

FAQ ABOUT CHANGES TO UTILITY RATES AND FEES

When did the changes in utility rates and fees occur? December 1, 2018

Why am I just now seeing the increase? (For Quarterly customers) April's billing covers water usage for the months of December, January and February, which includes the effective date of the new rates and fees. January's billing covered water usage for the months of September, October and November, which were under the previous rates.

(For Monthly customers) January's billing covered water usage for the month of December, which included the effective new rates and fees.

Why did my bill go up? Through a facility assessment of the town's water and wastewater assets (such as pumps, electrical components, water and sewer pipes, valves, hydrants) needed improvements were identified as most of these assets are at the end of their useful lifespan. Council directed staff to complete a rate study to determine a reasonable approach to fund the improvements needed. The rate study currently shows increases for water and sewer rates over the next five years. To help offset the cost of the infrastructure needs, Council also approved the implementation of a **monthly** fixed/base charge.

What is the fixed/base charge? This is a charge that is determined by the size of the water meter that services an account. All utility accounts now have a **monthly** fixed/base charge. This charge was implemented by Town Council to help offset the cost of infrastructure needs.

What are current water/sewer rates and/or fixed/base charges?

UTILITY RATES

EFFECTIVE DECEMBER 1, 2018

Water

Business & Residential - \$2.35 per 1,000 gallons
Industrial - \$2.31 per 1,000 gallons
Town of Hurt - \$3.53 per 1,000 gallons
Business & Residential Outside of Town - \$4.70 per 1,000 gallons
Industrial Outside of Town - \$4.62 per 1,000

Sewer (based on 85% of water consumption or metered consumption)

Business & Residential - \$3.19 per 1,000 gallons
Industrial - \$3.27 per 1,000 gallons
Town of Hurt - \$3.19 per 1,000 gallons
Business & Residential Outside of Town - \$6.38 per 1,000 gallons
Industrial Outside of Town - \$6.54 per 1,000

MONTHLY FIXED/BASE CHARGES

Meter Size	Factor	Charge
5/8"	1	\$6.50
3/4"	1.5	\$9.75
1"	2.5	\$16.25
1 1/2"	5	\$32.50
2"	8	\$52.00
2 1/2"	11	\$71.50
3"	15	\$97.50
4"	25	\$162.50
6"	50	\$325.00
8"	80	\$520.00
10"	115	\$747.50

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Why doesn't the fixed/base charge appear on my bill? At this time, the fixed/base charge is included in the water amount. This currently shows on your bill as *WQ Water* and does include the amount due for water consumption as well as the monthly fixed/base charge.

For customers billed sewer only, the fixed/base charge is included in the sewer amount of their bill. This currently shows on your bill as *SQ Sewer* and includes the flat sewer rate as well as the monthly fixed/base charge.

We are in the process of converting to a "statement" bill so that all billable charges will individually appear on bills. We anticipate having the transition completed for the July billing.

Why was I not notified about the changes? A notice to all town residents from the Town Manager was delivered with the town calendars in December 2018. All out of town customers were mailed this notice. There was a post on the Town's Facebook page as well as an article in the December 12, 2018 edition of the Altavista Journal. The changes were also noted on the homepage of the town's website. A public hearing notice ran in the April 25, 2018 edition of the Altavista Journal as well as the May 2, 2018 edition of the local paper. The public hearing was held on May 8, 2018 to discuss these changes as they were part of the FY2019 Budget.

What size meter do I have? Please call the town hall at 434.369.5001 and staff will be glad to assist you.

What percentage did water and sewer rates increase?

Water rates increased by 8%

Sewer rates increased by 4%

If you have more questions, please call the town hall at 434.369.5001 and staff will be glad to assist you.