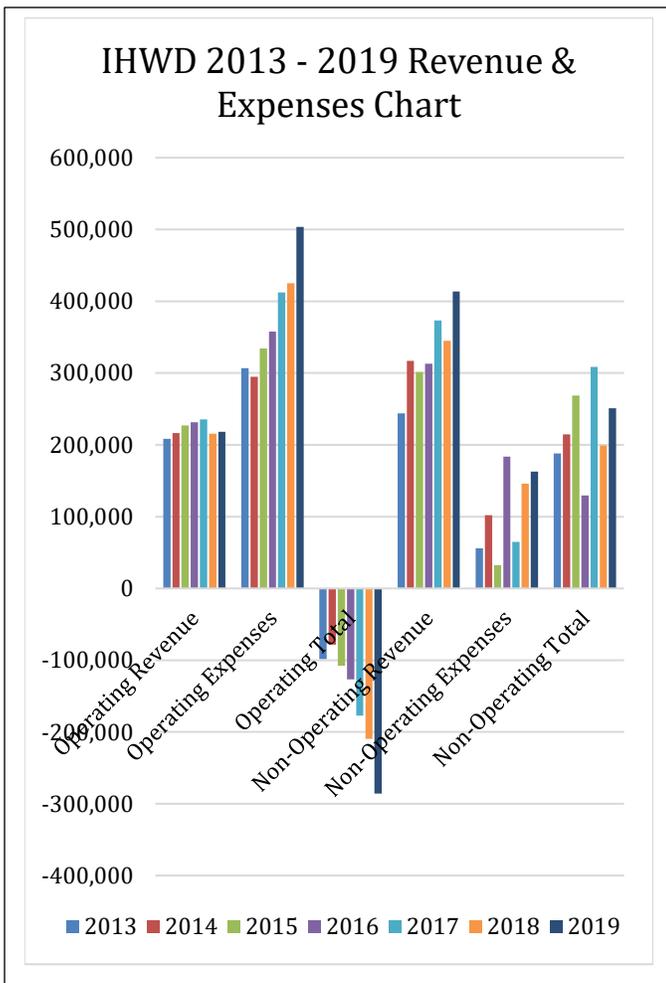


indian hills water district

Frequently Asked Questions - 2021 Rate Increase

Water Bill Increases

Why are water rates increasing? Operation Expenses have increased over the years. In order to ensure that property tax funds can be used for capital improvements, the water rates increase will cover operational costs envisioned for the near future.



How much is my water bill going up? Please see the chart on the following page.

Are there future increases envisioned, or will this cover what is needed for the next 1-5 years? In order to ensure that property tax funds can be used for capital improvements, the water rates increase will cover operational costs envisioned for the near future.

What happens if we do not raise rates? Property tax money will continue to be diverted to pay for operating expenses. Consequently, the District will not be able to complete projects in the short term unless grant opportunities are identified, or money is borrowed (which will still likely result in some increase to monthly fees). The Asset Management 2021 program is in preparation of applying for grants and possible loans.

Why do some other nearby districts have much lower rates? There are many factors that influence water rates, including: property tax revenue, water sources, contaminant issues, and number of customers. These all dictate water fee rates. One nearby example we can use is Evergreen Metro Water District. This district services a much larger population than IHWD. In addition, the source water for the two utilities is different - Evergreen Metro gets their source water from surface water (Evergreen Lake), and IHWD gets source water from groundwater. Evergreen Lake contains about 600 acre-feet (AF) of water (or approximately 197 million gallons), whereas groundwater flow can be more variable. Surface water tends to be more variable in quality, since it is subject to human and animal influences, storms (increased sediment), fire (increased sediment with higher levels of metals), etc. Groundwater quality tends to be more consistent; however, lower flows in groundwater to lend themselves to increased concentrations of contaminants/less desirable parameters - in the case of IHWD, the main parameter of concern is nitrate.

Evergreen Metro District offers rebates for water saving toilets. Will IHWD consider similar programs to help their customers with conservation efforts? Currently, IHWD does not offer a similar program, but the Board is always open to new suggestions around policy and procedure. It is important to note that such programs impact operating and maintenance costs, unless the District made an effort like this a capital expense.

Why is the 'threshold' changing to 2000 gallons per month? When the District and Board began evaluating rate adjustments, the first question that came into mind was: What are our monthly operating expenses, and what is our cost to treat water (\$/1000 gallons)? The next question was: How many customers use what quantity (gallons) per month? What was discovered was that a majority of households (~35% - 52%) use 2,000 gallons a month or less. An additional benefit the Board considered was that, by creating a tier that captured this group of residents, conservation could still be encouraged. The Board also considered that these residences may contain elderly and/or retired individuals, who may be impacted by fixed incomes. Another consideration the Board needed to make was to the small businesses and school that are serviced by the District - reducing financial impacts at the lower tiers means greater impacts at higher tiers, which could have catastrophic impacts to the small businesses and local school. The Board did their best at balancing impacts across all tiers in an attempt to be most equitable to all customers, and continuing to encourage conservation.

Indian Hills Water District									
2021 Regular Water Rates/Cost Usage Sheet									
Find your average Water Usage in the yellow column and follow the row to the right to see the Total Billing for that usage in the green column. Final 3 columns compare previous billing .									
Billing Tiers & Cost Pro-rated	Water Usage	Additional Usage	Billing Pro-rated per Additional Usage	Tier Cumulation Cost	Base Rate	Total Billing	Previous Billing	% Increase	Customer Usage
0 - 2000 gal \$8 / 1000 \$.008 / gallon	0 gal				\$ 40.00	\$ 40.00	\$ 36.00	11.11%	15 - 20%
	250 gal	250 gal	\$ 2.00	\$ 2.00	\$ 40.00	\$ 42.00	\$ 36.00	16.67%	
	500 gal	250 gal	\$ 2.00	\$ 4.00	\$ 40.00	\$ 44.00	\$ 36.00	22.22%	
	750 gal	250 gal	\$ 2.00	\$ 6.00	\$ 40.00	\$ 46.00	\$ 36.00	27.78%	
	1,000 gal	250 gal	\$ 2.00	\$ 8.00	\$ 40.00	\$ 48.00	\$ 36.00	33.33%	
	1,250 gal	250 gal	\$ 2.00	\$ 10.00	\$ 40.00	\$ 50.00	\$ 36.00	38.89%	
	1,500 gal	250 gal	\$ 2.00	\$ 12.00	\$ 40.00	\$ 52.00	\$ 36.00	44.44%	
	1,750 gal	250 gal	\$ 2.00	\$ 14.00	\$ 40.00	\$ 54.00	\$ 36.00	50.00%	
2001 - 6000 gal \$36 / 1000 \$.036 / gallon	2,000 gal	250 gal	\$ 2.00	\$ 16.00	\$ 40.00	\$ 56.00	\$ 36.00	55.56%	20 - 32 %
	2,500 gal	500 gal	\$ 18.00	\$ 34.00	\$ 40.00	\$ 74.00	\$ 36.00	105.56%	
	3,000 gal	500 gal	\$ 18.00	\$ 52.00	\$ 40.00	\$ 92.00	\$ 36.00	155.56%	
	3,500 gal	500 gal	\$ 18.00	\$ 70.00	\$ 40.00	\$ 110.00	\$ 44.50	147.19%	
	4,000 gal	500 gal	\$ 18.00	\$ 88.00	\$ 40.00	\$ 128.00	\$ 53.00	141.51%	
	4,500 gal	500 gal	\$ 18.00	\$ 106.00	\$ 40.00	\$ 146.00	\$ 61.50	137.40%	
	5,000 gal	500 gal	\$ 18.00	\$ 124.00	\$ 40.00	\$ 164.00	\$ 70.00	134.29%	
	5,500 gal	500 gal	\$ 18.00	\$ 142.00	\$ 40.00	\$ 182.00	\$ 81.00	124.69%	
6001 and up \$46 / 1000	6,000 gal	500 gal	\$ 18.00	\$ 160.00	\$ 40.00	\$ 200.00	\$ 92.00	117.39%	11 - 31%
	6,500 gal	500 gal	\$ 23.00	\$ 183.00	\$ 40.00	\$ 223.00	\$ 103.00	116.50%	
	7,000 gal	500 gal	\$ 23.00	\$ 206.00	\$ 40.00	\$ 246.00	\$ 114.00	115.79%	

This increase will be a hardship. Where can I go for assistance? IHWD can set up a payment plan for customers who have fallen behind on their water billing. We ask customers to pay the current billing + 10% of the past due each month.

Water bill assistance organizations –
https://www.needhelp-payingbills.com/html/get_help_paying_water_bills.html
<https://theactioncenter.org/get-help/>