

2025

ANNUAL AE2S UTILITY RATE SURVEY REGIONAL/RURAL WATER SYSTEMS



INSTRUCTIONS

Please complete the survey online, or complete the following print survey (6 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.

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: _____

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: _____

NUMBER OF EMPLOYEES:

Administrative/Customer Service: _____

Treatment: _____

Distribution/Field: _____

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): _____

Did you increase your water rates for 2025? No Yes _____%

Current rate effective since: _____(mo/yr)

Do you anticipate your water utility rates going up next year (2026)?

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

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	
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 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.

2024 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	

2024 REVENUES	\$
User Rate Revenue	
Non-rate Revenue (late fees, misc. Revenue)	
Membership/Hookup Fees	
Grant Funds	
Debt Proceeds	
Other	

2024 RESERVES:

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

GENERAL OPERATING STATISTICS

2024 VOLUME OF WATER TREATED:

- 1,000 Gallons
- CCF _____

2024 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): _____ Miles of pipe: _____

Miles of pipeline rehabilitated in the last year: _____

Do you have a Geographical Information System (GIS)? Yes No

Do you have a SCADA system? Yes No

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

2024 CHALLENGES AND RESILIENCE

Did Operating Challenges in 2024 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 2024

- Yes
 No

Has your Reserve planning approach changed as a result of your experience in 2024?

- Yes - how: _____
 No

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

- Announcement in utility bill Social media post(s)
 Letter to customers None of the above
 News release to local media 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.

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
- _____ Water supply quality
- _____ Operational data management
- _____ Transportation-related logistical challenges (railway, trucking, etc.)
- _____ Other

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"/>

THANK YOU FOR PARTICIPATING IN OUR 2025 RATE SURVEY!