

# QUESTIONS and ANSWERS

New rates starting September 1, 2010



## City of San Luis—MUNICIPAL UTILITIES

The new rates are the result of a rate study conducted by McLain DSS. The rate study included four options. Staff presented to city council Option 1 for approval on July 28, 2010. Option 1 gives all our customer an equitable rate increase.

Your utility bill will reflect new rates for sewer and garbage services as of September 1, 2010 and your new water rate will be reflected on your October 2010 bill.

### Inside this issue:

- ◆ Starting **September 1, 2010**, your bill will reflect new rates for **Sewer and Garbage**.
- ◆ Starting **October 1, 2010**, your bill will reflect new rate for **Water**.
- ◆ Starting also, September 1, 2010, new rate introduces a monthly **Environmental Fee**.
- ◆ **Senior** rates will continue to be available for qualifying customers.
- ◆ The new rates adopted also change and/or include other garbage fees and application of those fees.
- ◆ Residential **Garbage Surcharge** will change from \$50 to \$100.
- ◆ Residential special garbage collection and disposal fees.
- ◆ How do city's rates compare with other utilities in our region.
- ◆ How is water and sewer charge calculated.
- ◆ **Commercial Garbage collection and disposal** will end September 30, 2010.
- ◆ Utility rates.
- ◆ **Gadsden** residents will also have new sewer rate.
- ◆ Additional Questions.

### What all is in my utility bill?

Your utility bill is composed of three services, water, sewer, and garbage. Your bill also includes charges such as a sales tax and superfund tax. In some instances it will also reflect a previous balance and a penalty.

### What charges will be in my September utility bill?

Your utility bill will include same services and charges, water, sewer, garbage, sales tax, and superfund tax.

Your September bill will reflect *only* your new sewer and garbage rate. It will also reflect an Environmental Fee.

### What is the Environmental Fee?

An Environmental Fee will be applied to all customers each month. The \$0.50 a month will generate a portion of the funds needed to help pay for

an annual Clean Up Campaign. Clean Up Campaigns are conducted in an effort to maintain our community free of unwanted waste to create a clean and safe environment. We understand that this is a service that our community has used and requested we continue to provide.

### Why will the new water rate show in October's bill?

Your water consumption is billed a month later. Water consumed in September will be in your October bill. Only sewer and garbage are billed for the actual billed month.

### Senior rate discount still available?

Yes. Eligible customers, 60 years of age or older can apply for the discount rate. The qualifying customer will have a discount rate in their *sewer* and *garbage* service charge. Our Senior will have a savings of \$17.94 total per month from

the normal residential rate.

### Change in other garbage fees?

All new residential customers will pay a one-time garbage surcharge fee of \$100 for the establishment of service and delivery of a 95 gallon container. The container shall remain city property. Replacements due to normal wear and tear shall be made at no additional cost.

Replacements due to damage due to improper use or cause other than normal wear and tear will be at a charge of \$50.

Special garbage collection and disposal are set based on tonnage. Fee is base on tonnage starting at \$50 for first ton. Special pick up is for tree trimmings, old furniture, minor construction debris, tires, white goods. Contact Utilities or Public Works office for quote.

## Utility Bill Comparisons

### Current Minimum Bill from 0 to 2000 gallons.

Water	\$7.95
Sewer	\$17.79
Garbage	\$11.95
Sales Tax	\$0.93
Superfund Tax	\$0.01
<b>Total</b>	<b>\$38.63</b>

### New Minimum Bill from 0 to 2000 gallons.

Water	\$9.06
Sewer	\$20.28
Garbage	\$13.82
Sales Tax	\$1.06
Superfund Tax	\$0.01
Environmental Fee	\$.050
<b>Total</b>	<b>\$44.73</b>

### Increase in monthly minimum Residential bill: \$6.10

### Increase in monthly minimum Senior bill: \$3.99

### Increase in monthly Residential Gadsden sewer bill: \$3.23

### Increase in Residential per 1000 gallons: \$0.17



*City of San Luis*  
**MUNICIPAL UTILITIES**

City Hall Complex  
1090 Union Street  
P O Box 3750  
San Luis, Arizona 85349-3750

Phone: (928) 341-8570  
Fax: (928) 341-8549  
Web Page: [www.cityofsanluis.org](http://www.cityofsanluis.org)

**For water or sewer emergencies after hours, weekends, and holidays contact Police Department at (928) 627-8881**

**Payment and Customer Service:**  
**Office hours: Monday-Thursday**  
**7 am—6 pm**  
**In-Person: 1090 Union Street**

**Mail payment to:**  
**P O Box 3750**  
**San Luis, AZ 85349**

**Phone payment by calling:**  
**(928) 341-8570**

**Online Payments:**  
[www.xpressbillpay.com](http://www.xpressbillpay.com)

**Night Drop Payment Box:**  
**Only check or money order**

<b>WATER</b>		
<i>Customer Type</i>	Base Fee Include 2000 gallons	Volume Charge Ea. 1000 gallons
Residential & Senior 5/8x3/4"	\$ 9.06	\$ 1.38
Commercial/Gov/ Irrigation 5/8x3/4"	\$ 23.04	\$ 1.74
1"	\$ 38.48	
1 1/2"	\$ 76.72	
2"	\$ 122.80	
3"	\$ 268.87	
4"	\$ 921.58	
6"	\$ 1,919.95	
<b>WASTEWATER (SEWER)</b>		
<i>Customer Type</i>	Base Fee	Volume Charge Ea. 1000 gallons
Residential	\$ 20.28	N/A
Senior	\$ 10.26	N/A
Commercial/Gov/ Schools/ Gadsden-Residential	\$ 12.43	\$ 1.25
Gadsden-Commercial	\$ 12.43	\$ 1.25
Gadsden-School	\$ 28.36	
	\$ 39.05	
	\$ 104.71	
<b>SOLID WASTE (GARBAGE)</b>		
<i>Customer Type</i>	Mo. Base Fee	
Residential	\$ 13.62	Per Unit
Senior-Res	\$ 5.70	Per Unit

**Additional Customer Service Questions**

**What if my account is delinquent?**

If your utility account is delinquent with a balance which is 60 days or older, your service is subject to be disconnected. You should contact office immediately to bring your account current or make a payment arrangement.

**When is current month bill due?**

Your monthly utility bill is due on the 28th each month. Unless the 28th falls on a Friday, weekend or holiday, your bill will be due the next regular business day.

**Does a delinquent bill have same due date?**

No. Your delinquent bill should be

paid as soon as possible. A 10% penalty is assessed immediately after due date and your service becomes subject to shut off, if you have not paid any past due amount that is at least 60 days old.

**How is City of San Luis rates compared with other utilities in our region?**

Our rates will still be among the lowest in the region after the rate change.

**How is water and sewer calculated?**

Water charge is based on meter size, customer type, and consumption. Ninety-Nine percent of all properties have an electronic water meter. Sewer charge is based on customer type. Residential is a flat fee and non-residential is based on water volume.

**What initiatives is the city's water department undertaking to improve water system?**

The City of San Luis Water Division is continuing to upgrade the water distribution system. Last year we replaced water mains on Second Avenue and B Street. We also upgraded the water line on Cesar Chavez Street and Fourth Avenue at Well Site No. 2 (Juan Sanchez Blvd. and Cesar Chavez Street).

This year we have replaced the asbestos-concrete water main with a PVC water main. The water service lines were also replaced. We have plans to install a sixteen inch (16") diameter water main between Well Site No. 7 (East Mesa) and Well Site No. 6 (10th Avenue). With this connection of our two water systems, we will have the ability to produce over seven million gallons of water a day.

The city also invested in purchase and installation of filters for five well sites to help with the manganese and iron concentrations found in our well water. Currently and for the past five years the city has continuously been flushing main lines in all over city to help remove build up of manganese which has accumulated over the years.

Our potable water is ground water, back in 1985 the city changed over from septic tanks to a wastewater collection and treatment system, this eliminated the immediate and possible contamination of our ground water.