

CITY OF FLORENCE
UTILITY BILLING DEPARTMENT

UtilityBilling@ci.florence.or.us

PH: (541) 997-3436 FAX: (541) 997-6814

250 HWY 101; FLORENCE, OR 97439

www.ci.florence.or.us



Utility Rate Changes

On June 2, 2014, the Florence City Council with the recommendation of the Florence Budget Committee voted to increase the water rates by 1% and wastewater rates by 2%. The new rates became effective July 1, 2014, and are reflected in the rates charged in your July 2014 bill, that is mailed on the first of August.

While the City is very sensitive to the difficulties facing all of its customers in this economically challenged time, the rate increases are necessary to provide funding for current and on-going maintenance and operational activities within these systems. With recent increases in the cost of electricity, fuel, oil, metals and petroleum based products our utility budgets can't continue without a reasonable increase in rates to cover these costs. The 1% water rate increase and the 2% wastewater increase will generate an additional \$18,000 in revenue for the water utility and \$58,000 for the wastewater utility. The City will continue to be fiscally responsible by controlling costs and conserving resources whenever possible. The City is committed to providing you, our customers, the best possible utility service at the lowest possible cost.

For the typical residential utility customer that uses 700 cubic feet (cf) of water in a one month billing period, the combined water, wastewater, stormwater, well rehab fee and street maintenance fee was previously \$92.14 for a month of service. The increases to the water and wastewater portion of the utility bill are \$1.30 per month (\$0.31 for water and \$.99 for wastewater). The revised monthly bill for a typical residential customer will be approximately \$93.44 per month. This is an overall average increase of 1.42%.

A comparison of a typical residential customer's utility bill comparing old rates to the new rates is provided in the following chart:

<i>Residential Utility Bill</i>	<i>2013-14 Average Monthly Charges</i>	<i>% Increase</i>	<i>\$ Amount Increase</i>	<i>2014-15 Average Monthly Charges</i>
Water	\$ 30.22	1%	\$ 0.31	\$ 30.53
Well Rehab Fee	1.00	0%	-	1.00
Sewer	49.72	2%	0.99	50.71
Stormwater	6.20	0%	-	6.20
Street Maint Fee	5.00	0%	-	5.00
TOTALS	\$ 92.14	1.42%	\$ 1.30	\$ 93.44

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Understanding Your Utility Bill

City of Florence residents receive a utility bill once a month for services provided in the previous month. It is a common misconception that this is a “water bill”, but it is much more than just a bill for water. The City of Florence is committed to providing residents and businesses with not only top quality water service, but also wastewater (sewer), stormwater, well-rehab, and street services. Like anything else there are costs related to providing these services. The City recuperates the cost of these services by billing a service charge for each service provided in the form of a monthly utility bill.

The current utility service fees compared to the old fee structure is illustrated below for the month ending July 31, 2014:

CITY OF FLORENCE - UTILITY BILL						
SERVICE ADDRESS			ACCOUNT NO.	BILLING DATE	DUE DATE	
1111 ANY STREET, FLORENCE, OR			555111.XX	07/31/14	08/15/14	
METER READINGS	PREVIOUS READ	CURRENT READ	CONSUMPTION	SERVICE PERIOD FOR METER READINGS	FROM	TO
	1100	1800	700		07/1/14	07/31/14
DESCRIPTION OF SERVICES					AMOUNT	
Previous Balance					92.14	
Payment - Thank You					(92.14)	
Water				1	30.53	
Sewer				2	50.71	
Storm Water				3	6.20	
Well Rehabilitation				4	1.00	
Street Maintenance Fee				5	5.00	
<i>Disclosure: This is an example bill for an average residential customer using rates effective July 1, 2014. For illustration purposes only. Please contact the City of Florence Utility Department at (541) 997-3436 for information pertaining to your account.</i>				Due Date	AMOUNT DUE	
				8/15/2014	93.44	

Rate Table Legend for Residential Customers with comparison of old and new rates effective 7/1/14	
1	Water: Base Fee [\$16.74 \$16.57]+ variable rate [(700 cubic feet * \$.0197 \$.0195) = \$13.79 \$13.65] = Total \$30.53 \$30.22
2	Sewer: \$50.71 \$49.72 (Fixed cost)
3	Stormwater Fee: \$6.20 (Fixed cost based on square footage of impervious surface) - no change in fees
4	Well Rehabilitation Fee: \$1.00 (Fixed cost) no change in fee
5	Street Maintenance Fee: \$5.00 (fixed cost) - no change in fee