



Municipal Utilities

City of Auburn

2022 Water Rate Update

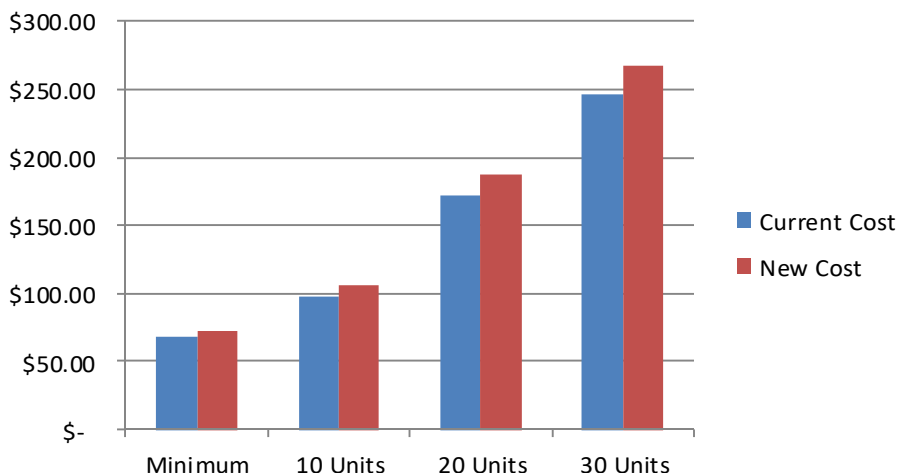
35 Bradley Street
Auburn, NY 13021
315-255-6511
www.auburnny.gov

The Mission of the Department of Municipal Utilities is to provide, plan, operate and maintain a variety of services in the most efficient and cost effective manner possible. These services include water treatment, waste water treatment, and hydro-electric power. Beginning in May, the City will be implementing a new retail water rate. This increase is necessary to continue to provide residents with clean drinking water. Please take the time to review the information below and the Q & A section on the back.

How Does This Impact Me?

Below is a comparison of past quarterly water and sewer costs versus new quarterly water and sewer costs .

*Minimum 7 units



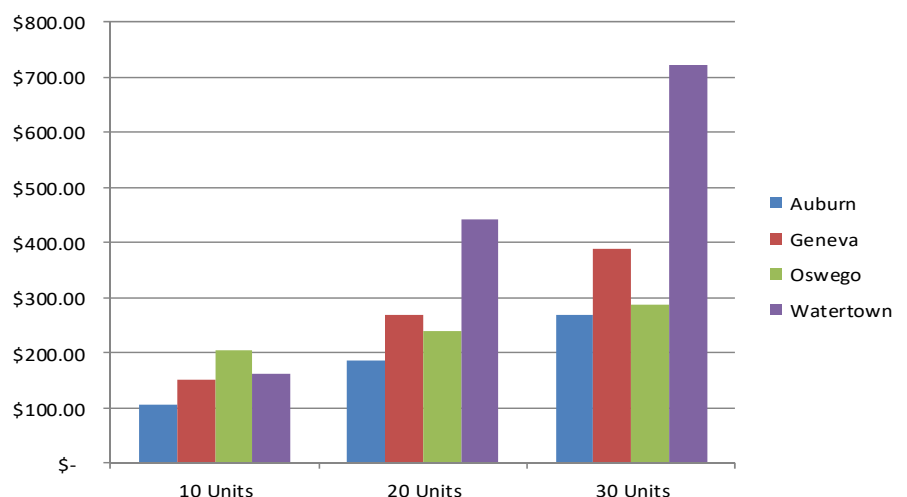
Did You Know?

\$1 at the new rate provides you with 223 gallons of water or 1800 bottles of water. By comparison, that same \$1 will provide you with one 16 oz bottle of water from the store.

How Do We Compare?

A survey completed in June of 2021, compared the City of Auburn to nearby communities with similar sewer and water services.

The average City customer uses about 12 units of water in a quarterly bill cycle. With the new rate, this customer will pay approximately \$8.75 more per bill.



What is the new rate the City has implemented?

Effective May 1, 2022, the City of Auburn has implemented a new water retail rate of \$3.35 per hundred cubic feet (CCF) in order to help cover the costs of operations, maintenance, and new capital projects which are required to provide customers with clean and safe water service 24 hours a day, 365 days a year. The only change to your water bill is the volumetric cost of water from \$2.62/ CCF → \$3.35/ CCF. All other rates and fees associated with your water bill will remain the same. If you are a monthly commercial water customer, your retail rate will be \$2.99/CCF beginning May 1, 2022 and \$3.35/CCF beginning May 1, 2023.

What would happen without a water rate increase?

The water fund would begin to run at a deficit and eventually the City would be unable to pay their bills. The recent increase to water rates were necessary in order to continue to provide the residents of Auburn with consistently clean and safe water. Even though we understand the burden felt by customers, it is important to note in a nation-wide survey, Auburn's typical customer bill falls within the **bottom 30%** of similar sized municipalities' typical customer bills. The City is committed to maintaining fair and affordable water and sewer service for all of its residents.

What projects did we accomplish since the last rate change in 2016?

In the past six years the City has performed multiple capital upgrades including cleaning a treatment lagoon, installed a Harmful Algal Bloom (HAB) Treatment System, Built a Storage/Maintenance Garage at the Water Treatment Plant, Performed Electrical Upgrades and completed an ARC Flash Study, Upgrades to the parking lot at Logan Street Maintenance Garage, Purchased Multiple Vehicles including fleet trucks, dump trucks, Vactor, and Skid steer, Replaced thousands of feet of water main including: North Street Water Main, North Division Street Water Main, Chase Street Water Main, Auburn Ave Water Main, Parker Street Water Main, Dunning Ave Water Main, Swift Street Water Main, Pulsifer Dr Water Main, State Street Bridge Water Main, South Street Water Main, Schwartz Dr and McIntosh Dr Water Main, Replaced over 400 Lead Service Lines, performed a Zebra Mussel Control System Replacement, replaced 100's of Valves and Hydrants City-Wide, performed 100+ water main repairs, assisted in the formation of the Owasco Lake Watershed Management Council (OLWMC) and doubled the City's contribution towards water quality personnel, and purchased over 150 acres in the Owasco Flats for water quality protection.

What projects will we accomplish as part of this new rate?

Future Rate Supported Projects are as follows: Lake Ave Water Main, Lake Ave Bridge Water Main, Aurelius Ave Bridge Water Main, Slow Sand Plant Improvements, Rapid Sand Plant Improvements, Redundant Raw Water Line Upgrades, Intake Extension Upgrades, New Lead and Copper Rule Requirements, Maintains an appropriate fund balance for the unexpected.

How can I monitor my usage?

The City of Auburn uses Sensus Analytics to read and monitor your water usage. This software system allows us to view water usage at your home in hourly increments. Your meter can be self-monitored as well, catching leaks and understanding large volume consumption could save you thousands of dollars a year! If you are interested in enrolling in this **FREE program** please visit www.auburnny.gov and search **Customer Portal**. We can assist you in setting this up as well so don't hesitate to call the Water Billing Department at 315-255-4142.

What else changed in the rate?

No other alterations to the sewer and/or water rate are proposed. Customers will still pay the same for their Sewer Usage at \$4.78/CCF and the Service Fee Schedule unchanged.

What is a billing unit?

One billing unit is the equivalent to 100 cubic feet of water. 100 cubic feet is approximately 748 gallons of water. That's 468 toilet flushes!