

# Water Rates Survey 2021

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## Start of Block: City Information

### Q1 Water Rates Survey 2021

**Note:** Unless otherwise stated, the following questions pertain to residential (non-commercial) water, wastewater, and stormwater rates.

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#### Q2 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

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## Start of Block: Utility Billing

### Q3 UTILITY BILLING

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

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Q4 How often are bills issued?

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

Q5 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)
- 

Q6 Do you provide paperless billing?

- Yes (1)
  - No (2)
-

Q7 What methods of enforcement are used for late or nonpayments? (Check all that Apply)

- Late Fee (1)
  - Late Fee and Interest (2)
  - Disconnect Water Service (3)
  - Collections (4)
  - Lien on Property (5)
  - Other (Please Specify) (6)
- 

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*Display This Question:*

*If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee  
Or What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee and Interest*

Q8 What is the late fee rate?

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*Display This Question:*

*If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee and Interest*

Q9 What is the interest rate?

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*Display This Question:*

*If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee*

Q10 How many days past due date are allowed before the late fee is assessed?

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*Display This Question:*

*If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Late Fee and Interest*

Q11 What is the penalties amount and interest rate?

Penalties Amount (1) \_\_\_\_\_

Interest Rate (2) \_\_\_\_\_

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*Display This Question:*

*If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Disconnect Water Service*

Q12 How many days after due date before you disconnect water service?

\_\_\_\_\_

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*Display This Question:*

*If What methods of enforcement are used for late or nonpayments? (Check all that Apply) = Collections*

Q13 What dollar amount or number of days late triggers collections?

Dollar Amount (1) \_\_\_\_\_

Days (2) \_\_\_\_\_

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Q14 Does the city provide waivers, discounts or reductions to certain utility customers?

Yes (1)

No (2)

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*Display This Question:*

*If Does the city provide waivers, discounts or reductions to certain utility customers? = Yes*

Q15 Please describe these waivers, discounts and reductions:

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Q16 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 Does your city provide credit or make any billing adjustments for leaks or billing errors? = Yes, water leaks*

*Or Does your city provide credit or make any billing adjustments for leaks or billing errors? = Yes, both*

Q17 For what services are adjustments made for customer water leaks

- Water (1)
- Wastewater (2)

Q18 If a leak is detected, how far back does the city make adjustments to the water bill?

Days (1) \_\_\_\_\_

Other Comments (2) \_\_\_\_\_

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*Display This Question:*

*If For what services are adjustments made for customer water leaks = Wastewater*

Q19 Please describe what you do for wastewater adjustments.

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Q20 Please email copies of your city **Water/Wastewater Shutoff Policy** and the city **Water Rate Schedule** to [research@orcities.org](mailto:research@orcities.org).

End of Block: Utility Billing

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Start of Block: Rates and Charges

**Q21 RATES & CHARGES**

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

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Q22 What percentage of rate revenue is obligated to debt services for the following systems?

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

Q23 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"/>

Q24 What was the last year you did a Rate Study for the following services?

- Water (1) \_\_\_\_\_
  - Wastewater (2) \_\_\_\_\_
  - Stormwater (3) \_\_\_\_\_
- 

Q25 What was the last year you did a Methodology Update for the following services?

- Water (1) \_\_\_\_\_
  - Wastewater (2) \_\_\_\_\_
  - Stormwater (3) \_\_\_\_\_
- 

Q26 Does your city require accounts to be in the name of the property owner?

- Yes (1)
  - No (2)
- 

Q27 How does your city handle billing for vacant properties?

- Close accounts with no charges until opened by next occupant (1)
  - Our city does not handle billing for vacant properties (5)
  - Charge a vacant rate upon request of the owner. (Please Explain) (2)  
\_\_\_\_\_
  - Other (Please Specify) (4) \_\_\_\_\_
-



Q28 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)
- 

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Q29 Is stormwater included in the utility bill?

- Yes (1)
  - No (2)
  - Unsure (3)
-

Q30 What general government fees are included on the utility bill? (Check all that apply)

- Streets & Streetlights (1)
- Parks & Recreation (2)
- Police (3)
- Fire (7)
- Library (4)
- Surface Water Management (8)
- Other (Please Specify) (6)

Q31 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**

Q32 Does your city charge for drinking water service?

- Yes (1)
- No (2)

Q33 What was the last effective date of your city's most recent rate change for water services?  
(Please respond with the year only)

\_\_\_\_\_

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Q34 Overall, did the rate increase or decrease at the most recent rate change? Please also include the percent (%) change.

Increase (% Increase) (1) \_\_\_\_\_

Decrease (% Decrease) (2)

\_\_\_\_\_

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Q35 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)

\_\_\_\_\_

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Q36 What is the rate structure for your city's water service?

- Flat Rate (Monthly Lump Sum) (1)
  - Uniform Rate (Monthly Rate based on Number of Gallons Used) (5)
  - Inclining Block Rate (2)
  - Flat + Inclining Rate (6)
  - Declining Block Rate (3)
  - Flat + Declining Rate (7)
  - Other (Please Specify) (4) \_\_\_\_\_
- 

Q37 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**

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**Start of Block: Wastewater Rates and Charges**

Q38 Does your city charge for wastewater service?

- Yes (1)
- No (2)

*Skip To: End of Block If Does your city charge for wastewater service? = No*

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Q39 What was the last effective date of your city's most recent rate change for wastewater services? (Please respond with the year only)

\_\_\_\_\_

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Q40 Overall, did the rate increase or decrease at the most recent rate change? Please include percent (%) change.

Increase (% Increase) (1) \_\_\_\_\_

Decrease (% Decrease) (2)  
\_\_\_\_\_

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Q41 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)  
\_\_\_\_\_

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Q42 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) \_\_\_\_\_

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Q43 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?

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End of Block: Wastewater Rates and Charges

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Start of Block: Stormwater Rates and Charges

Q44 Does your city charge for stormwater service?

Yes (1)

No (2)

*Skip To: End of Block If Does your city charge for stormwater service? = No*

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Q45 What was the last effective date of your city's most recent rate change for stormwater services? (Please respond with the year only)

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Q46 Overall, did the rate increase or decrease at the most recent rate change? Please include the percent (%) change.

Increase (% Increase) (1) \_\_\_\_\_

Decrease (% Decrease) (2)

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Q47 Is your city subject to an MS4 Phase I or Phase II (DEQ Issued Stormwater) Permit?

- Yes (1)
  - No (2)
  - Unsure (3)
- 

Q48 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) \_\_\_\_\_
- 

Q49 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)
  - Other (Please Specify) (5) \_\_\_\_\_
-

Q50 Does your city offer stormwater fee reductions or credits for onsite stormwater management?

Yes (1)

No (2)

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*Display This Question:*

*If Does your city offer stormwater fee reductions or credits for onsite stormwater management? = Yes*

Q51 Please describe the reduction or credit (including the amount for onsite stormwater management)

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Q52 What does the average house pay for stormwater services (dollars per month)?

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End of Block: Stormwater Rates and Charges

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Start of Block: Drinking Water Services

**Q53 DRINKING 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.



Q54 Does your city provide drinking water services?

Yes (1)

No (2)

*Skip To: End of Block If Does your city provide drinking water services? = No*

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Q55 What is the service population in 2020?

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

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Q56 Please list the number of connections for the following:

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

Q57 What is the annual average water consumption for residential customers (in gallons)?

\_\_\_\_\_

Q58 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)

\_\_\_\_\_

Q59 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 2020 (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 2020? (7)

\_\_\_\_\_

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Q60 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)		

Q61 In what year will your daily production exceed design capacity?

\_\_\_\_\_

Q62 Does your city have an approved water conservation and management plan?

Yes (1)

No (2)

Q63 Do you measure water loss?

- Yes (1)
  - No (2)
- 

Q64 What method is used to determine water loss in the system?

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

Q65 What percentage of the system does each type of meter represent?

- Radio (%) (1) \_\_\_\_\_
  - Touch (%) (2) \_\_\_\_\_
  - Manual Read (%) (3) \_\_\_\_\_
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Q66 Do you have any additional comments on water services?

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End of Block: Drinking Water Services

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Start of Block: Wastewater Service

**Q67 WASTEWATER SERVICES**

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

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Q68 Does your city provide wastewater services?

- Yes (1)
- No (2)

*Skip To: End of Block If Does your city provide wastewater services? = No*

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Q69 What is the service population in 2020?

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

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Q70 Please list the number of connections for the following:

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

Q71 What is the annual average wastewater base (volume) for a residential customer (x1000 gal. or 1.337 CCFs)?

\_\_\_\_\_

Q72 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)

\_\_\_\_\_

Q73 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)
- 

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Q74 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 2020 (MG)? (5)  
\_\_\_\_\_
  - What was the peak wet weather flow in 2020 (MGD)? (6)  
\_\_\_\_\_
  - What was the peak dry weather flow in 2020 (MGD)? (7)  
\_\_\_\_\_
-



Q75 At what percent (%) capacity is the entire wastewater system operating?

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Q76 In what year will the wastewater system be at maximum capacity?

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Q77 In what year will your daily production exceed design capacity?

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Q78 Does your city administer an industrial wastewater pre-treatment program?

Yes (1)

No (2)

Q79 Does your city apply or provide reclaimed water to public/private property?

Yes (1)

No (2)

Q80 What percentage (%) of total reclaimed water is reused/applied?

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*Display This Question:*

*If Does your city apply or provide reclaimed water to public/private property? = Yes*

Q81 Where does this reuse and application occur (i.e. city park, private golf course, industrial cooling tower, etc.)?

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Q82 Does your city apply biosolids to public/ private property?

Yes (1)

No (2)

*Display This Question:*

*If Does your city apply biosolids to public/ private property? = Yes*

Q83 Where does this biosolid application occur (i.e. city park, private golf course, etc.)?

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Q84 Does your city landfill biosolids?

Yes (1)

No (2)

*Display This Question:*

*If Does your city landfill biosolids? = Yes*

Q85 What percentage (%) of biosolids are landfilled?

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Q86 Do you have any additional comments on wastewater services?

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End of Block: Wastewater Service

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Start of Block: Stormwater Services

**Q87 STORMWATER SERVICES**

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

Q88 Does your city provide stormwater services?

Yes (1)

No (2)

*Skip To: End of Block If Does your city provide stormwater services? = No*

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Q89 Please list the number of accounts for the following:

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

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Q90 Please provide the following facility and water source information:

Total miles of piped system (1)

\_\_\_\_\_

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

\_\_\_\_\_

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Q91 What is the average Equivalent Dwelling Unit (EDU) for residential in square feet?

\_\_\_\_\_

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Q92 Do you have any additional comments on stormwater services?

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**End of Block: Stormwater Services**

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**Start of Block: Additional Comments**

Q93  
Thank You for participating in this survey.

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

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**End of Block: Additional Comments**

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