

# Salt Lake City Department of Public Utilities

## Water and Sewer Rate Increase

Customer Service (801) 483-6900 email: [slcpu@slcgov.com](mailto:slcpu@slcgov.com) web: [www.slcgov.com/utilities](http://www.slcgov.com/utilities)

Salt Lake City Department of Public Utilities' mission is to serve its community and protect public health and the environment. In order to sustain this mission, periodic rate adjustments are needed. We are dedicated to providing excellent service, and meeting or exceeding federal, state, and local standards for water quality, sewer waste discharge, and environmental protection. Improvements we make today to the water and sewer infrastructures are investments in our community's future.

### How much will my rates go up?

SLC Public Utilities is increasing **water rates by 4 percent**, effective in July 2016. For the average resident this change is expected to cost \$1.72 a month, and commercial customers will see a commensurate 4% increase in their water charges. The Tier water rates shown in the table below compare the current rate with the expected increase. This increase per tier is 5 cents to 10 cents per each billing unit, that is, for each one-hundred cubic feet, which is 748 gallons of water.

		CITY		COUNTY	
Winter Rate	Nov. - March	CURRENT	NEW	CURRENT	NEW
			\$1.16	\$1.21	\$1.57
April - October Tiered Rate	Block 1 1-10 ccf	\$1.16	\$1.21	\$1.57	\$1.63
	Block 2 11-30 ccf	\$1.66	\$1.73	\$2.24	\$2.33
	Block 3 31-70 ccf	\$2.31	\$2.40	\$3.12	\$3.24
	Block 4 ≥71 ccf	\$2.43	\$2.53	\$3.28	\$3.41

**Sewer rates will increase 12 percent**, effective in July 2016. This Sewer rate change will increase the average residential sewer bill \$1.58 per month, and commercial customers will see a commensurate 12% increase in their sewer bill. Sewer rates will likely need further adjusting over the next several years to fully meet the costs of sewer infrastructure improvements.

Average Customer Account Category	Monthly Average Winter Water Usage Units/CCF	Average Annual Bill Current Rate \$1.78 / CCF	Estimated Annual Bill 12% Increase \$1.98 / CCF	Estimated Annual Increase
Low Usage/ Residential	4	\$79.20	\$88.70	\$9.50
Medium Usage/ Residential	8	\$158.40	\$177.41	\$19.01
High Usage/ Residential	15	\$297	\$332.64	\$35.64
Medium Usage/ Industrial	Based on usage and waste strength	\$67,310	\$75,387	\$8,077
Medium Usage/ Commercial	Based on usage and waste strength	\$788.30	\$882.90	\$94.60

### ***Why are rates going up?***

Water rates are going up primarily due to increasing costs of purchased culinary water. It is also vital we keep our water treatment plants and system infrastructure in peak condition for our community, to assure continued protection of public and environmental health. Salt Lake City has one of the longest operating water systems in the West, and some of our infrastructure reflects that age. In the coming year, total capital investments in lines and treatment plants will be \$18.7 million.

The sewer rate increase is driven by improvements needed in the collection system, and to meet new, more proactive federal and state environmental regulations. Over the next several years, Public Utilities will upgrade the system and make improvements that will accommodate future growth, address issues such as odor control, implement advances in treatment technologies, improve sustainability, and support our role as environmental stewards.

### ***How do our rates compare with other cities?***

Our water and sewer rates are among the most affordable in the in the West, even with these rate increases.

### ***Payment Programs and Financial Assistance***

*Equal Pay.* Customers can request that their water bills be evened out over a period of time, a program called *Equal Pay*. To be eligible, customers need to have one year's worth of billing history and have a zero balance on their account. Signup is during the months of November through March. Contact Customer Service at (801)483-6900, email [slcpu@slcgov.com](mailto:slcpu@slcgov.com), or visit [www.slcgov.com/utilities/public-utilities-customer-service](http://www.slcgov.com/utilities/public-utilities-customer-service)

*Salt Lake County Tax Abatement Program.* Customers who qualify for the Salt Lake County tax abatement program are eligible for a reduction in their water, garbage and storm water charges. Call Salt Lake County at 801 468-3404 for abatement information.

*Water Assist.* For some, even affordable water seems out of reach financially. For that reason, Public Utilities, in partnership with the Salvation Army, Intermountain Division offers *Water Assist* to Salt Lake City customers. To apply for assistance, a customer must qualify at 150% of poverty level and/or have a family member who meets one or more of the following criteria:

- Be 60 years or older
- Be disabled
- Have a verifiable medical emergency

For additional information or to apply for this program, call The Salvation Army, Intermountain Division at (801) 969-0526 or Salt Lake City Public Utilities at (801) 483-6900.

To donate to this program, use the box on your water bill and include a little extra with your monthly payment; you'll be giving the gift of water.