

2025

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 21, 2025

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 2025?

- No Yes: _____%

6. PLEASE NOTE INCREASE % OR \$

Fixed Rate: _____% \$_____

Volumetric Rate: _____% \$_____

7. DO YOU ANTICIPATE YOUR WATER UTILITY RATES GOING UP NEXT YEAR (2026)?

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

8. 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

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

10. 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: _____

11. 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 \$_____

12. 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): _____

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

- Residential Industrial
- Multi-Family Residential Irrigation
- Commercial

14. EFFECTIVE DATE OF CURRENT WATER RATES: _____ (MONTH/YEAR)

15. 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 (K GAL) 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 (\$9.72) included in the Base or Volumetric rates?

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

16. 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: _____	\$	\$	\$

17. 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	= \$	= \$

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

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

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

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

20. 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? _____%

21. 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 (K GAL) 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

22. 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 (KCAL) 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*:			

23. 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	= \$	= \$

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

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

25. 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

26. TREATMENT SYSTEM TYPE

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

27. BILLING IS IN:

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

28. FREQUENCY OF BILLING

- Bi-monthly
- Monthly
- Quarterly
- Other (please specify): _____

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

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

31. 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: _____

32. RESIDENTIAL WASTEWATER CUSTOMERS ARE CHARGED FOR:

- Winter water use
- All water use

33. 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:

34. DID YOU INCREASE YOUR RESIDENTIAL WASTEWATER RATES FOR 2025? No Yes

35. PLEASE NOTE INCREASE % OR \$

Fixed Rate: _____% \$ _____
Volumetric Rate: _____% \$ _____

36. DO YOU ANTICIPATE YOUR WASTEWATER UTILITY RATES GOING UP NEXT YEAR (2026)?

- No
- Yes, our Projected Percentage Increase is: _____%
- Unknown

37. EFFECTIVE DATE OF CURRENT WASTEWATER RATES: _____ (MONTH/YEAR)

38. 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:			

39. 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	= \$	= \$

40. 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

41. 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 (K GAL) 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			

42. 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	= \$	= \$

43. 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

44. 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

45. 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)		

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

\$ _____

How is ERU defined for your utility? _____ square feet

47. WHAT IS THE MONTHLY AVERAGE RESIDENTIAL STORMWATER CHARGE PER EQUIVALENT RESIDENTIAL UNIT (ERU)? \$ _____

48. 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): _____

49. DID YOU INCREASE YOUR STORMWATER RATES FOR 2025? N/A No Yes _____%

50. DO YOU ANTICIPATE YOUR STORMWATER UTILITY RATES GOING UP NEXT YEAR (2026)?

- N/A No Yes, our Projected Percentage Increase is: _____% Unknown

STORMWATER UTILITY INFORMATION

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

- Elderly Discounts
- Stormwater Credits
- Stormwater Exemptions

52. 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)

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

- Not Applicable
- Wetlands
- Undeveloped
- Government
- Cemeteries
- Other (please note): _____

COMMENTS:

54. 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

55. SOLID WASTE COLLECTION:

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

56. ARE CONTAINERS PROVIDED?

- Yes
- No
- Bags are provided

57. PLEASE LIST CONTAINER SIZES AND APPLICABLE FEE:

CONTAINER/BAG SIZE	BASIC MONTHLY FEE	FEE FOR ADDITIONAL BAGS OR CONTAINERS
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$

58. 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		\$

59. MUNICIPAL SOLID WASTE - CHARGE PER TON: \$ _____

60. INERT WASTE - CHARGE PER TON: \$ _____

RECYCLING PROGRAM INFORMATION

61. 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

62. ESTIMATED PERCENT OF HOUSEHOLDS UTILIZING RECYCLING SERVICE: _____%

63. RESIDENTIAL CHARGE: Included in Solid Waste Charge Billed separately \$ _____/month

UTILITY STATISTICS

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

64. 2024 REVENUES

	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	\$	\$

65. 2024 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	\$	\$
Budgeted FTEs		

66. 2024 TRANSFERS

	WATER	WASTEWATER
Transfer to City’s General Fund, if applicable		

67. 2024 RESERVE FUNDS AND TARGETS

RESERVE TYPE	WATER RESERVE TARGET	WASTEWATER RESERVE TARGET
Capital Renewal/Replacement		
Debt Service		
Emergency/Rate Stabilization		
Operating Reserve	<input type="checkbox"/> 30 Days <input type="checkbox"/> 60 Days <input type="checkbox"/> 90 Days <input type="checkbox"/> 120 Days <input type="checkbox"/> 360 Days <input type="checkbox"/> Other	<input type="checkbox"/> 30 Days <input type="checkbox"/> 60 Days <input type="checkbox"/> 90 Days <input type="checkbox"/> 120 Days <input type="checkbox"/> 360 Days <input type="checkbox"/> Other

68. 2024 GENERAL OPERATING STATISTICS

	WATER UTILITY	WASTEWATER UTILITY
2024 Total Water/Wastewater Sales Volume (gallons)		
July 2024 Water Sales Volume (gallons)		
August 2024 Water Sales Volume (gallons)		
December 2024 Wastewater Sales Volume (gallons)		
January 2024 Wastewater Sales Volume (gallons)		
Water Loss (%)		
Inflow/Infiltration (%)		
Miles of Pipeline in System		
Miles of Pipeline Rehabilitated in 2024		
Estimated Capital Needs Over the Next 5 Years	\$	\$

69. 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

70. 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: _____

71. 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: _____

2024 CHALLENGES AND RESILIENCE

72. PLEASE RANK ALL APPLICABLE GENERAL UTILITY CHALLENGES FROM THE LIST BELOW WITH “1” BEING THE GREATEST CHALLENGE.

- | | |
|--|---|
| ___ Chemical Shortages | ___ Wastewater receiving body quality |
| ___ Chemical Cost Increases | ___ Water supply quality |
| ___ Aging infrastructure/replacement needs | ___ Operational data management |
| ___ Cyber security threats | ___ Transportation-related logistical challenges
(railway, trucking, etc.) |
| ___ Capital funding challenges | ___ Inflow/Infiltration |
| ___ Regulatory requirements | ___ Other |
| ___ Water supply availability/conservation | |

73. SPECIFICALLY RELATED TO SUPPLY CHAIN ISSUES, HOW HAVE THE FOLLOWING AFFECTED YOUR UTILITY?

	SIGNIFICANT IMPACT	MODERATE IMPACT	NO IMPACT
Chlorine Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permanganate Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carbon Dioxide Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Polyphosphate Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diesel Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Gear Shortages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bid Climate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Affordability Measures

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

- Senior discount
- Low income discount
- Other discount (please specify): _____

75. 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 2025 RATE SURVEY!