

Water Rates Survey 2017

Start of Block: City Information

Q1 Respondent Information:

- City Name: (1) _____
- Your Name: (2) _____
- Your Job Title: (3) _____
- Your Email Address: (4) _____
- Your Phone Number: (5) _____

End of Block: City Information

Start of Block: Utility Billing

Q2 UTILITY BILLING

This section asks questions about city billing including rates and methods. All questions relate to residential utility billing.

Q3 How often are bills issued?

- Monthly (1)
 - Bi-Monthly (2)
 - Quarterly (3)
 - Other (Please Specify) (4) _____
-

Q4 What methods of payment are accepted? (Check all that apply)

Cash (1)

Check (2)

Credit/Debit (3)

Money Order (4)

Direct Deposit (5)

e-check (6)

Q5 Do you provide paperless billing?

Yes (1)

No (2)

Q6 What methods of enforcement are used for late or nonpayments? (Check all that Apply)

Late Fee (1)

Penalties and Interest (2)

Disconnect Water Service (3)

Collections (4)

Lien on Property (5)

Other (Please Specify) (6) _____

Display This Question:

If Q6 = 1

Q7 What is the late fee rate?

Display This Question:

If Q6 = 1

Q8 How many days past due date are allowed before the late fee is assessed?

Display This Question:

If Q6 = 2

Q9 What is the penalties amount and interest rate?

Penalties Amount (1) _____

Interest Rate (2) _____

Display This Question:

If Q6 = 3

Q10 How many days after due date before you disconnect water service?

Display This Question:

If Q6 = 4

Q11 What dollar amount or number of days late triggers collections?

- Dollar Amount (1) _____
 - Days (2) _____
-

Q12 Does the city provide waivers or reductions to certain utility customers?

- Yes (1)
 - No (2)
-

Display This Question:
If Q12 = 1

Q13 Please describe these waivers and reductions:

Q14 Does your city provide credit or make any billing adjustments for leaks or billing errors?

- Yes, water leaks (1)
 - Yes, billing errors (2)
 - Yes, both (3)
 - No (4)
-

Display This Question:

If Q14 = 1

Or Q14 = 3

Q15 For what services are adjustments made for water leaks

Water (1)

Wastewater (2)

Q16 How many days do you go back for water leaks?

Days (1) _____

Other Comments (2) _____

Q17 Please describe what you do for wastewater adjustments.

Q18 Please email copies of your city **Water/Wastewater Shutoff Policy** and the city **Water Rate Schedule** to paljets@orcities.org.

End of Block: Utility Billing

Start of Block: Rates and Charges

Q19 RATES & CHARGES

This section asks questions about debt services, asset management, and types of rates charged for water, wastewater, and stormwater.

Q20 What percentage of rate revenue is obligated to debt services for the following systems?

	Rate Revenue	Not Applicable
	% (1)	N/A (1)
Water (1)		<input type="checkbox"/>
Wastewater (2)		<input type="checkbox"/>
Stormwater (3)		<input type="checkbox"/>

Q21 Does your city maintain an asset management system for the following services?

	Yes (1)	No (2)	N/A (3)
Water (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wastewater (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stormwater (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 What was the last year you did a Rate Study for the following services?

- Water (1) _____
- Wastewater (2) _____
- Stormwater (3) _____

Q23 What was the last year you did a Methodology Update for the following services?

- Water (1) _____
- Wastewater (2) _____
- Stormwater (3) _____

Q24 Does your city require accounts to be in the name of the property owner?

- Yes (1)
- No (2)

Q25 How does your city handle billing for vacant properties?

- Close accounts with no charges until opened by next occupant (1)
 - Charge a vacant rate upon request of the owner. (Please Explain) (2)

 - Our city does not handle billing for vacant properties (3)
 - Other (Please Specify) (4) _____
-

Q26 What other account fees or charges are included on the utility bill? (Check all that apply)

- Backflow (1)
 - New Account (2)
 - Shutoff (3)
 - Tampering (4)
 - None (5)
 - Other (Please Specify) (6) _____
-

Q27 What general government fees are included on the utility bill? (Check all that apply)

- Streets & Streetlights (1)
 - Parks & Recreation (2)
 - Police (3)
 - Library (4)
 - None (5)
 - Other (Please Specify) (6)
-

Q28 Does city ordinance have an automatic CPI/Income adjustment for the following services?

	Yes (1)	No (2)	N/A (3)
Water (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wastewater (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stormwater (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Rates and Charges

Start of Block: Water Rates and Charges

Q29 Does your city charge for water service?

- Yes (1)
- No (2)

Skip To: End of Block If Q29 = 2

Q30 What was the last effective date of your city's most recent rate change for water services?
(Please respond with the year only)

Q31 Overall, did the rate increase or decrease at the most recent rate change?

Increase (1)

Decrease (2)

Q32 Why did the city change water rates? (Check all that apply)

State/ Federal Mandate (1)

Inflation/ CPI (2)

Treatment Costs (3)

Labor Costs (4)

Capital Improvement (5)

Unknown (6)

Other (Please Specify) (7) _____

Q33 What is the rate structure for your city's water service?

- Flat Rate (1)
 - Inclining Block Rate (2)
 - Declining Block Rate (3)
 - Other (Please Specify) (4) _____
-

Q34 Does your city rate structure charge for elevation for pumping or a discount for lower elevation?

- Yes (1)
 - No (2)
-

Q35 For water services, if you were to bill a residential customer for 5,000 gallons (6.684 CCFs) with a 3/4" meter size, what dollar amount would you bill them, including the base rate?

End of Block: Water Rates and Charges

Start of Block: Wastewater Rates and Charges

Q36 Does your city charge for wastewater service?

- Yes (1)
- No (2)

Skip To: End of Block If Q36 = 2

Q37 What was the last effective date of your city's most recent rate change for wastewater services? (Please respond with the year only)

Q38 Overall, did the rate increase or decrease at the most recent rate change?

- Increase (1)
- Decrease (2)

Q39 Why did the city change wastewater rates? (Check all that apply)

- State/ Federal Mandate (1)
- Inflation/ CPI (2)
- Treatment Costs (3)
- Labor Costs (4)
- Capital Improvement (5)
- Unknown (6)
- Other (Please Specify) (7) _____

Q40 What is the rate structure for your city's wastewater service?

- Flat Rate (1)
- Winter average water consumption used in summer months (2)
- Winter average water consumption used all year (3)
- Other (Please Specify) (4) _____

Q41 For wastewater services, if you were to bill a residential customer for 5,000 gallons (6.684 CCFs) with a 3/4" meter size, what dollar amount would you bill them, including the base rate?

End of Block: Wastewater Rates and Charges

Start of Block: Stormwater Rates and Charges

Q42 Does your city charge for stormwater service?

- Yes (1)
- No (2)

Skip To: End of Block If Q42 = 2

Q43 What was the last effective date of your city's most recent rate change for stormwater services? (Please respond with the year only)

Q44 Overall, did the rate increase or decrease at the most recent rate change?

- Increase (1)
- Decrease (2)

Q45 Why did the city change stormwater rates? (Check all that apply)

- State/ Federal Mandate (1)
 - Inflation/ CPI (2)
 - Treatment Costs (3)
 - Labor Costs (4)
 - Capital Improvement (5)
 - Unknown (6)
 - Other (Please Specify) (7) _____
-

Q46 What is the rate structure for your city's stormwater service?

- Stormwater fees are included in wastewater rates (1)
 - Stormwater fees are a separate utility fee (2)
 - Stormwater fees are paid to a joint district within the county (3)
 - No charges for stormwater services (4)
 - Other (Please Specify) (5) _____
-

Q47 Does your city offer stormwater fee reductions or credits for onsite stormwater management?

- Yes (1)
 - No (2)
-

Display This Question:

If Q47 = 1

Q48 Please describe the reduction or credit (including the amount for onsite stormwater management)

Q49 What does the average house pay for stormwater services (dollars per month)?

End of Block: Stormwater Rates and Charges

Start of Block: Water Services

Q50 WATER SERVICES

This section asks questions about water services characteristics such as connections, facilities, water sources, system age and condition, conservation, water loss, and metering.

Q102 Does your city provide water services?

- Yes (1)
- No (2)

Skip To: End of Block If Q102 = 2

Q51 What is the service population?

	Inside City Limits (1)	Outside City Limits (2)
Service Population (Permanent Residents) (1)		
Service Population (Including Peak Seasonal) (2)		

Q52 Please list the number of connections for the following:

	Inside City Limits (1)	Outside City Limits (2)
Single-Family Residential (1)		
Commercial (2)		
Other (3)		

Q53 What is the annual average water consumption for residential customers (in gallons)?

Q54 Please provide the following facility and water source information:

Total miles of water lines (all sizes), not including service laterals (1)

Total number of pumps and lift stations in your city (2)

How many levels or zones based on elevation do you have? (3)

How far away is the water source from the city (miles)? (4)

Q55 Please provide the following system age and capacity information:

Year of original system construction completion (1)

Year of last major update (2)

What is the capacity of your water source? (3)

What is the design capacity of your water plant(s) (MGD)? (4)

What was the average daily production in 2016 (MG)? (5)

How much of your daily average production is sold (not including city use)? (6)

What was the peak flow of water treated in a 24-hour period in 2016? (7)

Q56 Please list the amount of raw and treated water storage you have for the different types of applicable storage:

	Raw Water Storage (MG) (1)	Treated Water Storage (MG) (2)
Closed Tanks (1)		
Covered Urban Reservoirs (2)		
ASR Reservoir (3)		
Other (Please Specify) (4)		

Q57 In what year will your daily production exceed design capacity?

Q58 Does your city have an approved water conservation and management plan?

Yes (1)

No (2)

Q59 Do you measure water loss?

- Yes (1)
 - No (2)
-

Q60 What method is used to determine water loss in the system?

- Estimate (1)
 - IWA/AWWA water loss methodology (2)
 - Comparison of production meters and customer metered volumes (3)
 - Other (Please Specify) (4) _____
 - Unsure (5)
-

Q61 What percentage of the system does each type of meter represent?

- Radio (%) (1) _____
 - Touch (%) (2) _____
 - Manual Read (%) (3) _____
-

Q62 Do you have any additional comments on water services?

Q63 WASTEWATER SERVICES

This section asks questions about water services characteristics such as connections, facilities, treatment, system age and condition, and city wastewater programs.

Q103 Does your city provide wastewater services?

- Yes (1)
- No (2)

Skip To: End of Block If Q103 = 2

Q64 What is the service population?

	Inside City Limits (1)	Outside City Limits (2)
Service Population (Permanent Residents) (1)		
Service Population (Including Peak Seasonal) (2)		

Q65 Please list the number of connections for the following:

	Inside City Limits (1)	Outside City Limits (2)
Single-Family Residential (1)		
Commercial (2)		
Other (3)		

Q66 What is the annual average wastewater base (volume) for a residential customer (x1000 gal. or 1.337 CCFs)?

Q67 Please provide the following facility, lines, and treatment information:

Total miles of sewer lines (all sizes), not including service laterals (1)

Total number of pumps and lift stations in your city (2)

Total number of treatment plants (3)

What percent of city wastewater lines also serve stormwater (i.e. combined sewer)? (4)

Q68 What level of wastewater treatment is provided to city wastewater (Check all that apply)?

- Primary (1)
 - Secondary (2)
 - Advanced Treatment/ Tertiary (3)
 - Nitrogen Removal (4)
 - Phosphorous Removal (5)
 - Other (Please Specify) (6) _____
-

Q69 Are the city wastewater plants releasing stream water that is quality limited (TMDL) or under special regulation?

- Yes (1)
 - No (2)
-

Q70 Please explain the TMDL or special regulation:

Q71 Please provide the following system age and capacity information:

Year of original plant construction completion (1)

Year of last major plant update (2)

What is the design capacity of your treatment plant(s) in dry weather (MGD)? (3)

What is the design capacity of your treatment plant(s) in peak wet weather (MGD)? (4)

What is the total amount of wastewater treated in 2016 (MG)? (5)

What was the peak wet weather flow in 2016 (MGD)? (6)

What was the peak dry weather flow in 2016 (MGD)? (7)

Q72 At what percent (%) capacity is the entire wastewater system operating?

Q73 In what year will the wastewater system be at maximum capacity?

Q74 In what year will your daily production exceed design capacity?

Q75 Does your city administer an industrial wastewater pre-treatment program?

- Yes (1)
 - No (2)
-

Q76 Does your city apply or provide reclaimed water to public/private property?

- Yes (1)
 - No (2)
-

Q77 What percentage (%) of total reclaimed water is reused/applied?

Q78 Where does this reuse and application occur (i.e. city park, private golf course, industrial cooling tower, etc.)?

Q79 Does your city apply biosolids to public/ private property?

- Yes (1)
 - No (2)
-

Q80 What percentage (%) of biosolids is applied?

Q81 Where does this biosolid application occur (i.e. city park, private golf course, etc.)?

Q82 Do you have any additional comments on wastewater services?

End of Block: Wastewater Service

Start of Block: Stormwater Services

Q83 STORMWATER SERVICES

This section asks questions about water services characteristics such as number of customers, piped system, open channel, etc.

Q104 Does your city provide stormwater services?

- Yes (1)
- No (2)

Skip To: End of Block If Q104 = 2

Q84 Please list the number of connections for the following:

	Inside City Limits (1)	Outside City Limits (2)
Single-Family Residential (1)		
Commercial (2)		
Other (3)		

Q85 Please provide the following facility and water source information:

- Total miles of piped system (1)

 - Total miles of open channels, ditches, and swales (2)

-

Q86 What is the average EDU for residential in square feet?

Q87 Do you have any additional comments on stormwater services?

End of Block: Stormwater Services

Start of Block: Additional Comments

Q88

Thank You for participating in this survey.

Do you have any additional comments on any topic in this survey?

End of Block: Additional Comments
