

# 2018 UTILITY RATE CHANGES



*The rate changes will be effective in a customer's first bill in 2018.*

The city's three utilities—water, wastewater and stormwater/flood management— are funded by user rates, hydroelectric sales, other fees, and not taxes. Escalating construction costs, aging infrastructure and new regulations are key drivers of rate changes. The 2018 rates are also impacted by the results of a recent rate structure study, which resulted in changes to how some monthly charges are calculated.

If you have any questions about impacts to your utility rates or monthly bill, please contact the city's Utility Billing Office at 303-441-3260 and a customer service representative will assist you.

For details about the utility rate changes, visit [www.bouldercolorado.gov/public-works/2018-utility-rates](http://www.bouldercolorado.gov/public-works/2018-utility-rates).

## COMING SOON!

The City of Boulder will be moving to a new utility billing portal. Mobile payment will be possible and customers will be able to view their monthly bill and water usage with an easy-to-use new website.



## WHAT UTILITY SERVICES ARE INCLUDED ON MY MONTHLY BILL?



### Water Utility

The city's water utility service includes a complex system of reservoirs, treatment plants, and pipelines that deliver treated water to homes and businesses. In addition to supporting operational costs, rates fund improving aging infrastructure, some of which has been in service for over 100 years. Monthly utility bills include charges for indoor and outdoor water use. Customers pay a fixed charge based on the size of their water meter and a variable charge based on actual metered usage. For variable charges, the city uses a water budget rate structure that provides discounted per gallon rates for customers that use less than their allocated budget and escalating per gallon rates for use above the allocated budget.



### Wastewater Utility

Wastewater charges cover the costs of channeling used water through pipes from homes and businesses to a resource recovery facility that treats the wastewater and discharges the safe water back to Boulder Creek. A significant cost in the wastewater utility is improving the network of pipes that conveys this water. Much of the system was constructed using clay pipes in the 1960's or earlier and is at the end of its useful life. Increased regulatory requirements for treatment prior to discharge to Boulder Creek also leads to increased rates. Wastewater use is estimated based on water use and charges include both a fixed service charge and a variable charge estimated from metered water usage.



### Stormwater & Flood Management Utility

Stormwater and flood management fees support operation and maintenance of existing infrastructure, as well as projects to protect existing homes and businesses that were constructed prior to modern stormwater management and flood management standards. Monthly utility bills include a stormwater and flood management charge to support infrastructure and operations that manage runoff from storm events in the city and mountain canyons west of the city. Monthly stormwater and flood management charges are calculated based on the amount of impervious area a property has. Impervious areas are surfaces such as roofs and parking lots that have a greater impact on storm runoff than lawns or undeveloped areas.

## HOW WILL THE UTILITY RATE CHANGES IMPACT MY MONTHLY UTILITY BILL?



### Residential Customers

For a typical single-family residence, the total cost for all three services will increase by approximately \$11 per month in 2018, but costs can vary significantly based on indoor and outdoor use. Impacts to residents of multi-family structures will vary depending on how the landlord or homeowners' association (HOA) allocates costs.



### Commercial Customers

Commercial bill impacts will vary from customer to customer.

- Water budget allocations will be based on current water usage rather than usage from 2005, which water budgets are currently set at for many commercial customers. Using more current information will improve equity, but will result in increased or decreased charges for customers whose usage has changed over time.
- Wastewater charges will be impacted by changes in the percentage of utility costs recovered through the fixed charge portion of the monthly bill. Particularly for larger volume customers, the increased fixed charge percentage may be offset by the decreased volume charge percentage.
- Commercial customers with significant landscaped areas may see a decrease in their monthly bill due to the elimination of the portion of the stormwater and flood management charge based on pervious areas. Customers with significant amounts of impervious area and less landscaping may see an increase due to this same change.