in 100 cubic feet.

HOW OFTEN WILL I RECEIVE A WATER/SEWER BILL?

The Town bills for water/sewer quarterly so you will receive a bill 4 times a year.

DOES THE TOWN HAVE ANY ADJUSTMENT FOR FILLING A POOL?

Farmington, NH



Seasonal Rates

RATES AND CHARGES

OCTOBER THROUGH APRIL

\$ 3.00 PER 1,000 GALLONS

MAY THROUGH SEPTEMBER

\$ 4.60 PER 1,000 GALLONS

Cactus Stellar Limited, AZ



Seasonal Rates

TOWN OF IPSWICH WATER & SEWER RATES

WATER RATE

Non-residential water rate (Base Rate): \$8.33 per 100 cubic feet (Effective May 1, 2016)

Residential water rate (Seasonal Rate):

Summer (May 1, 2017 – September 30, 2017): \$12.50 per 100 cubic feet

Winter (Nov 1, 2016 – April 30, 2017): \$3.38 per 100 cubic feet

Ipswich, MA



Higher Irrigation Rates

Gallons of Water Metered

Residential

0 through 4,000 gallons	\$ 4.56 Per Thousand	\$ 4.56 Per Thousand
4,001 through 9,000 gallons	\$ 6.99 Per Thousand	\$ 6.99 Per Thousand
9,001 gallons and up	\$ 9.42 Per Thousand	\$ 9.42 Per Thousand

Commercial, Apartments and Mobile Home Parks

0 through 10,000	\$ 5.78 Per Thousand	\$ 5.78 Per Thousand
10,000 and up	\$ 6.95 Per Thousand	\$ 6.95 Per Thousand

Irrigation

Per thousand gallons	\$ 9.26
----------------------	---------

Hydrant Meter

Per thousand gallons	\$ 9.26
----------------------	---------

Stockbridge, NC



Low Supply Surcharges

COMMODITY RATES PER 1,000 GALLONS PER MONTH BY CONSERVATION STAGE IN EFFECT

(Zero Gallons Included in Base Rate)		Stages 1 & 2	Stage 3 ^a	Stage 4 ^a
1st Tier: 0 – 4,000 Gallons	\$	6.80	6.80	6.80
2nd Tier: 4,001 – 13,000 Gallons	\$	10.20	10.20	10.20
3rd Tier: 13,001 – 20,000 Gallons	\$	12.30	15.00	20.00
4th Tier: 20,001 – 30,000 Gallons	\$	12.42	20.00	40.00
5th Tier: over 30,000 Gallons	\$	12.55	30.00	70.00

^a Stage 3 and 4 water resource conditions are reached when any combination of build-out, water use, and adjustments to useable CAP allocation causes 80% or 90%, respectively, of the total useable CAP allocation to be used (see Policies & Procedures).

Tonto Hills Water Improvement District, AZ



Drought Surcharges

3. That the above rates charged for non wholesale water customers shall be increased for any consumption above 2,000 as follows when the water level at the Lake of Egypt spillway, at any time during a billing cycle, falls below the levels specified:
 - a. 24 inches below spillway rates shall increase \$1.00
Per thousand gallons
 - b. 30 inches below spillway rates shall increase \$2.00
Per thousand gallons
 - c. 36 inches below spillway rates shall increase \$3.00
Per thousand gallons
 - d. 40 inches below spillway rates shall increase \$5.00
Per thousand gallons
 - e. 48 inches below spillway rates shall increase \$10.00
Per thousand gallons

Lake of Egypt, IL

<http://efc.web.unc.edu/2015/11/23/key-financial-benchmarks-for-water-systems-conservation-signal/>



Key Financial Benchmarks for Water Systems: Conservation Signal

NOVEMBER 23, 2015 / GLENN BARNES / 2 COMMENTS

 Print  PDF

At our [workshops](#) and through our discussions with water systems during [technical assistance](#) work, many water systems, in particular small systems, ask what seems like a simple question: “Are our rates right?”

I suspect our initial answer is somewhat unsatisfying: “It depends.”

Even when rates are sufficient to generate the revenues needed for the utility, whether or not rates are “right” depends on what a particular water system

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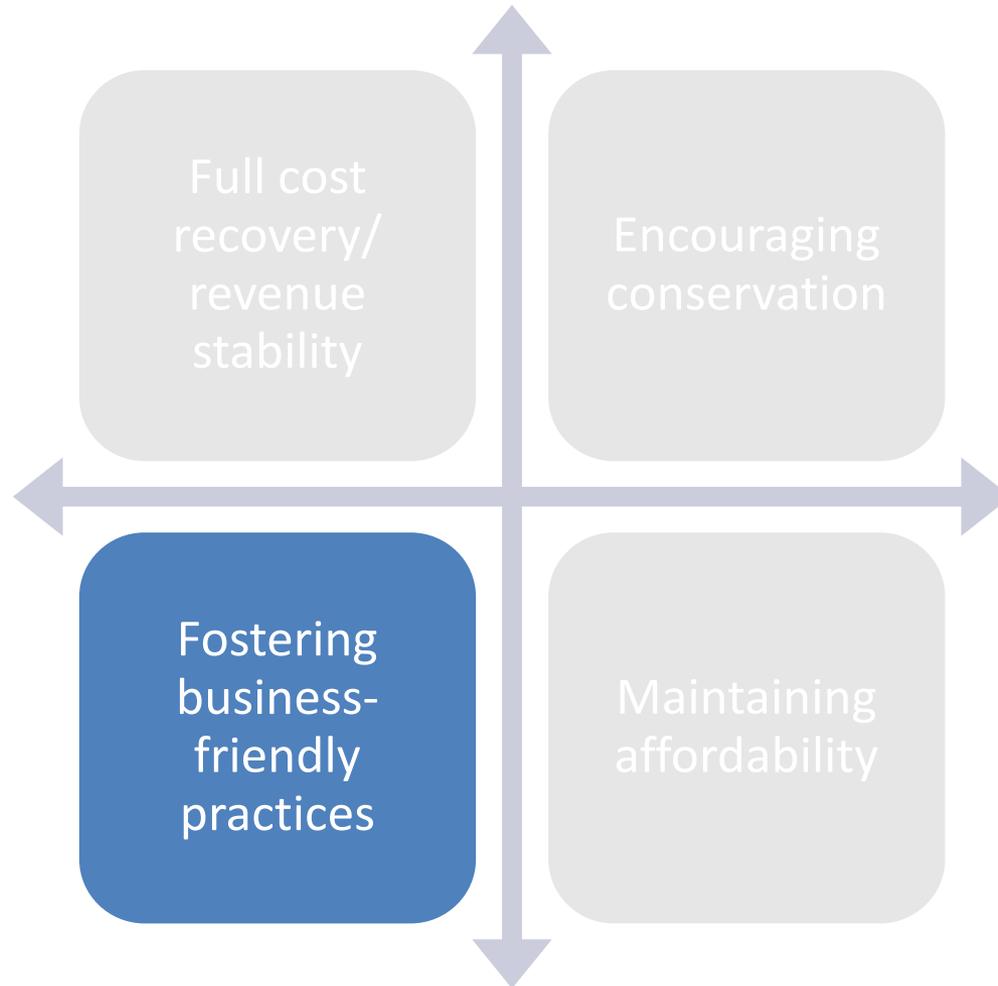
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Business Friendly Practices





Why Do This?

- Increase water sales
- Increase wastewater revenue
- Increase the local tax base
- Create jobs

Non-Price Strategies



Waiving Connection Fees

To fight downtown blight,
North Bend approves
waiver for new businesses

CAROL LADWIG • Tue Sep 12th, 2017 12:56pm • NEWS



Empty buildings and downtown blight
North Bend soon, but only time will tell

“I hope it’s successful, in time,” said
the action, a waiver of water and
businesses into the city’s history.
we’ll change it.”

The action, approved in a 6-1 vote will
allow City Administrator Londi Lindell to
Facilities Charges (GFCs) for specific target businesses, provided
business owners have made an equivalent amount in property
improvements, in buildings that have been vacant for at least a year.

The target businesses are primarily restaurants, breweries and other
businesses with a high level of water use. The GFC waiver specifies the

“The target businesses
are primarily
restaurants, breweries
and other businesses
with a high level of
water use.”



Bill Discounts for New Businesses

Discounts and Incentive Programs

New qualifying Commercial customers are subject to Incentive Commodity Charges for the first forty-eight months of usage according the following schedule:

First 12 months of Billing	60% of approved commodity rate
Second 12 months of Billing.....	70% of approved commodity rate
Third 12 months of Billing	80% of approved commodity rate
Fourth 12 months of Billing	90% of approved commodity rate

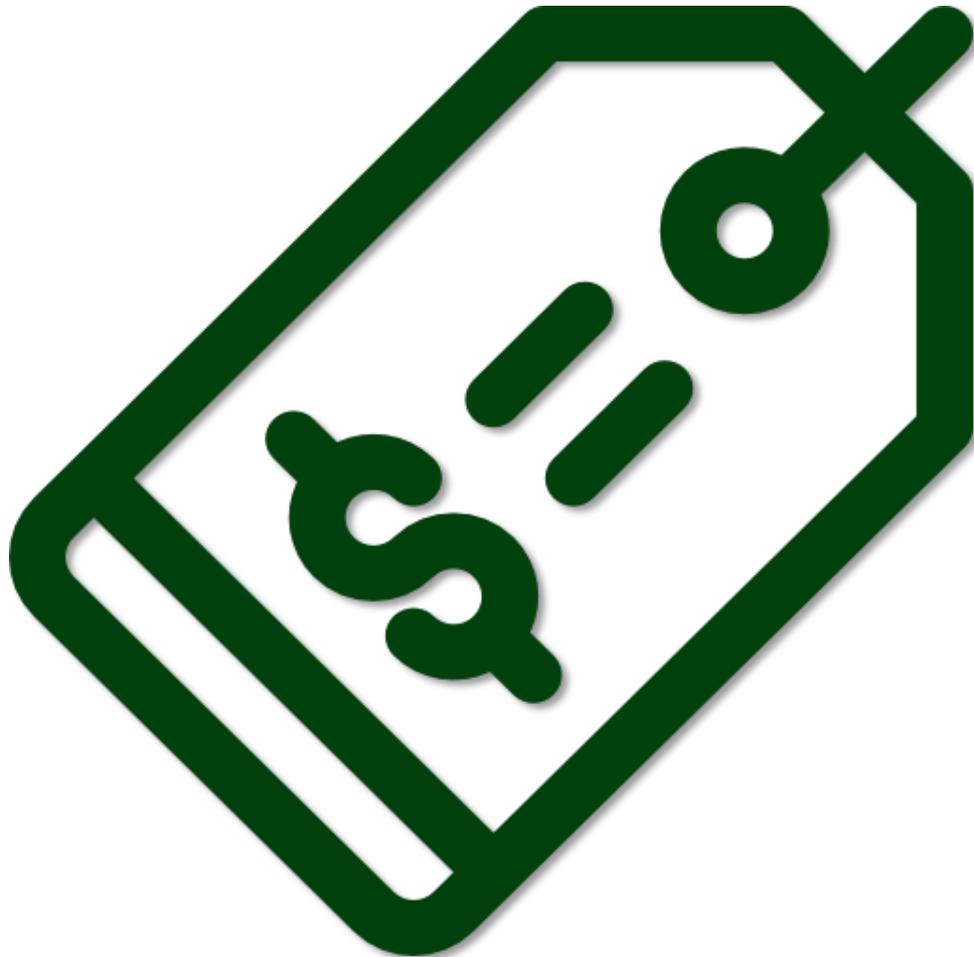
Qualifications will be determined by the Hannibal Board of Public Works on a case-by-case basis and will consider such things as number and value of local jobs created, length and size of required water main extensions, and estimated annual consumption.

Hannibal, MO



In your experience, what types of businesses use the most water?

Pricing Signals Through Rates





Decreasing Block Rates

COMMERCIAL WATER:

0 to 2000 gallons:	-----	\$21.25 Minimum Bill
Additional:	-----	\$7.00 2001 – 12,000 gal
		\$6.75 12,001 – 27,000 gal
		\$6.50 27,001 gallon & up

Ardmore, AL



Decreasing Block Rates

WATER RATES –

CONSUMPTION RATES –

1000 – 1,000,000 = 3.75 per 1,000

1,000,000 + = \$0.30 per 1,000

BASE RATE –

80.00 per residential unit

150.00 per commercial unit

Lancaster, NH



Cheaper Commercial or Industrial Rates

The following monthly water rates are effective for residential and business customers:

Inside City Limits:

First 2,000 gallons or less per month	\$10.00
Over 2,000 gallons per month (per 1,000/gal)	\$ 1.85

INDUSTRIAL CUSTOMERS **WATER and SEWER RATES**

First 3,000 gallons or less per month	\$6.75
Over 3,000 gallons up to 300,000 gal./per M gal	\$0.68
Over 300,000 gal up to 500,000 gal/per M gal	\$0.62
Over 500,000 gal up to 1,500,000 gal/per M gal	\$0.55
Over 1,500,000 gal/per M gal	\$0.53

Camilla, GA



Cheaper Commercial or Industrial Rates

Residential Rates

0 - 2,000 (Minimum)
2,001 - 6,000
6,001 - 10,000
10,001 - 20,000
All Over 20,000

Current Rates

\$19.67
\$5.79 / 1,000 gals.
\$6.14 / 1,000 gals.
\$9.22 / 1,000 gals.
\$10.75 / 1,000 gals

Commercial Rates

0 - 2,000 (Minimum)
2,001 - 48,000
All Over 48,000

\$29.49
\$3.51 / 1,000 gals.
\$4.10 / 1,000 gals.

Agricultural Rates

0 - 2,000 (Minimum)
2,001 - 48,000
All Over 48,000

\$21.45
\$2.57 / 1,000 gals.
\$3.57 / 1,000 gals.

Wayne Water District, NC



Increasing then Decreasing Block Rates

Water Rates

EFFECTIVE JUNE 1, 2010 (ROUTES 1-9)

FIRST – 2000	GALLONS	\$12.30
2001-3000	GALLONS	\$3.30 PER 1000
3001-10,000	GALLONS	\$3.60 PER 1000
OVER 10,000	GALLONS	\$2.70 PER 1000

Chattooga County, GA

Block Size Based on Meter Size

Water Consumption Charges - Per 1,000 Gallons

5/8" Meter	Rate
1 st Tier (3,001 – 10,000 gallons per month)	\$ 2.75
2 nd Tier (10,001 – 17,000 gallons per month)	\$ 4.60
3 rd Tier (17,001 – 24,000 gallons per month)	\$ 6.10
4 th Tier (24,001 and above per month)	\$ 7.10
3/4" Meter	Rate
1 st Tier (3,001 – 15,000 gallons per month)	\$ 2.75
2 nd Tier (15,001 – 25,500 gallons per month)	\$ 4.60
3 rd Tier (25,501 – 36,000 gallons per month)	\$ 6.10
4 th Tier (36,001 and above gallons per month)	\$ 7.10
1" Meter	Rate
1 st Tier (3,001 – 25,000 gallons per month)	\$ 2.75
2 nd Tier (25,001 – 42,500 gallons per month)	\$ 4.60
3 rd Tier (42,501 – 60,000 gallons per month)	\$ 6.10
4 th Tier (60,001 and above gallons per month)	\$ 7.10

Metropolitan Domestic Water Improvement District, AZ



Block Size Based on Meter Size

1" Meter (All Classes)

1 to 32,000 Gallons	\$6.72
Over 32,000 Gallons	\$10.34

1 ½" Meter (All Classes)

1 to 106,000 Gallons	\$6.72
Over 106,000 Gallons	\$10.34

2" Meter (All Classes)

1 to 195,000 Gallons	\$6.72
Over 195,000 Gallons	\$10.34

3" Meter (All Classes)

1 to 434,000 Gallons	\$6.72
Over 434,000 Gallons	\$10.34

A. Petersen Water Company, AZ



Negotiated Rates with Specific Large Customers

Residential & Light Commercial

First 2000	\$ 18.57
Next 3000	\$ 7.81
Next 5000	\$ 7.30
Next 5000	\$ 7.27
All Over	\$ 5.83

Commercial I (American Protein)

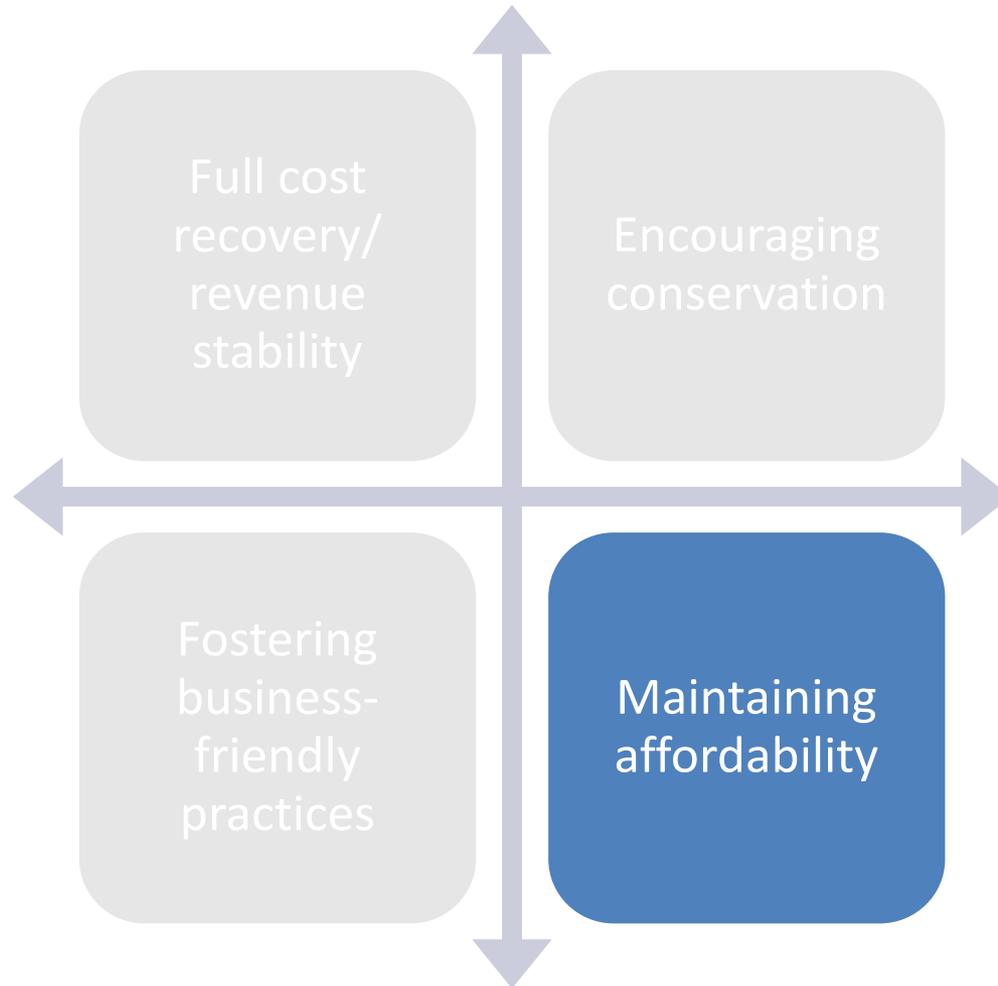
All per thousand \$ 5.73

Commercial II (Topre & Nafco)

All per thousand \$ 5.13

Cullman County, AL

Maintaining Affordability





*** Example Utility (Demonstration Only)

Rates Comparison Characteristics Links Edit Data or Add Utility

Select residential bill and monthly consumption amount

Water Bill Sewer Bill Water + Sewer Bill

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668 cubic feet

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Gauge: \$7.14
Min \$0.00 Max \$23.93

Cost Recovery
Operating Ratio Incl. Deprec. 2016
Gauge: 1.10

Affordability
Water Bills as % MHI
Gauge: 0.58%



First Things First

- There is no nationally accepted standard for affordability of water and wastewater service
- You know your own community the best. You should set the threshold for affordability



Also...

- There is a difference between someone who has a legitimate financial issue and someone who doesn't have the best priorities in life
- In other words, some people have an ability to pay problem. Others simply have a *willingness* to pay problem



Also...

- Percent MHI is a limited tool since it only shows you the middle customer in your community
- The American Community Survey has better data broken out by different income buckets

Water and Wastewater Residential Rates Affordability Assessment Tool

Go to

<http://efc.sog.unc.edu>

and search for

“Affordability Assessment Tool”

The screenshot displays the 'Water & Wastewater Residential Rates Affordability Assessment Tool' interface. At the top, it identifies the tool as a product of the EFC (Environmental Finance Center) at UNC. The main heading is 'Water & Wastewater Residential Rates Affordability Assessment Tool' with a sub-heading 'Structure (Specialized Tool)' and 'Version 1.0 (September 2016)'. The interface is divided into three main sections: 'Step 1: Input', 'Step 2: Assessment', and 'Step 3: Results'. The 'Step 1: Input' section includes fields for 'Billing Information', 'Billing Date', and 'Assessment Period (Start Date/End Date/Time)'. The 'Step 2: Assessment' section shows a progress bar and a 'Start Assessment' button. The 'Step 3: Results' section displays a bar chart comparing 'Your Water & Wastewater Rates' (red bars) against 'State Average' (blue bars) for various categories. The chart shows that the user's rates are generally higher than the state average. Below the chart, there is a table with columns for 'Category', 'Your Rate', and 'State Average'. The 'Step 3: Results' section also includes a 'Download Report' button and a 'Print Report' button. The bottom of the page contains a 'Disclaimer' section.

Water & Wastewater Residential Rates Affordability Assessment Tool
Structure (Specialized Tool)
Version 1.0 (September 2016)

Please enter your billing information. Compare the water and wastewater rates to the affordability of that water service and make an affordability assessment. The tool will allow you to assess affordability (see below) to see how affordable your rates truly are relative to the rest.

In the "Input" section, fill in the following fields:

Step 1: Input

Billing information:
Billing date:
Assessment Period (Start Date/End Date/Time):

In the "Assessment" section, the tool automatically populates rates and charges under your assessment (the affordability of your utility's rates) and compares them to the average (statewide, by utility category, and by geographic region).

The "Assessment" section also displays the water and wastewater rates for your community and compares them to the state and national averages. The data is presented in a bar chart and a table. The table shows the following data:

Category	Your Rate	State Average
Water	10.00	8.00
Wastewater	12.00	10.00
Water & Wastewater	22.00	18.00

The "Results" section displays a bar chart comparing your water and wastewater rates to the state average. The chart shows that your rates are generally higher than the state average.

Disclaimer: This tool is intended to provide a general overview of the affordability of your utility's rates. It is not intended to provide a comprehensive analysis of the affordability of your utility's rates. For more information, please contact your utility provider.



Why Do This?

- Altruistic reasons
- Business reasons
- External pressure

Non-Price Strategies





Help Specific Customers Save Money

Help Customers Cut Water Use

CITY OF
ASHLAND

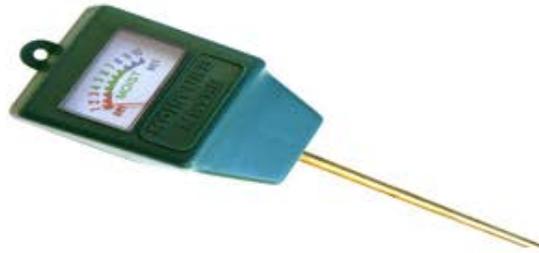
Giveaways

The Water Conservation Department is offering **FREE** showerheads, bathroom aerators, kitchen aerators, and moisture meters. Ask at the front counter for more information!

Showerhead



Moisture Meter



51 Winburn Way

Kitchen aerator



Bathroom
aerator



Levelized Billing



Outages
Site Map



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LEVEL PAYMENT PLAN

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The Level Payment Program (LPP) enables customers to pay their Eastern Municipal Water District bills in equal monthly payments. The customer's anticipated bills for the next year are apportioned equally over eleven (11) monthly payments, providing one set amount to be paid each month regardless of the actual charges incurred during that month.

The twelfth month of the LPP cycle is a settlement month. No normal Level Payment is due during that month. At that time, the difference between the LPP amounts paid and the actual bill amounts is resolved by applying a credit to the customer's account or billing the customer the amount of the difference for the year. The LPP cycle then starts again in the following month.

The Level Payment Program is available to any customer who:

- is billed for water and /or sewer directly by EMWD
- has no outstanding arrears due on his/her account when the first bill is issued
- has a record of at least six (6) months water usage within the past year.



Extensions

Payment Extension Policy

Customers who are unable to pay their bill on time may request an extension. A Payment Extension is provided to temporarily extend the due date of the bill for those situations when a qualifying customer is in need. Only the account holder may request this service, and it must be requested prior to the scheduled cut-off day. Payment extensions can only be made on active accounts.

Customers will be allowed two extensions of five days each per 12 month period. Extensions will not be allowed on an account that has less than three billing cycles, if a final read is scheduled, or if the Town is aware the customer is moving. Customers must provide a reasonable cause or undue hardship requiring the extension. Based on the customer's payment history and the amount due, the Town may not be able to grant an extension in all situations.

This extension does not prevent the payment from being considered late, which will lead to additional charges on the account. Even if a payment extension has been granted, a second notice will be mailed. If payment is not received by the extension date, the payment extension will default and the account will be disconnected.

In addition, all accounts terminated for non-payment twice within six months may be reviewed to ensure the deposit on hand is sufficient. If there is a gap between the deposit on hand and three months' average billing for that account, the deposit may be increased to the required level.

Payment Plans

[Water Quality](#)[Water Information](#)[About Us](#)[News & Community](#)

CUSTOMER ASSISTANCE PROGRAM

Sometimes customers face circumstances that stretch their financial resources. Illinois American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You may also be qualified to receive assistance through our H2O Help to Others Program™.

Payment Arrangements

If you cannot pay your bill by the due date, please contact our customer service center immediately, before the due date. Our customer service representatives are available seven days a week at 800-422-2782. They will work with you on a plan to pay the balance of your bill over time.



Bill Discounts

City of *Moberly!*
Application

Water/Sewer Discount

EFFECTIVE DATE: _____

RENEW BY: _____

Thank you for applying to the City of Moberly Water/Sewer Discount program. The eligibility requirements for this program are:

- Water/Sewer utilities must be in your name or spouse's name
- Minimum 65 years of age **OR** permanently and totally disabled
- Provide documentation of age (drivers license or other government issued ID)
- Provide documentation of disability, if applicable (Social Security Administration certification)
- Provide documentation of income (Federal form 1040, 1040A, 1040EZ, Social Security Earning Statement, bank statements)
- Meet current income guidelines adopted by the City of Moberly

YOU MUST REAPPLY EACH YEAR TO CONTINUE RECEIVING THE DISCOUNT. IF APPROVED, THE CITY OF MOBERLY WILL DISCOUNT 25% (MAXIMUM \$10.00) FROM YOUR MONTHLY WATER/SEWER BILL FOR ONE YEAR.

CUSTOMER INFORMATION

Account #: _____

Date: _____

Name: _____

Daytime Phone #: _____

Address: _____

Bill Discounts

If approved, eligible residents will:

- Have late fees and door hanger fees waived (as applicable);
- Receive a credit applied to their utility bill based on the table below;
- Be provided with water conservation educational materials.

Family Size	Monthly Income	Potential Credit
1	\$1,792	\$25
2	\$2,344	\$50
3	\$2,895	\$75
4	\$3,446	\$90
5	\$3,998	\$100
6 or more	\$4,549	\$125

Astoria, OR



Arrearage Forgiveness

HOW OFTEN WILL AN EXEMPTION BE GRANTED?

Residential owner can qualify for a “*once in a lifetime*” exemption. The exemption applies to the individual owner and not the property address or billing number. For example, if an individual owns multiple rental properties, that owner must choose against which property, including his own home, the exemption will apply. Single family homeowners, without rental properties, using Borough Authority water could only apply the exemption against their domicile.

HOW MUCH OF MY BILL WILL BE FORGIVEN?

The program provides **ONLY LIMITED FORGIVENESS** of one’s Water bill. Pursuant to the guidelines established by the Authority, **ONLY THAT PORTION** of the bill which is **THREE (3) OVER THE AVERAGE CONSUMPTION WILL BE CONSIDERED FOR EXEMPTION**. Average consumption is derived from an owner’s last four (4) quarters of actual consumption.

Shippensburg, PA

Temporary Assistance



Applying for and Receiving Assistance from TAP

Service Authority customers seeking assistance from ACTS and SERVE in order to pay their water and sewer bills must meet the following minimum criteria:

- The applicant must be a residential customer with a documented impending disconnection of service.
- The applicant must be the Service Authority account holder.
- The applicant must meet any additional criteria required by ACTS or SERVE policies.

TAP has the following payment restrictions:

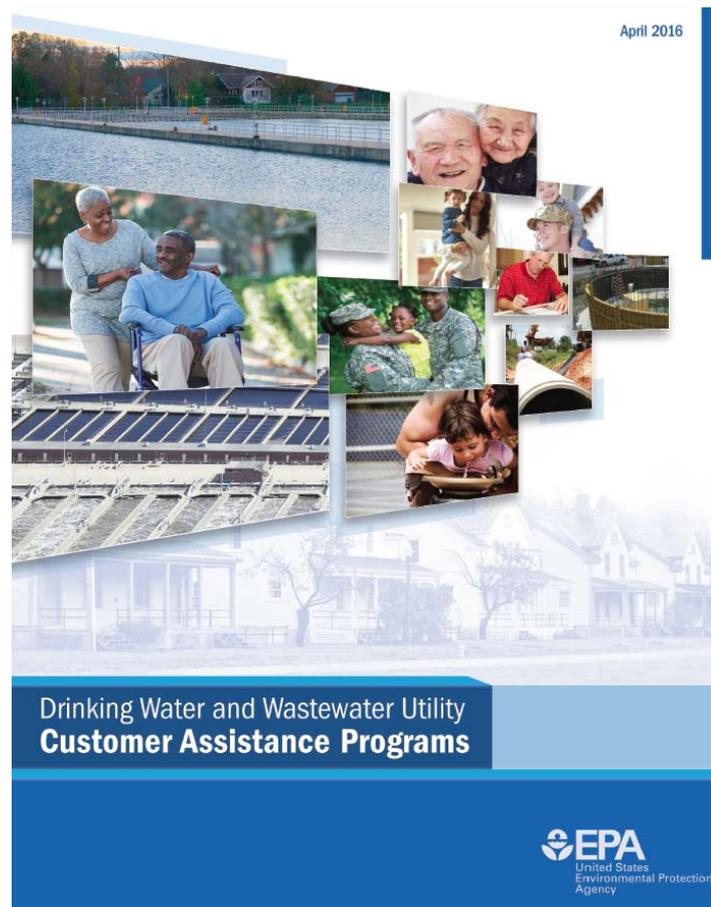
- The maximum assistance that can be provided for any one account at any given time is \$150.
- TAP funds may not be used towards peak charges, penalties, late fees, or other charges.
- TAP funds may only be used to pay towards a specific Service Authority account not more than two

Prince William County, MD

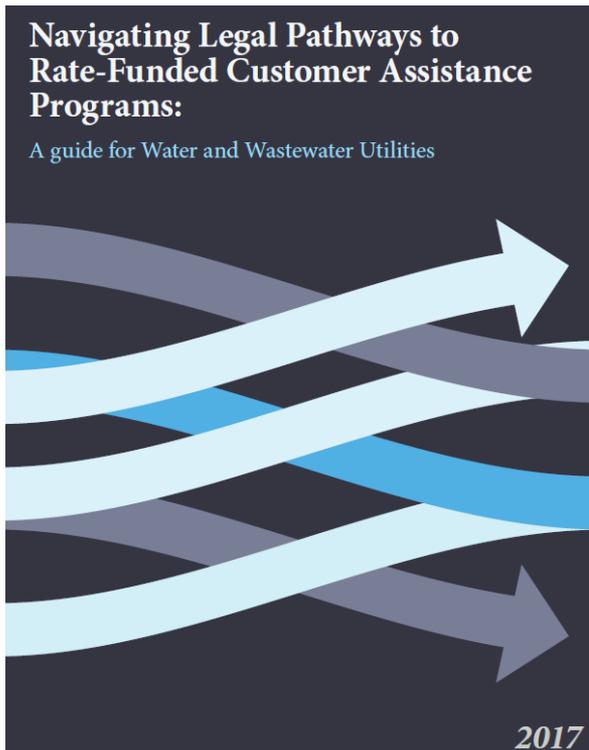
Compendium: Customer Assistance Programs (CAPs)

EPA developed compendium with examples of different types of water and wastewater CAPs across the U.S.

<https://www.epa.gov/waterfinancecenter/compendium-drinking-water-and-wastewater-customer-assistance-programs>



Navigating Legal Pathways to Rate-Funded Customer Assistance Programs



Alabama

Commission-regulated utilities 
Noncommission-regulated utilities 

Water and wastewater utilities in Alabama fall under several rate setting regulatory systems.

Commission-Regulated Utilities

The Alabama Public Service Commission (APSC) regulates private water and wastewater companies in Alabama.²¹ Under *Ala. Code § 37-1-34*, the APSC does not have the authority to regulate government-owned utilities. Furthermore, per *Ala. Code § 37-4-2.1*, utilities serving less than 1,000 customers and purchasing water from a noncommission-regulated utility²² can choose to be exempt from APSC regulation and instead fall under that utility's municipal authority.

Ala. Code § 37-1-81 states that commission-regulated utilities need to file rate schedules with the APSC before changing rates. In addition, *Ala. Code § 37-1-80* states that commission-regulated utilities must charge "reasonable and just" rates. Alabama follows the "rate base theory" when determining what is just and reasonable, with the rate base (to determine the fair rate of return) being "the valuation placed on the utility property."²³ *Ala. Code § 37-1-124* considers rates set by the APSC to be *prima facie* just and reasonable.²⁴ Furthermore, when the APSC finds rates to be unjust and unreasonable, *Ala. Code § 37-1-97* gives it the power to adjust them to be just and reasonable.

Thus, commission-regulated utilities would likely need specific approval, in the form of an APSC order, to charge rates to be used to fund a low-income customer assistance program (CAP).

Noncommission-Regulated Utilities

Municipalities, including cities and towns, have the right to operate and maintain rates for water utilities.²⁵ They are not subject to APSC regulation and thus can set their own water and wastewater rates.²⁶ For wastewater rates, under *Ala. Code § 11-50-121*, "all such charges shall be uniform for the same type, class, and amount of use or service by or from the sewer system."²⁷ This code also lists factors that can be used to set rates, but does not mention socio-economic factors.²⁷



State Population (2016): 4,863,300
Median Annual Household Income (2015): \$43,623
Poverty Rate (2015): 18.8%

Typical Annual Household Water and Wastewater Expenditures (2016): \$775

Alabama has 516 community water systems (CWS), of which 17 are privately-owned and 406 serve populations of 10,000 or fewer people. Alabama has 291 publicly owned treatment works facilities (POTWs), of which 204 treat 1 MGD or less. 58,937 people are served by privately-owned CWS; 5,548,854 are served by government-owned CWS; and 2,420,993 are served by POTWs.

Estimated Long-Term Water and Wastewater Infrastructure Needs: \$11.0 billion

Sources: U.S. Census Bureau 2016 Population Estimate & 2011-2015 American Community Survey 5-Year Estimates, 2016 EPC Rates Survey, U.S. Environmental Protection Agency's 2016 Safe Drinking Water Information System, 2011 Drinking Water Infrastructure Needs Survey & 2012 Clean Waterheds Needs Survey. See Appendix 1 for more details.

Based on the limits laid out above, noncommission-regulated water utilities appear to have very broad rate-setting authority that could be used to implement low-income CAPs funded by rate revenues. On the other hand, because of the aforementioned specific statutory limitation, wastewater utilities might face legal challenges if using rate revenues to fund low-income CAPs, but such programs would face fewer obstacles than programs using income-indexed rates or discounts.



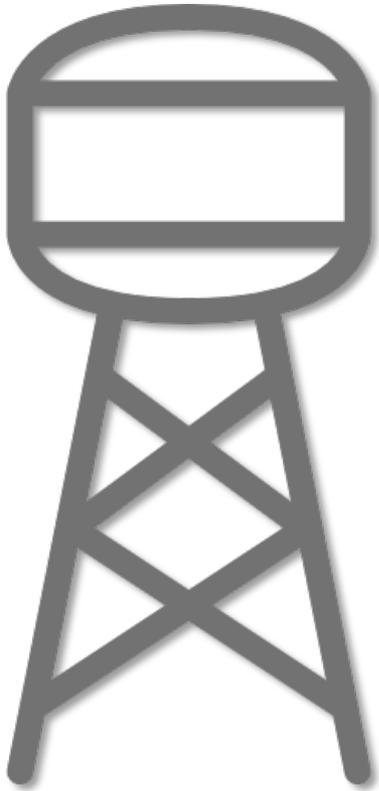
Lower the Cost of Providing Water Service

Non Revenue Water



How can we limit the amount of water that leaks out of pipes and the amount for which we don't charge?

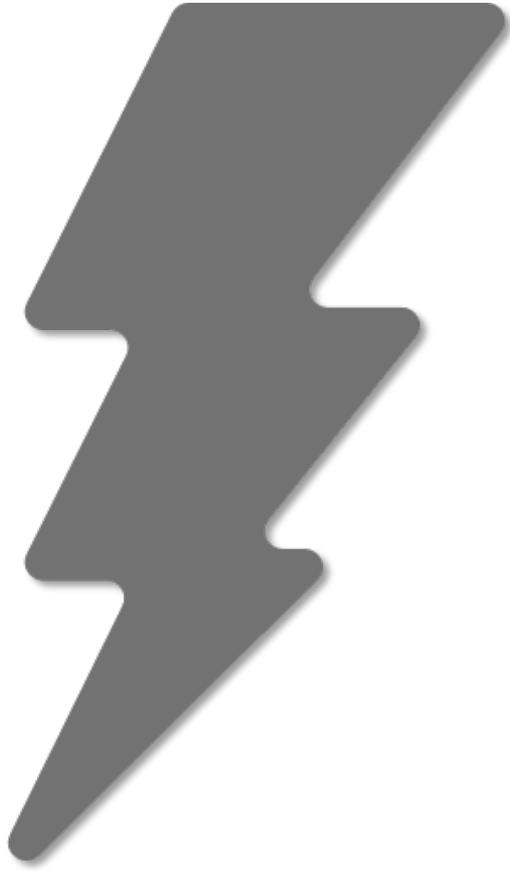
Asset Management



How can we get the longest useful life out of our infrastructure, and will we be ready to replace it when necessary?



Energy Management



What are ways that we can limit the energy needed to treat and deliver safe drinking water?

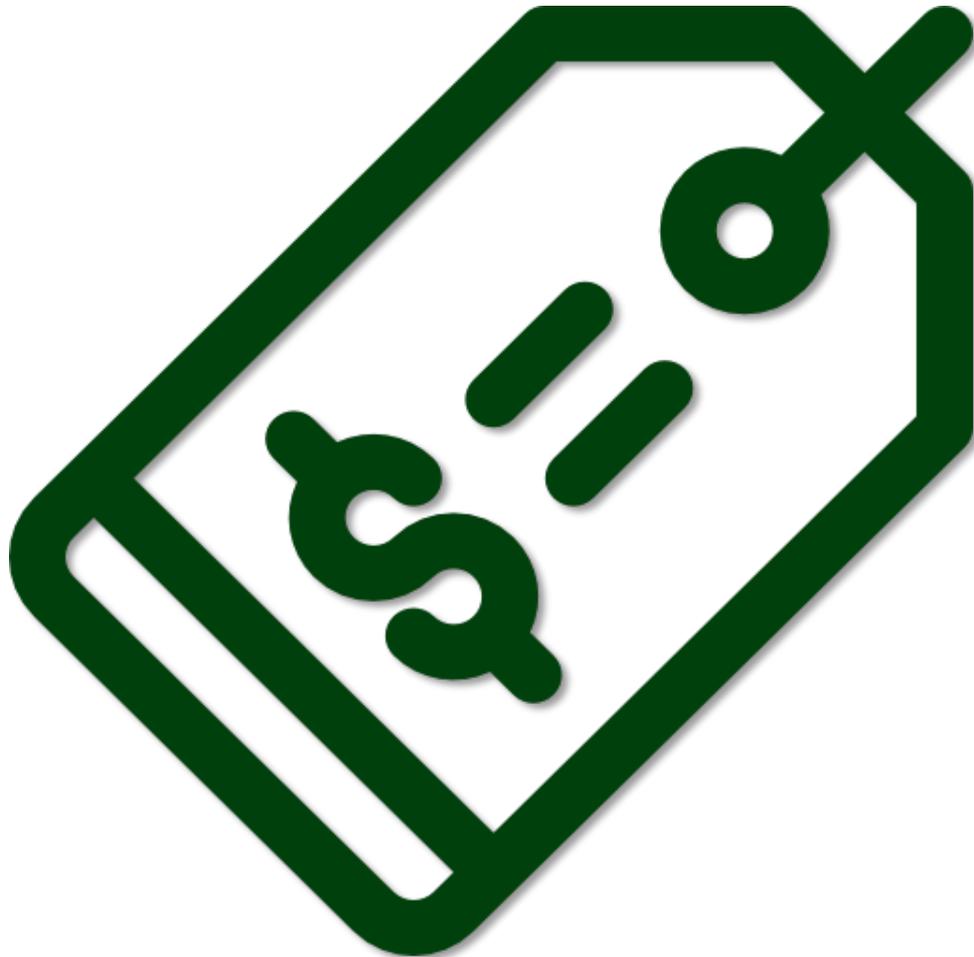


Water System Partnerships

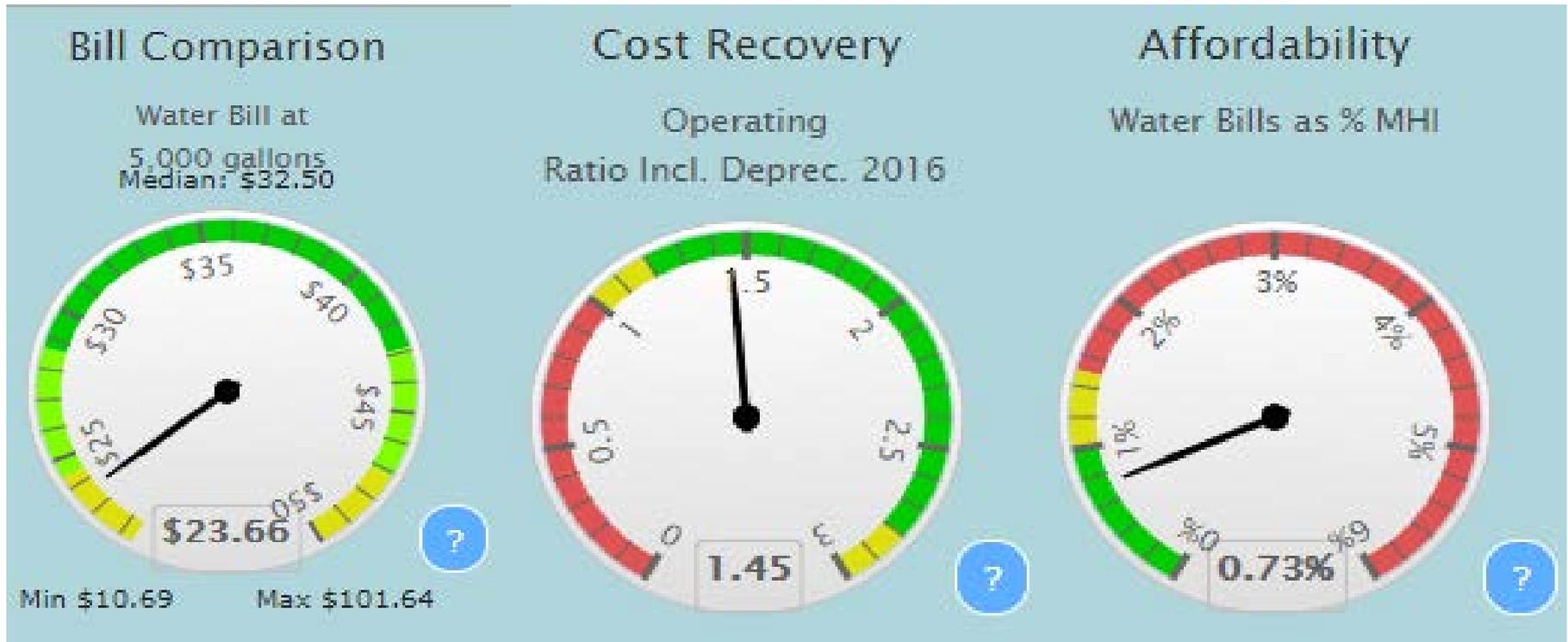


How can water systems work together to save money and improve service?

Pricing Signals Through Rates

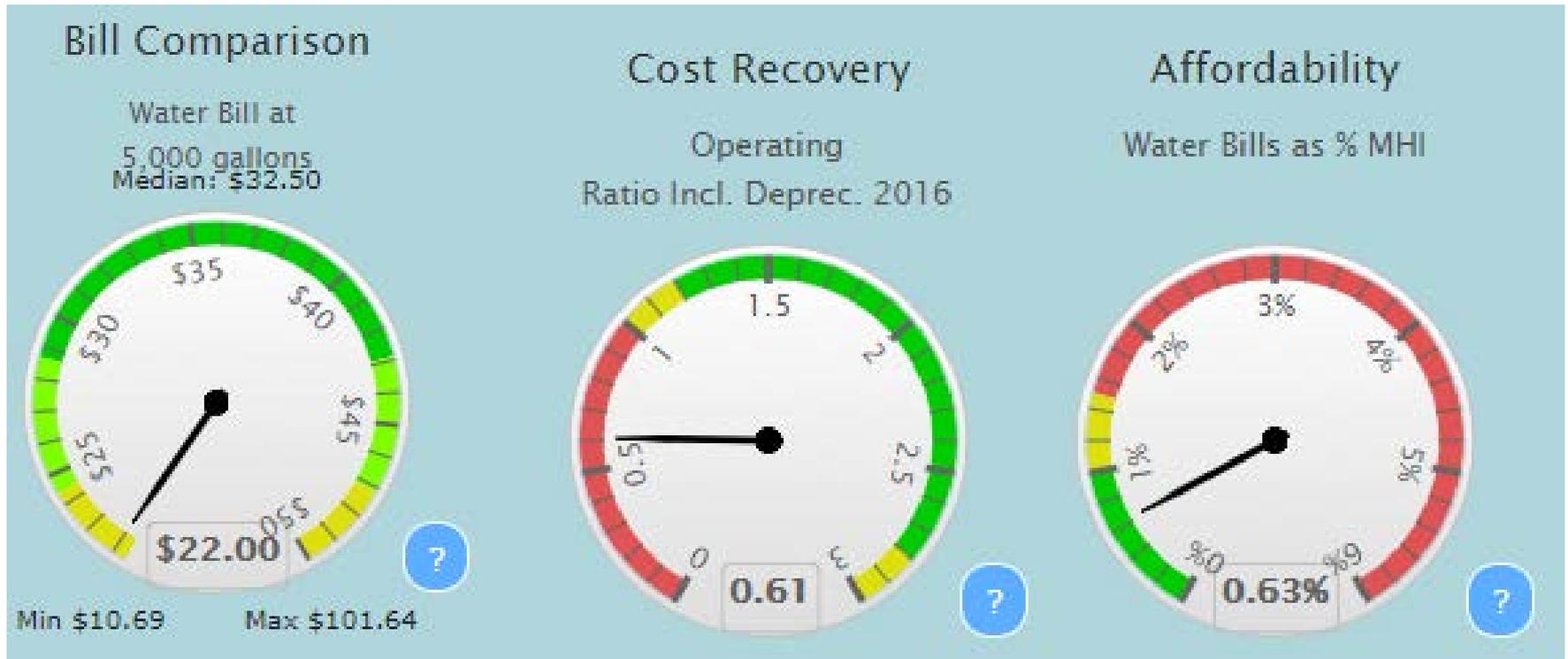


Low Prices for All



Water system serving about 2,000 people with an MHI below the state average

Low Prices for All



Water system serving about 600 people with an MHI closer to the state average



Base Charge Includes Lifeline

WATER RATES

Residential Inside-Monthly Minimum- <u>1st 3,000 Gallons</u>	\$	6.73 (1.98 per 1000 gallon)
Apartment Inside-Monthly Minimum-1st 3,000 Gallons	\$	6.73 (1.98 per 1000 gallon)
Commercial Inside-Monthly Minimum-1st 3,000 Gallons	\$	16.79 (1.98 per 1000 gallon)

Wilkesboro, NC



Increasing Block with Low 1st Block

Base Water Rates (residential *effective 4/1/2015*)

Line Size	Inside City Limits	Outside City Limits
5/8 – 3/4 inch line	\$ 15.50	\$ 25.20
1 inch line	\$ 15.50	\$ 25.20

Volume Rate (residential *effective 4/1/2015*)

1 st 2,000 gallons	\$ 2.50 per 1,000 gal.	\$ 3.00 per 1,000 gal.
2,001 – 6,999 gallons	\$ 7.20 per 1,000 gal.	\$ 8.00 per 1,000 gal.
7,000 + gallons	\$ 9.00 per 1,000 gal.	\$ 9.00 per 1,000 gal.

Winder, GA

Increasing Block with Low 1st Block

May 2016					
Description	Usage	Water		Sewer	
		Base Rate	Tier Rate	Base Rate	Tier Rate
Residential					
5/8" meter		\$10.05		\$10.73	
Tier 1	1k-3k		\$2.37		\$2.56
Tier 2	4k-7k		\$5.68		\$6.02
Tier 3	8k-20k		\$7.03		\$6.02
Tier 4	>20k		\$8.44		\$6.02

Clayton County, GA

Rates for Special Classes of Customers



2017 QUARTERLY RATES

WATER **\$39.57** **0 – 5,000 Gallons**
\$ 6.60 **Per T/Gallons 5,000 +**

2017 SENIOR RATES

Water **\$ 35.61** **0 – 5,000 Gallons**
\$ 5.94 **Per T/Gallons 5,000 +**

Plymouth Village Water and Sewer, NH

Income Based Rates



SERVICES ▾

PROGRAMS & INITIATIVES

NEWS & EVENTS

PUBLICATIONS & FORMS

🏠 / [Press releases](#) / [Office of the Mayor](#) / Philadelphia Launches New, Income-Based, Tiered Assistance Program

Philadelphia Launches New, Income-Based, Tiered Assistance Program



For immediate release: June 20, 2017 | **Published by:** [Office of the Mayor](#) | **Contact:** Mike Dunn Mike.Dunn@phila.gov (215) 686-6210

PHILADELPHIA- The City of Philadelphia today announced a new affordability program for low-income customers and those with special hardships to help reduce their monthly water bills. The Tiered Assistance Program (TAP) provides customers with significant savings by offering a consistent bill based on their income. Applications will be available beginning July 1.

“TAP improves upon the City’s existing customer assistance programs by easing the financial burden on City residents most in need,” remarked Mayor Jim Kenney. “We are committed to making basic human services affordable for all citizens of Philadelphia, and this program is designed to do just that, which benefits the city as a whole.”

Program highlights:

- Customers do not have to be behind on their bill
- Expanded eligibility: approximately 60,000 customers are now eligible



Income Based Rates

Combined Water & Sewer	Quantity Charges CCF / Mo.	
	1st 300 cf	Over 300 cf

RESIDENTIAL WATER

2017 10.00%

2017 Regular Residential	1.47	2.46
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2017 Low Income Residential	1.33	2.21
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(90 % of Regular Residential)

Great Falls, MT



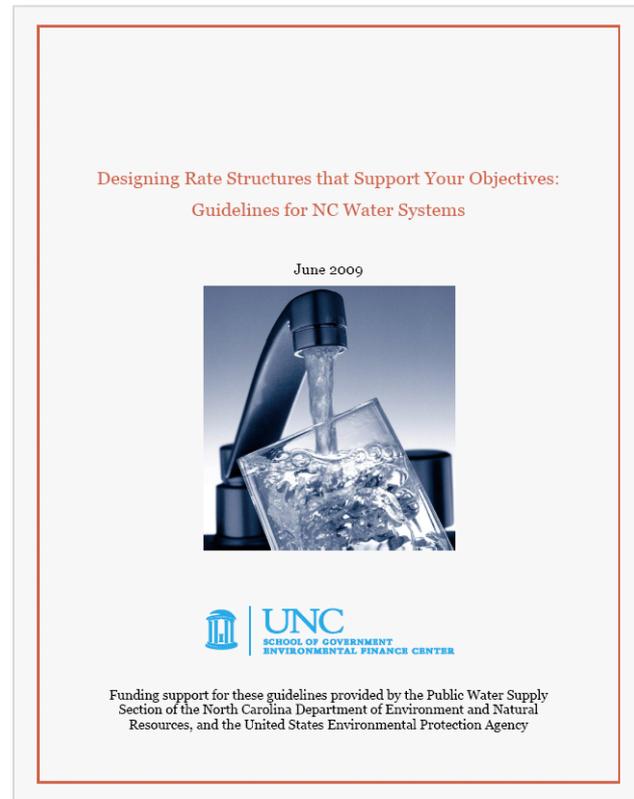
Before we go...

Designing Rate Structures That Support Your Objectives

Free guide
written for
system
managers

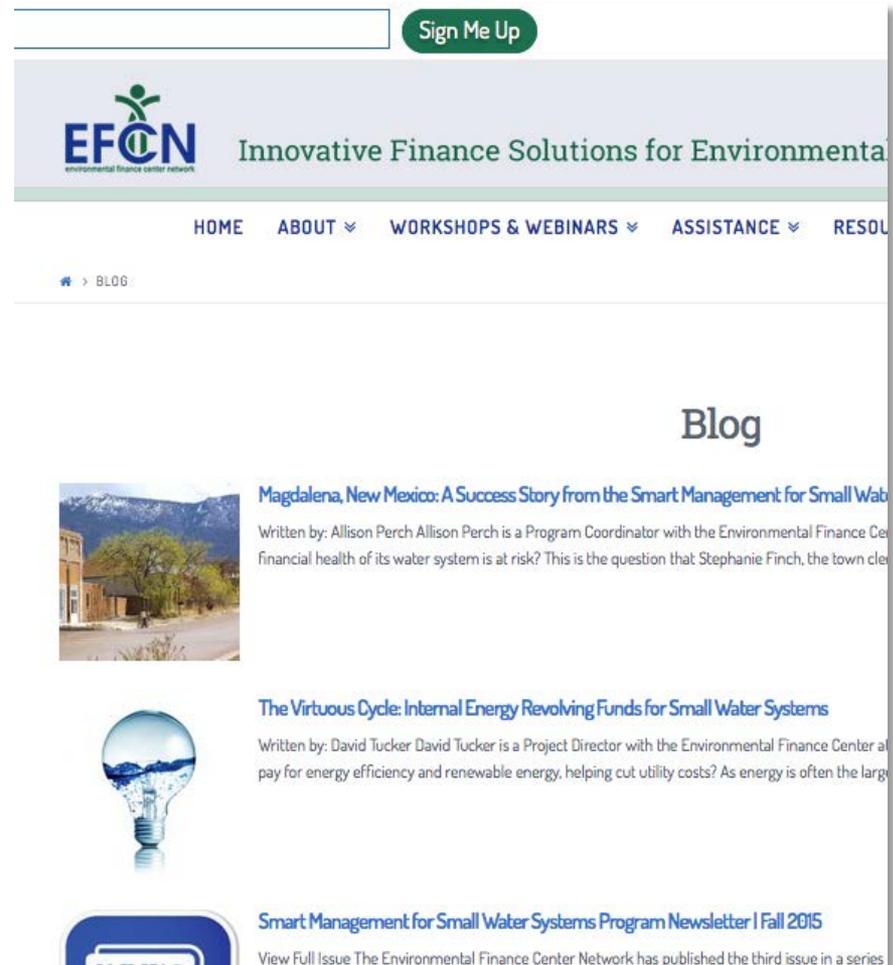
Available at:

<http://efc.sog.unc.edu/>



http://efcnetwork.org/small_systems_blog/

Learn more about water finance and management through our Small Systems Blog! Blog posts feature lessons learned from our training and technical assistance, descriptions of available tools, and small systems “success stories.”



The screenshot shows the EFCN website's Small Systems Blog page. At the top, there is a search bar and a green "Sign Me Up" button. The EFCN logo, featuring a stylized green figure above the letters "EFCN" and the text "Environmental Finance Center Network" below, is on the left. To the right of the logo is the tagline "Innovative Finance Solutions for Environmental". Below this is a navigation menu with links for "HOME", "ABOUT", "WORKSHOPS & WEBINARS", "ASSISTANCE", and "RESOURCES". A breadcrumb trail shows "HOME > BLOG". The main heading "Blog" is centered. The first article is titled "Magdalena, New Mexico: A Success Story from the Smart Management for Small Water Systems" and is written by Allison Perch. The second article is titled "The Virtuous Cycle: Internal Energy Revolving Funds for Small Water Systems" and is written by David Tucker. At the bottom, there is a link to the "Smart Management for Small Water Systems Program Newsletter | Fall 2015" and a note that the Environmental Finance Center Network has published the third issue in a series.

Sign Me Up

EFCN
Environmental Finance Center Network

Innovative Finance Solutions for Environmental

HOME ABOUT WORKSHOPS & WEBINARS ASSISTANCE RESOURCES

HOME > BLOG

Blog

Magdalena, New Mexico: A Success Story from the Smart Management for Small Water Systems

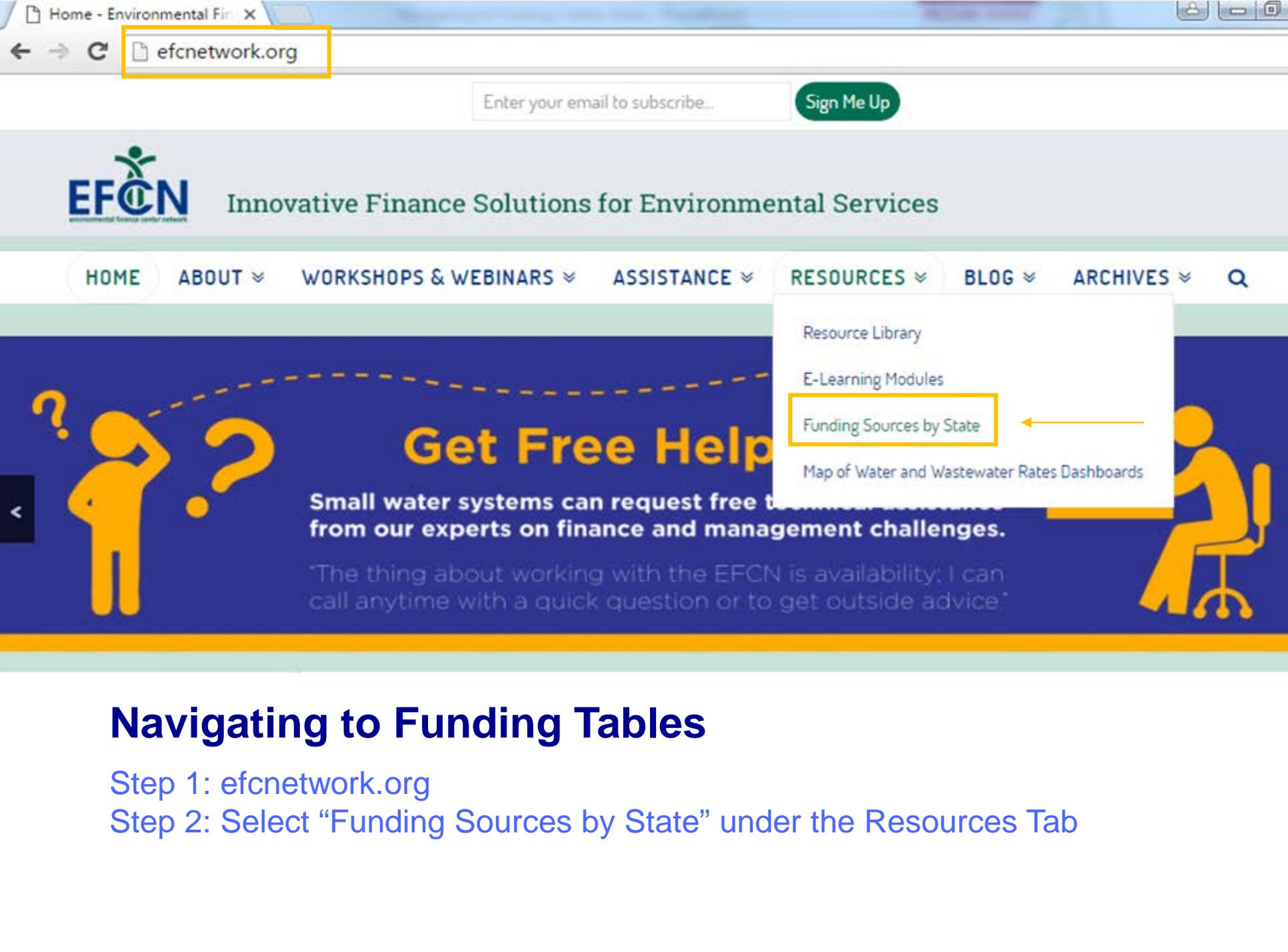
Written by: Allison Perch Allison Perch is a Program Coordinator with the Environmental Finance Center. The financial health of its water system is at risk? This is the question that Stephanie Finch, the town clerk

The Virtuous Cycle: Internal Energy Revolving Funds for Small Water Systems

Written by: David Tucker David Tucker is a Project Director with the Environmental Finance Center at pay for energy efficiency and renewable energy, helping cut utility costs? As energy is often the large

Smart Management for Small Water Systems Program Newsletter | Fall 2015

View Full Issue The Environmental Finance Center Network has published the third issue in a series



Navigating to Funding Tables

Step 1: efcnetwork.org

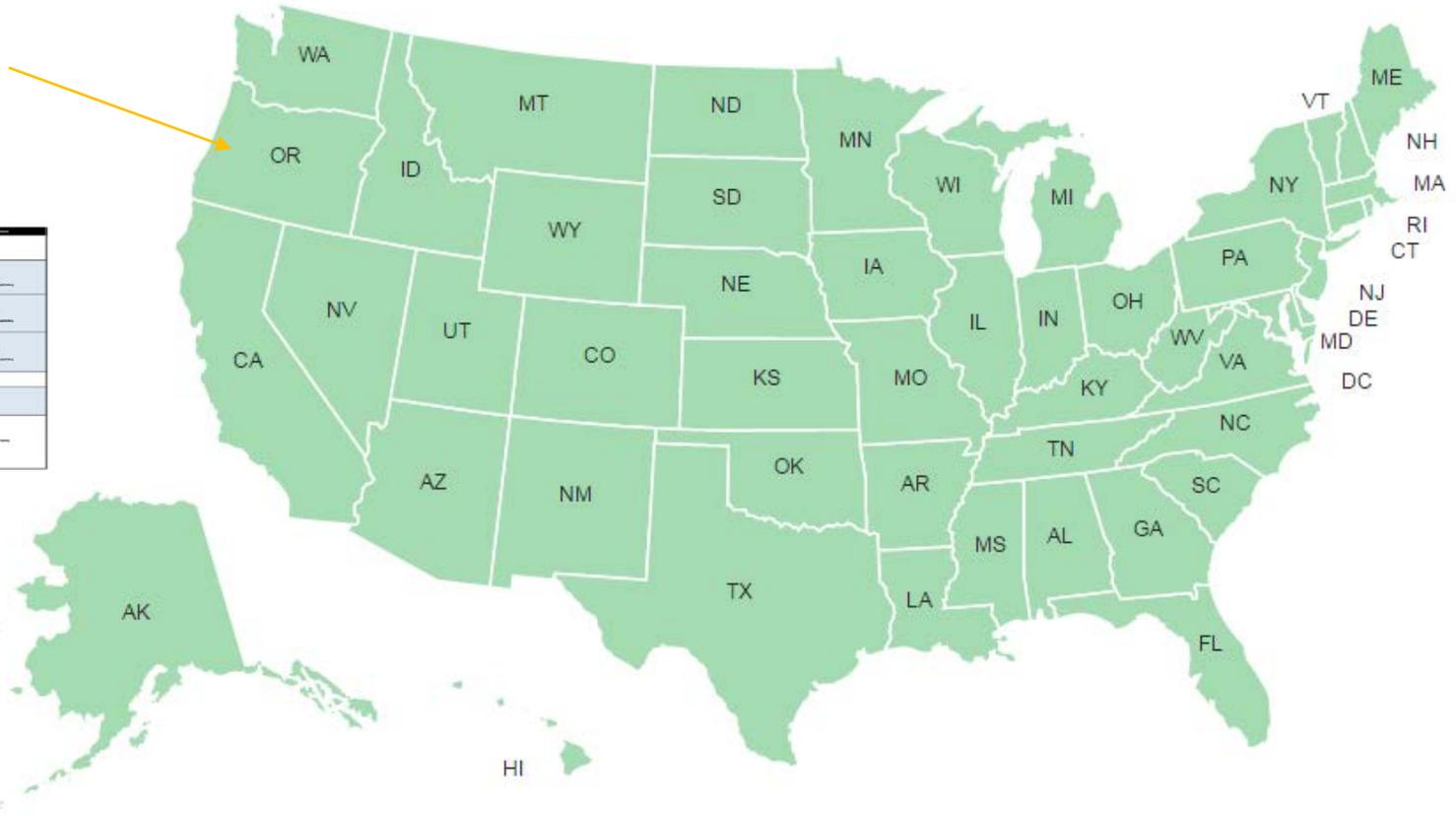
Step 2: Select "Funding Sources by State" under the Resources Tab

Funding Sources by State

Note: Some states may have additional resources listed below the map.

Click on the map below to view funding sources for each state:

Click on an individual state to view funding table.



State	Funding Source	Link
AK
AL
AR
AZ
CA
CO
CT
DC
DE
FL
GA
IA
IL
IN
KS
KY
LA
MA
MD
ME
MI
MN
MO
MS
MT
NC
ND
NH
NJ
NM
NV
NY
OH
OK
OR
PA
RI
SC
SD
TN
TX
UT
VA
VT
WA
WI
WV
WY



Thank you!

Glenn Barnes

Environmental Finance Center

University of North Carolina at Chapel Hill

919-962-2789

glennbarnes@sog.unc.edu