

2024 Water, Wastewater, Stormwater and Solid Waste Rate Study Recommendations

Public Meeting

Jan. 8, 2025





Performance measures



- 1.13 – Safe Drinking Water
- 2.02 – Customer Service Satisfaction
- 4.03 – Water Conservation
- 4.04 – Solid Waste Landfill Diversion
- 4.16 – Groundwater Supply
- 5.01 – Quality of Business Services



Rate study objectives

- Funding requirements
- Cost of service adjustments
- Current service characteristics





Additional funding required

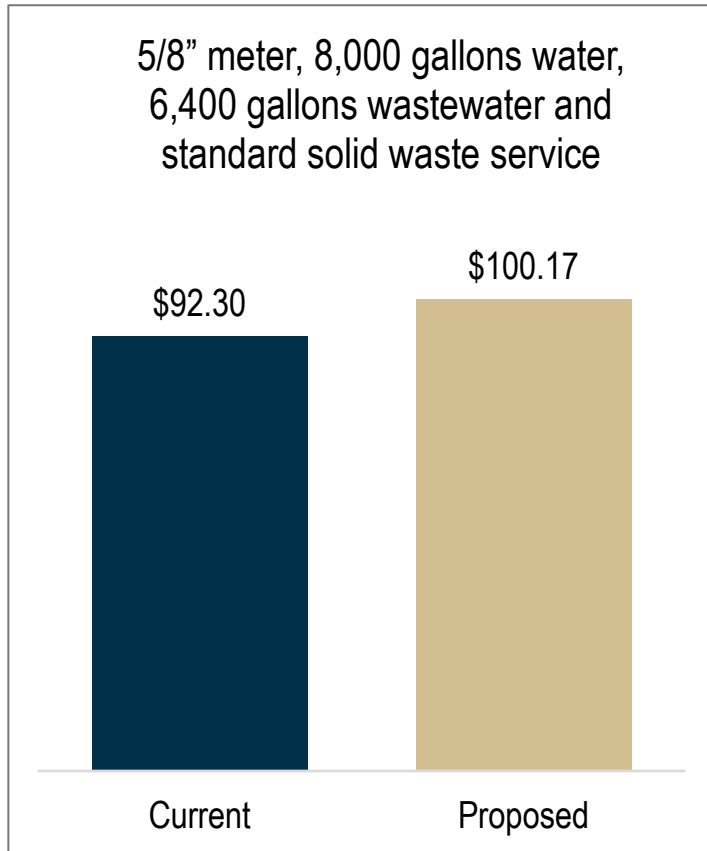
- Water: \$7.7M
- Wastewater: \$5.9M
- Solid Waste: \$750K





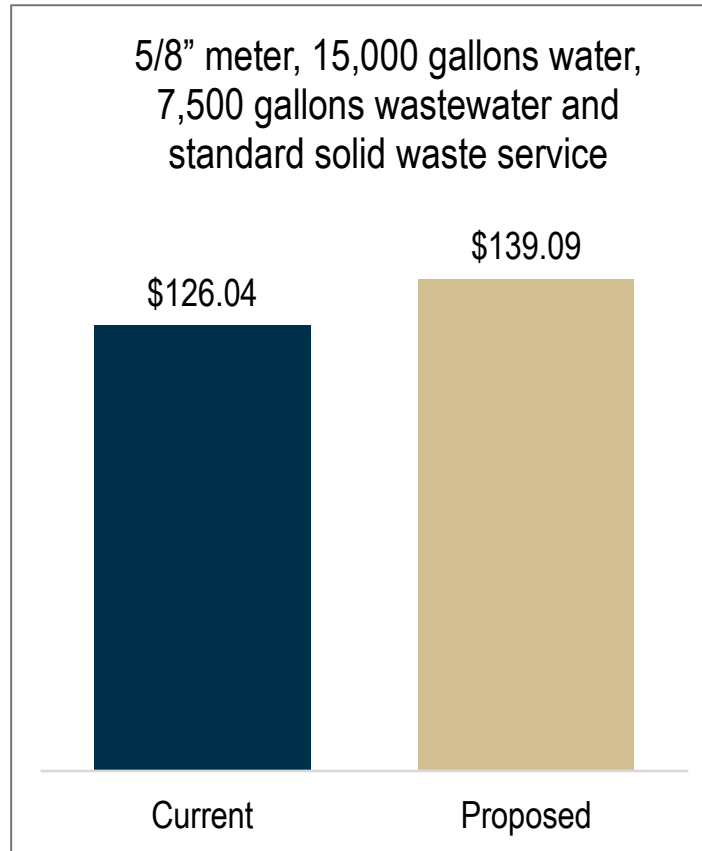
Single-family utility bill impact

Typical User (57% of customers)



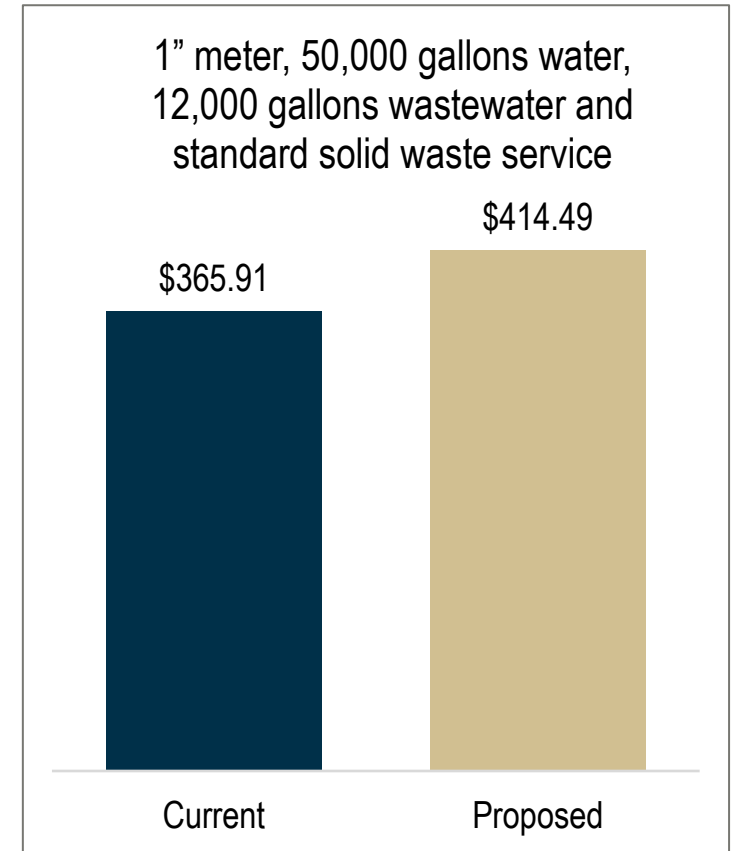
Total difference \$7.87

Above Average User



Total difference \$13.05

Large User

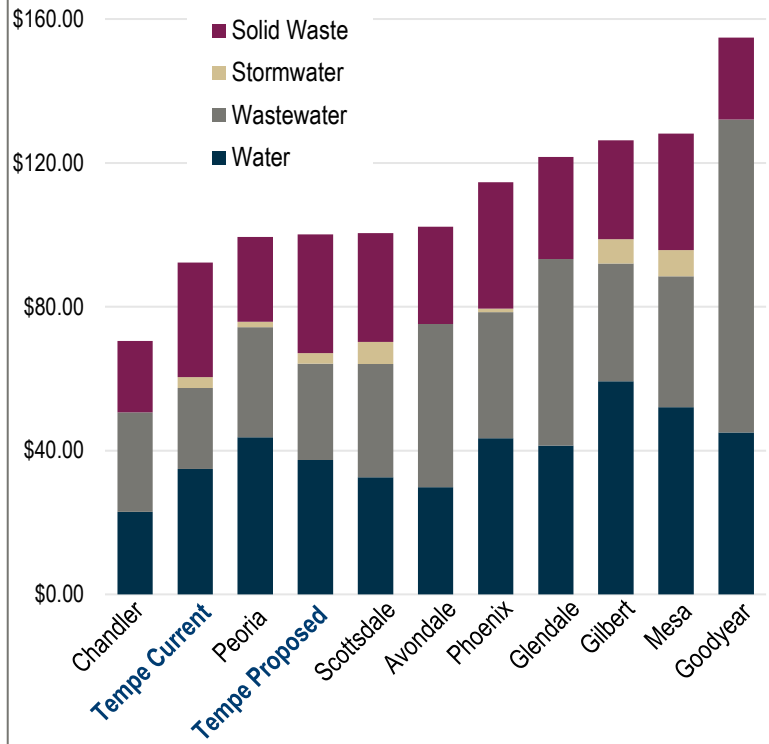


Total difference \$48.58

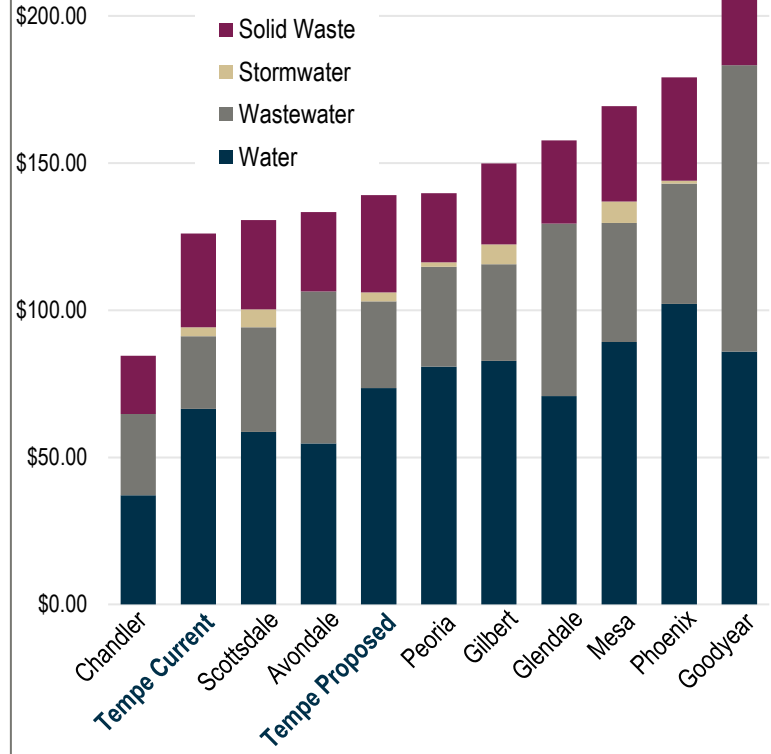


Single-family utility bill comparison

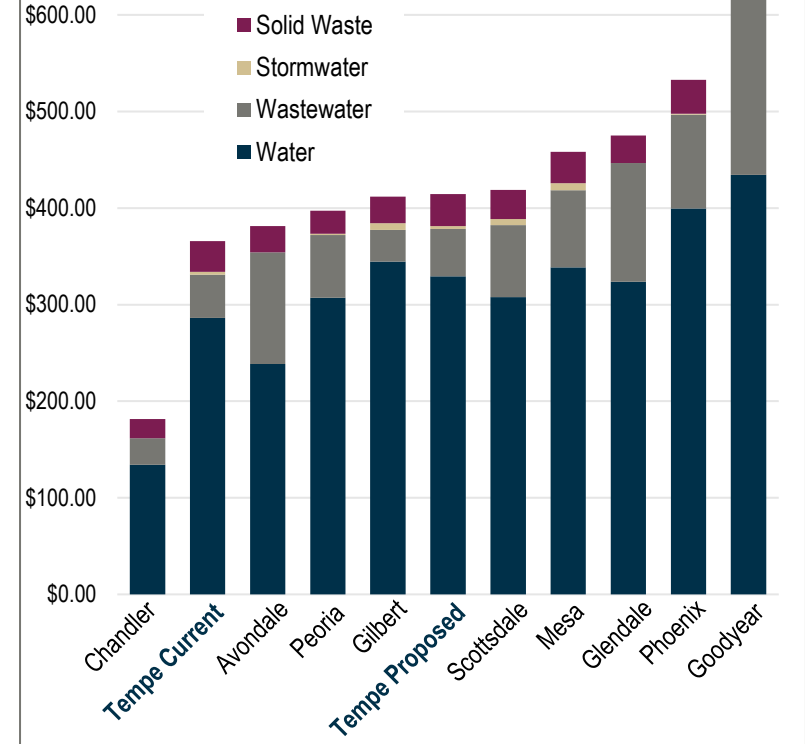
5/8" meter, 8,000 gallons water, 6,400 gallons wastewater and standard solid waste service



5/8" meter, 15,000 gallons water, 7,500 gallons wastewater and standard solid waste service



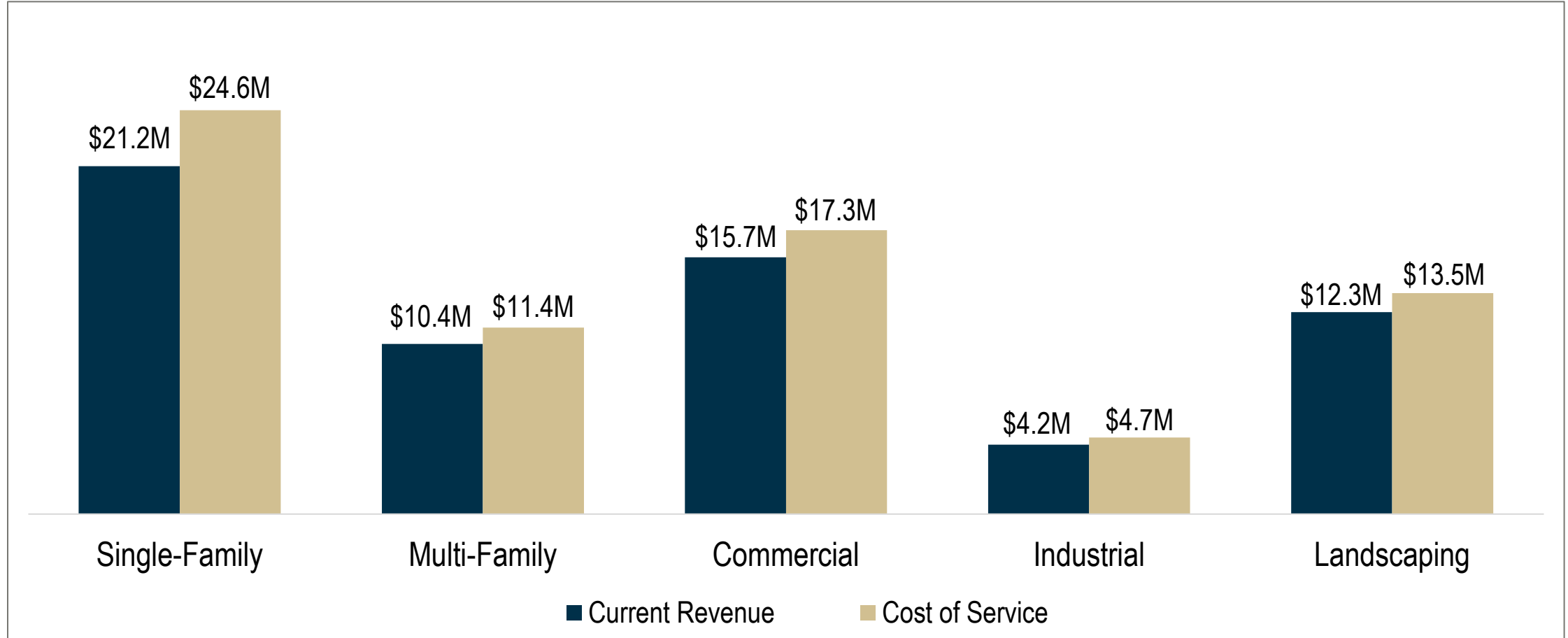
1" meter, 50,000 gallons water, 12,000 gallons wastewater and standard solid waste service





Water cost of service requirements

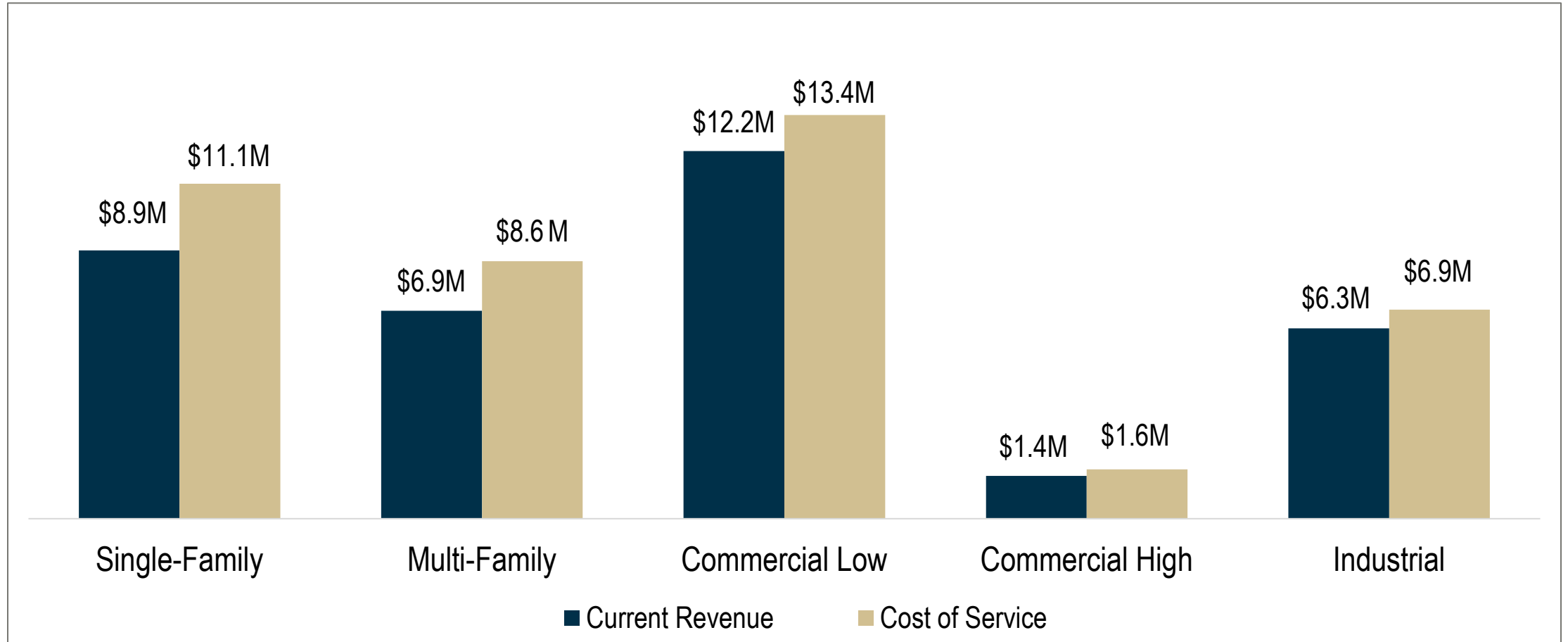
Additional water funding \$7.7M





Wastewater cost of service requirements

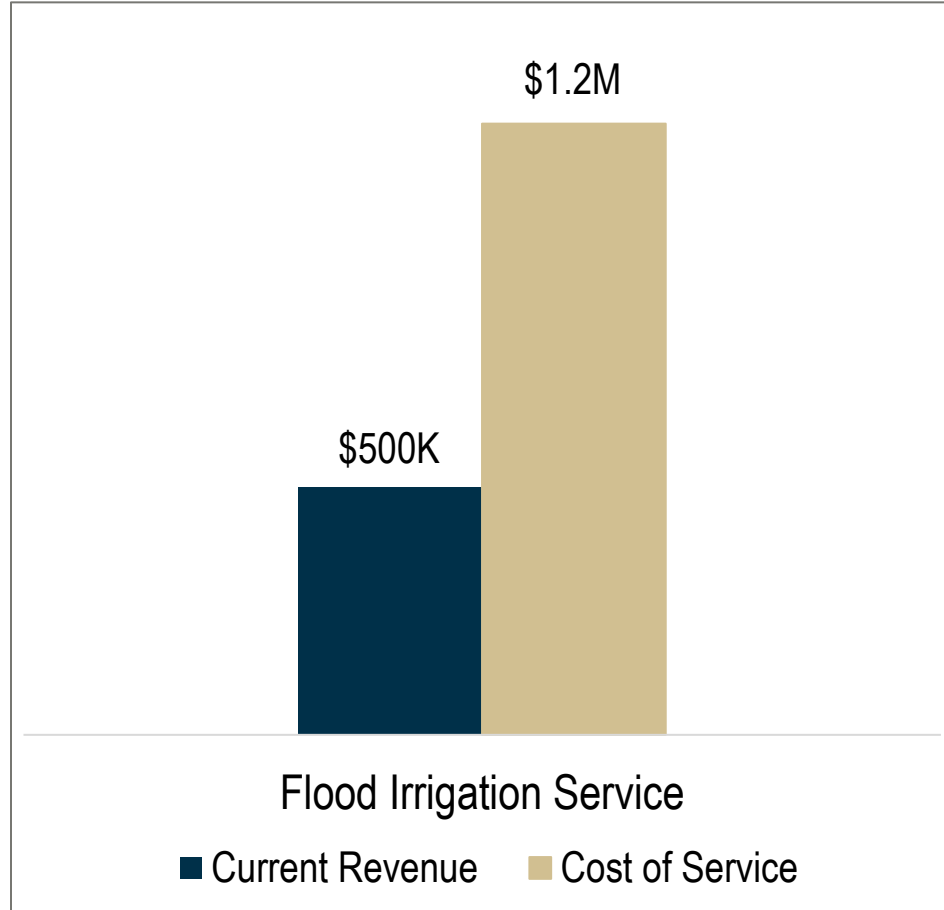
Additional wastewater funding \$5.9M





Flood irrigation cost of service requirements

Additional flood irrigation funding \$700K



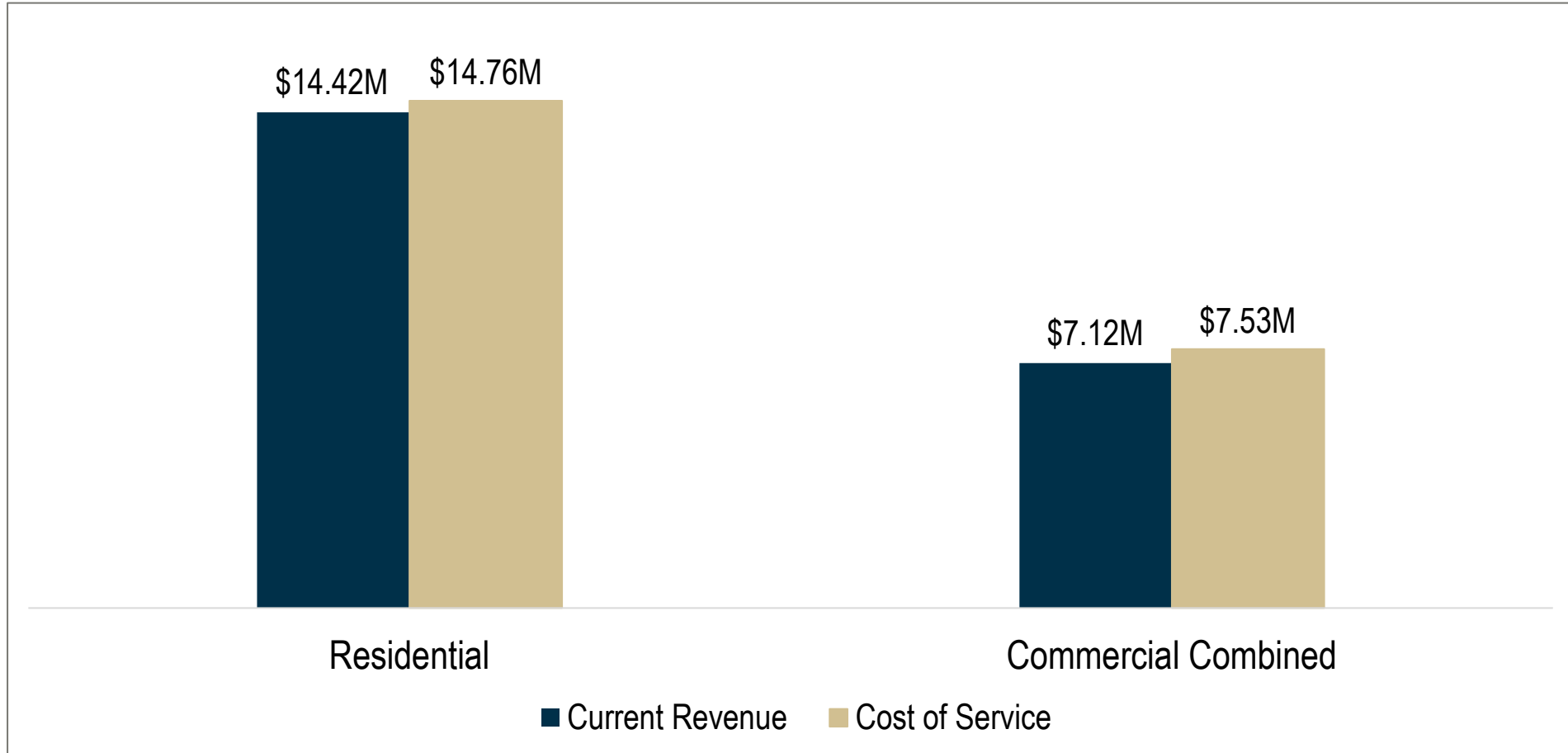
	Typical Residential Customer (up to 13,068 sqft) Monthly Bill Increase	
Full Cost of Service	2025	2026
100% by 2026	\$25.24	\$26.30





Solid waste cost of service requirements

Additional solid waste funding \$750K





Water Conservation


- Free water efficiency consultations
- WaterSmart customer portal
- Rebates, educational workshops
- Free online guides and resources at tempe.gov/conservation





Assistance

- Customer Services – payment arrangements
- Resource Navigator Program
 - 480-858-2021 or resources@tempe.gov



Municipal Services Statement

City of Tempe-Customer Services
PO Box 52166
Phoenix, AZ 85072-2166

CUSTOMER
Account Number 000000000
Billing Date 12/10/2024
Due Date for Current Charges 01/06/2025

Customer Inquiries: 480-350-8361
TDD: 480-350-8400
Website: www.tempe.gov/customer-service
Email: CustomerServices@tempe.gov

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If you have any questions regarding your bill, please e-mail Customerservices@tempe.gov or call (480)350-8361. Thank you.

Account Summary as of December 10, 2024


Previous Balance	\$69.60
Payments Received	-\$69.60
Balance Forward	\$0.00
Current Charges	\$66.14
Total Amount Due	\$66.14
Together Tempe Voluntary Donation	\$1.00
Total with Voluntary Donation	\$67.14

Service Address: 31 E 5th ST, TEMPE, AZ, 85281

Meter Number	Current Meter Read		Previous Meter Read		Usage in Hundreds of Gallons
	Date	Reading	Date	Reading	
00000000	12/06/2024	6035	11/07/2024	6016	19


Residential

Usage At-A-Glance
Usage in Hundreds of Gallons



Service from 11/08/2024 - 12/06/2024

Monthly Service Charge	11.75
Storm Water Environmental Charge	3.00
Consumption charges	5.51
State Water Quality Assurance Fee	0.01
City Tax 1.8%	0.36
State Tax 6.3%	1.28
SUBTOTAL	\$21.91

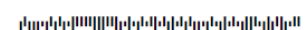


P.O. Box 5002
Tempe, Arizona 85280

RETURN THIS PORTION WITH PAYMENT
Please make checks payable to City of Tempe

Account Number	Total Amount Due	Voluntary Donation	Total with Voluntary	Due Date	Amount Paid
0000000000	\$66.14	\$1.00	\$67.14	01/05/2025	

SEND PAYMENTS TO:



City of Tempe-Customer Services
PO Box 52166
Phoenix, AZ 85072-2166

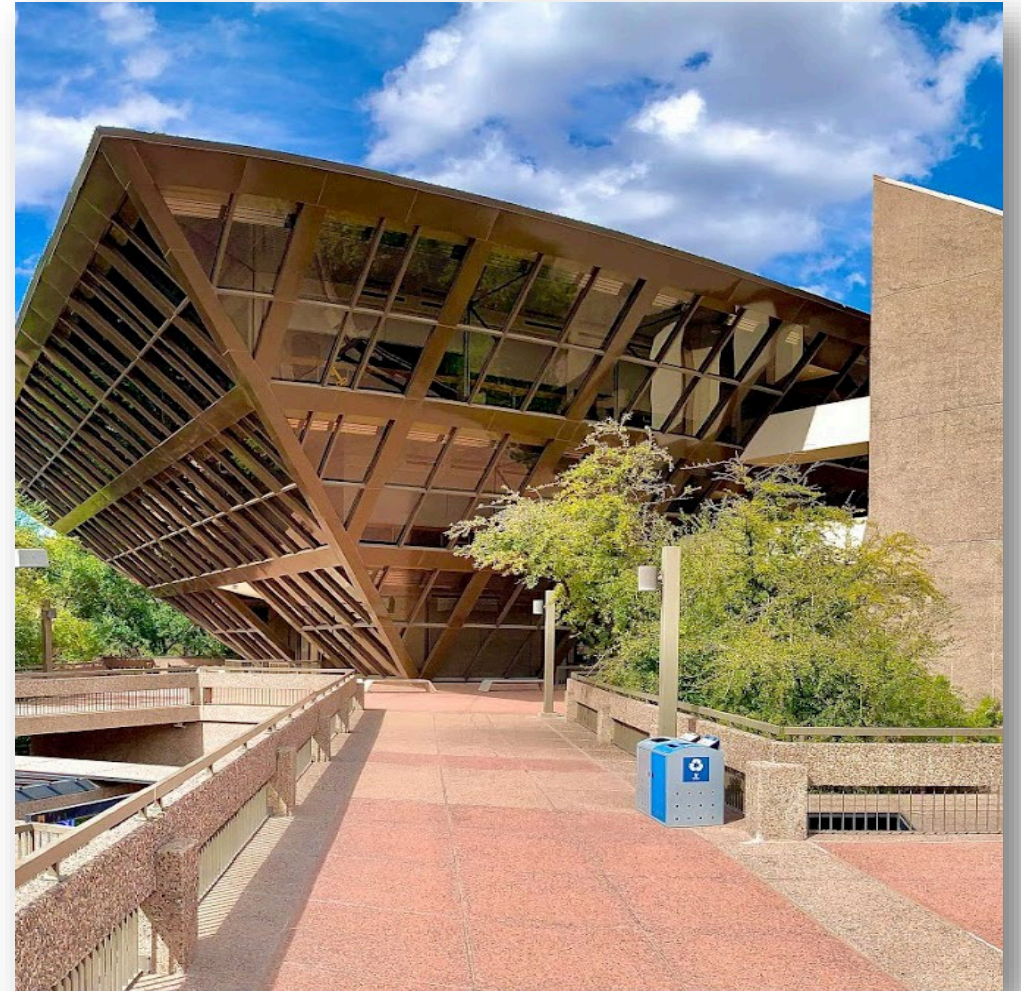


Next steps

Commission meetings (Jan. 13 and Feb. 5)

Public hearing and consideration of rate adoption (Feb. 20)

If adopted, new rates become effective April 2025



For additional information

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Public Works Department
Tara_Ford@tempe.gov

