



from the City of Stratford

Water Rate Relief

Citizens and ratepayers, the Stratford City Council, after receiving many calls and concerns about the significant increase in the utility billings resulting from last October's rate adjustment, has directed City staff to provide immediate rate relief during the remainder of the high summer consumption months. The increase stemmed from a base rate adjustment during 2025 – 2026 Budget Process that was presented to Council. However, the final implementation applied a \$3.00 across the board increase to the tiered consumption rates as well. This tiered structure had limited impact during the low consumption winter months but became more noticeable during the higher summer consumption periods.

At Council's direction, City staff has significantly lowered the tiered consumption rates back to much more reasonable levels. The new tiered rates, which will include the month of June's consumption, will be effective with the July billing. The rate reduction should immediately provide meaningful relief in the water portion of your utility bill, especially for the higher consumption customers.

Tier	Tiered Consumption Rates		
	Prior Rates	10/2025 Increase	7/2026 Decrease
3,000 – 9,999 gallons	\$3.00	\$6.00	\$3.50
10,000 – 19,999 gallons	\$3.25	\$6.25	\$3.70
20,000 -29,999 gallons	\$3.50	\$6.50	\$3.90
30,000 – 39,000 gallons	\$3.75	\$6.75	\$4.10
40,000 – 49,000 gallons	\$4.00	\$7.00	\$4.30
50,000 gallons and up	\$4.25	\$7.25	\$4.50

Up until last year's rate adjustment, the City had not adjusted utility rates since 2017. As a result of years of inaction, Utility Fund revenues simply have not kept pace with inflation, leading to operational deficits. While the rate adjustment was warranted and necessary, the rate design which was ultimately implemented did not distribute the increase evenly across the customer base. The City Council will address utility rates again in October using a more focused approach to ensure that the base and consumption rates for each service (water, sewer, and refuse) adequately cover their respective costs and are more equitably distributed.

Approved for Immediate Release

July 10, 2026