











1. Your Agency and Contact Information

	Response Count
	32
answered question	32
skipped question	0






2. How much would have your agency's water system revenues declined over the past 5 years if you had not raised rates or taken other remedial actions?

		Response Percent	Response Count
More than 60 percent?		0.0%	0
40 to 59%		6.3%	2
30 to 39%		3.1%	1
20 to 29%		15.6%	5
10 to 19%		37.5%	12
0 to 9%		37.5%	12
	Comments		10
	answered question		32
	skipped question		0

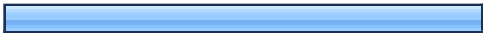

3. In your opinion, what are the reasons for this decline?

		Response Percent	Response Count
Weather		56.3%	18
Water conservation		84.4%	27
Economic conditions		62.5%	20
Higher water rates		12.5%	4
Sunspots		3.1%	1
Other (please specify)			9
answered question			32
skipped question			0


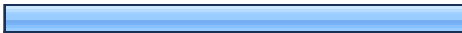
4. How has your agency addressed this issue?

		Response Percent	Response Count
Raised all water rates		80.8%	21
Revised rate structure		46.2%	12
Used reserves		38.5%	10
Seasonal surcharges		3.8%	1
Revised tier consumption benchmarks		15.4%	4
Other (please specify)			12
answered question			26
skipped question			6






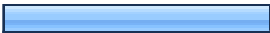
5. Have you conducted a Water Cost of Service/Water Rate Study within the past four (4) years?

		Response Percent	Response Count
Yes		71.9%	23
No		28.1%	9
	Comments		9
answered question			32
skipped question			0



6. Did you change your billing model (fixed meter charge, tier benchmarks, etc.) as a response to the study?

		Response Percent	Response Count
Yes		31.0%	9
No		69.0%	20
	Comments		4
answered question			29
skipped question			3



7. If yes, what changes did you implement?

		Response Percent	Response Count
Increased/Decreased the fixed meter/service charge		70.0%	7
Changed the tier benchmarks		70.0%	7
Changed the billing structure from/to include ~3CCF in the meter/service charge?		10.0%	1
Changed the billing structure from/to bill start at 0 CCF?		10.0%	1
Added a summer surcharge		10.0%	1
Removed a summer surcharge		0.0%	0
Adjusted customer categories		40.0%	4
	Other (please specify)		4
		answered question	10
		skipped question	22

8. Do you have a special Multi-Family Residential water rate?

		Response Percent	Response Count
Yes		31.3%	10
No		68.8%	22
		answered question	32
		skipped question	0

9. If not, how do you bill Multi-Family accounts?

		Response Percent	Response Count
Same as Single-Family Residential		77.8%	14
Same as Commercial		22.2%	4
	Other (please specify)		6
answered question			18
skipped question			14

10. Do you have seasonal (Summer and Winter) rates for

	Yes	No	Response Count
Single Family Residential	12.9% (4)	87.1% (27)	31
Multi-Family Residential	18.8% (6)	81.3% (26)	32
Commercial	21.9% (7)	78.1% (25)	32
answered question			32
skipped question			0

Q1. Your Agency and Contact Information

1	City of Bellevue Utilities Department 450 110th Avenue NE Bellevue, WA 98004 Susan Kaltenbach, 425-452-6099	May 4, 2012 12:06 PM
2	Roger Brown Birch Bay Water and Sewer District (360) 371-7100 roger@bbwsd.com	Apr 27, 2012 3:09 PM
3	John Bowman General Manager (253) 946-5401 jbowman@lakehaven.org	Apr 19, 2012 6:43 PM
4	Lake Whatcom Water & Sewer District 1220 Lakeway Drive Bellingham, WA 98229 360-734-9424	Apr 19, 2012 4:55 PM
5	Liz Hoenig, Senior Planner City of Olympia Public Works Department (360) 753- 8152 lhoenig@ci.olympia.wa.us	Apr 18, 2012 2:06 PM
6	Dallesport Water District PO Box 131 Dallesport WA 98617 541-980-6756 dwdmanager@qnect.net	Apr 16, 2012 11:24 AM
7	King County Water District #117	Apr 13, 2012 7:24 AM
8	City of Camas Eric Levison - Public Works Director PO Box 1055, Camas, WA 98607 360-817-7003 elevison@ci.camas.wa.us	Apr 12, 2012 8:37 AM
9	Beacon Hill Water and Sewer District Kim Adamson kadamson@bhwsd.org	Apr 11, 2012 4:16 PM
10	CITY OF BLAINE RAVYN WHITEWOLF, PUBLIC WORKS DIRECTOR	Apr 11, 2012 3:18 PM
11	City of Langley Challis Stringer pubwks@langleywa.org 360-221-4246 x13	Apr 11, 2012 2:01 PM
12	City of Kalama Coni McMaster, Clerk/Treasurer PO Box 1007 Kalama, WA 98625	Apr 11, 2012 1:14 PM
13	Olympic View Water and Sewer District 8128 228th St SW Edmonds Wa 98026 Lynne Danielson, General Manager/Treasurer	Apr 11, 2012 11:46 AM
14	City of Bellingham Bob Bandarra (360) 778-7735 bbandarra@cob.org	Apr 11, 2012 11:28 AM
15	City of North Bend Ronald Garrow, PW Director e-mail: rgarrow@northbendwa.gov	Apr 11, 2012 11:21 AM
16	Cape San Juan Water District Sherri Phelps csj@rockisland.com	Apr 6, 2012 10:24 AM
17	Juniper Beach Water District PO Box 1178 Stanwood WA 98292-1178 www.juniperbeachwaterdistrict.net	Mar 31, 2012 10:50 AM
18	City of Kennewick Gary Deardorff, Utility Services Mgr. 509-585-4301 garyd@ci.kennewick.wa.us	Mar 29, 2012 8:45 AM
19	City of Mercer Island 9611 SE 36th Street Mercer Island, WA 98040 francie.lake@mercergov.org	Mar 28, 2012 2:25 PM
20	Mountlake Terrace, Curt Brees 425-744-6293 cbrees@ci.mlt.wa.us	Mar 28, 2012 1:34 PM
21	JD Smith Public Works Director City of Brewster POB 340 Brewster, WA 98812	Mar 28, 2012 1:22 PM

Q1. Your Agency and Contact Information

22	Chinook Water District PO Box 191 Chinook, WA 98614 Contact: Pam Hickey Phone: 360-244-3901	Mar 27, 2012 8:45 AM
23	King County Water District No. 90 Thomas Hoffman, General Manager 15606 SE 128th ST Renton, WA 98059 Email: tomh@kcwd90.com Ph: 425-255-9600 Fax: 425-277-4128 Cell: 425-766-7913	Mar 26, 2012 2:21 PM
24	City of Prosser publicworks@cityofprosser.com	Mar 26, 2012 2:14 PM
25	Andrea Fichter, Clerk Treasurer Town of Concrete P.O. Box 39 Concrete, WA 98237 360.853.8401	Mar 26, 2012 12:58 PM
26	James X. Kelly, PE Public Works Director City of Arlington 154 West Cox Ave. Arlington, WA 98223 Phn: 360-403-3505 Cel: 425-754-7431 JKelly@arlingtonwa.gov	Mar 26, 2012 12:41 PM
27	Water District 19 206-463-9007	Mar 26, 2012 12:30 PM
28	City of Quincy PO Box 338 Quincy, WA 98848	Mar 26, 2012 11:24 AM
29	Covington Water District Gwenn Maxfield gmaxfield@covingtonwater.com	Mar 26, 2012 11:16 AM
30	City of Port Angeles Glenn A. Cutler, PE Director, Public Works and Utilities	Mar 26, 2012 11:11 AM
31	City of Poulsbo Barry Loveless bloveless@cityofpoulsbo.com	Mar 26, 2012 10:42 AM
32	Dave Brown 2301 Fruitvale Blvd Yakima 98902	Mar 26, 2012 10:42 AM

Q2. How much would have your agency's water system revenues declined over the past 5 years if you had not raised rates or taken other remedial actions?

1	(info currently not available)	May 4, 2012 12:06 PM
2	Just base on water production: In 2007, we were at 10.54 mgd. In 2011, we were at 9.13 mgd	Apr 19, 2012 6:43 PM
3	This is a rough estimate.	Apr 18, 2012 2:06 PM
4	We charge a fixed amount; we are un-metered currently	Apr 13, 2012 7:24 AM
5	Revenues have declined somewhat but costs of maintenance and operations keep going up with more regulations so more revenue is needed to keep out of reserves.	Apr 6, 2012 10:24 AM
6	Rates have adjusted annually, but 2010 and 2011 revenues are lower than 2009 despite an increasing rate of approximately +3% year	Mar 28, 2012 1:34 PM
7	We raise rates annually based on the CPI. Our water consumption has not declined and our Water Utility operations revenue has been stable.	Mar 26, 2012 12:41 PM
8	This is a bit of a misleading question. Due to inflation in most years, increased development activity and increasing capital construction costs, many agencies increase rates. The economy and conservation have exaggerated the need, but rate increases are not due solely to the current and past 5-year economic environment.	Mar 26, 2012 11:16 AM
9	Impact on rates is not just due to water consumption reduction. More of an impact due to regulatory requirements.	Mar 26, 2012 11:11 AM
10	From reduced sales	Mar 26, 2012 10:42 AM

Q3. In your opinion, what are the reasons for this decline?

1	Conservation is the most easily identifiable cause for steadily declining water consumption revenue. Weather conditions contributed to consumption instability. These two factors can be fairly well distinguished, but it is difficult to separate out other factors such as economic conditions or price elasticity.	May 4, 2012 12:06 PM
2	Olympia has had an aggressive water conservation program including tiered rates in place since 1997. AWWA studies also suggested that declining number of people per single family household and conservation water fixtures could be causing declines in water sales.	Apr 18, 2012 2:06 PM
3	N/A	Apr 13, 2012 7:24 AM
4	For Mercer Island, water rates have some impact on use, but education (water conservation) and weather have more.	Mar 28, 2012 2:25 PM
5	Empty commercial buildings or residential structures	Mar 26, 2012 12:58 PM
6	There has been no noticeable change in water consumption.	Mar 26, 2012 12:41 PM
7	No decline. We have had increased growth, no decline. The only reason we had to increase our rates was to purchase water rights.	Mar 26, 2012 11:24 AM
8	"the Perfect Storm" has exacerbated the situation.	Mar 26, 2012 11:16 AM
9	Regulatory compliance.	Mar 26, 2012 11:11 AM

Q4. How has your agency addressed this issue?

1	Past actions have included raising rates and using reserves. Recommendations by our consultants include seasonal surcharges for one customer category, and revised tier consumption benchmarks for SFR customers.	May 4, 2012 12:06 PM
2	We evaluate our water rates annually - over the last five year - we have increased rates, adjusted tiers, used our reserves and revised our rate structure. We also have a seasonal rate in place for commerical/multi-family customers which apx doubles the rate during summer months.	Apr 18, 2012 2:06 PM
3	n/a	Apr 13, 2012 7:24 AM
4	suspended optional programs, reduced operating costs	Apr 12, 2012 8:37 AM
5	Lower cost for wholesale water purchased and reduced operating expenditures	Mar 28, 2012 1:34 PM
6	We charge for each cubic foot used. We also have a base rate that must be paid even if no water is used.	Mar 27, 2012 8:45 AM
7	Raised Base rate by 7% in 2012 and most likely will raise rates by 7% again in 2013	Mar 26, 2012 2:21 PM
8	We raise rates annually based on the CPI. Our water consumption has not declined and our Water Utility operations revenue has been stable.	Mar 26, 2012 12:41 PM
9	The City only revised their rate structure to purchase water rights. There was no rate adjustment to keep up with Operations and Maintenance.	Mar 26, 2012 11:24 AM
10	Reduced expenses, removed 5 vacant positions from budget, and eliminated 4 positions.	Mar 26, 2012 11:16 AM
11	Reduced operating costs. Such as pumping when electric rates are cheaper. Performanced based DOH training. Less chemicals. Intalling new meters due to age and remote reading. Replacing meter readers along with electric meters.	Mar 26, 2012 11:11 AM
12	CPI adjustment and growth have kep rate revenue steady	Mar 26, 2012 10:42 AM

Q5. Have you conducted a Water Cost of Service/Water Rate Study within the past four (4) years?

1	Currently underway. This study focuses on revenue stability, rather than raising revenue.	May 4, 2012 12:06 PM
2	FCSG	Apr 19, 2012 4:55 PM
3	We completed a cost of service study as part of an update to our wholesale agreements in 2009.	Apr 18, 2012 2:06 PM
4	In progress. No conclusions or recommendations yet.	Apr 11, 2012 11:21 AM
5	informally	Apr 6, 2012 10:24 AM
6	2010	Mar 28, 2012 1:34 PM
7	We complete a COS every three years.	Mar 26, 2012 11:16 AM
8	Rates are reviewed annually. Outside consultant conducts review every 3rd or 4th year.	Mar 26, 2012 11:11 AM
9	one planned for 2012	Mar 26, 2012 10:42 AM

Q6. Did you change your billing model (fixed meter charge, tier benchmarks, etc.) as a response to the study?

1	See recommended changes in #7 below. Implementing any change will need approval from City Council, appropriate commissions, and City leadership.	May 4, 2012 12:06 PM
2	We changed the rates charged to our wholesale customers as a result of the study. As part of our annual rate review in 2011, we increased the amount of revenue recovered through our fixed rate. From 23 - 28 percent over a three year period is planned.	Apr 18, 2012 2:06 PM
3	Added a increasing block rate per state requirements, raised rates for multiple factors (CIP, Wholesale increases, etc)	Mar 28, 2012 1:34 PM
4	Not yet, but we are working on chaning our commercial rate structure. We currently have a declining rate structure and are working on instituting a comparable increasing rate strucutre.	Mar 26, 2012 12:58 PM

Q7. If yes, what changes did you implement?

1	Recommended changes could include 1. Reducing the tier benchmarks for SFR 2. Eliminating the MFR category and bill at COM rates 3. MFR will have the same summer surcharge as COM	May 4, 2012 12:06 PM
2	N/A	Apr 13, 2012 7:24 AM
3	Made a small revision to the parameters of our block structure for 2010. Went from blocks of 8 ccf to blocks of 10 ccf for Single Family customers, and went to a flat block rate for Multi-Family in order to increase rate revenue stability.	Mar 28, 2012 2:25 PM
4	n/a	Mar 26, 2012 12:30 PM

Q9. If not, how do you bill Multi-Family accounts?

1	One change could include billing MFR customers the same as COM.	May 4, 2012 12:06 PM
2	N/A	Apr 13, 2012 7:24 AM
3	not applicable	Apr 6, 2012 10:24 AM
4	Note for Q10 - While we don't have seasonal rates for SF or MF, we do impose a seasonal "surcharge" on the top 2 blocks of SF which was put into place years ago to encourage conservation. We may revisit that this year. PLEASE SHARE SURVEY RESULTS WITH ME. Thanks. Francie	Mar 28, 2012 2:25 PM
5	Classified as multi-user rate (i.e. 2-on-1 and 3-on-1 meters)	Mar 28, 2012 1:22 PM
6	but with each unit being charged as a single unit	Mar 26, 2012 12:58 PM