



City of Gibraltar Water

Department:

Water Rates and General Billing

Information

2017-2018

City of Gibraltar Water and Sewer Dept.

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Water and Sewer Rates

This brochure is intended to provide City of Gibraltar Residents with information related water and sewer rates within the City. The City of Gibraltar is considered a full service provider for both municipal water service and sanitary sewer. This means that as a resident you do not use a well or septic tank to provide clean drinking water and sewage treatment. To provide this service, the City has contracted with the Great Lakes Water Authority to provide potable drinking water to our residents. On the sanitary side, the City of Gibraltar belongs to a conglomerate called South Huron Valley Utility Authority (SHVUA).

The City of Gibraltar has chosen to partner with these entities in order to provide the residents of Gibraltar with the most efficient and effective provision of both water and sewer.

In order to provide these utilities to our residents, the costs of providing the utility must be allocated across the commodity. As of July 2016 the following rates correspond to one unit (1 unit = 1,000 gallons) of usage:

<u>Utility</u>	<u>Cost/Unit</u>
Water	\$7.98
Sewer	\$12.10
Total	\$20.08

In addition to metered water and sewer usage, residents are assessed amortized charges for the replacement of water meters. These meter replacement charges are based upon an amortized meter replacement schedule. Currently, the per bill charge for meters totals \$7.25 for a 1” meter.

How Are Rates Determined?

On an annual basis, while the determining the next fiscal year budget, the City of Gibraltar takes into consideration the following items when determining water and sewer rates:

- Increases imposed annually by Great Lakes Water Authority
- Increases imposed by SHVUA to treat City Waste Water
- SHVUA cost share adjustments imposed on each member community based upon usage
- Water and Sewer Capital Improvement Projects
- Equipment Costs
- Expected Commodity Usage
- Personnel Costs

For FY 2016/2017 the following budget applies to the Gibraltar Water and Sewer Department

<u>REVENUES</u>	<u>2016/17</u>
Water & Sewer Op Collections	\$2,230,000.00
Meter Charge	\$40,000.00
Water Tap-in	\$1200.00
Penalties/Interest on Collections	\$ 3,000.00
Interest on Invest	\$ 250.00
Water Op Interest	\$ 3,500.00
SSMR Interest	\$ 3,000.00
Misc. Revenue	\$ 4,500.00
Fund Balance	\$ 425,000.00
SHVUA Credit	\$19,000.00
Total Revenue	\$2,729,450.00
<u>EXPENDITURES</u>	
Offices/Computer Supplies	\$2,533.00
Depreciation	-
Postage	\$1,600.00
Operating Expenses	\$40,000.00
Cross Connection Control	\$16,500.00
Auditing Expenses	\$24,500.00
Engineering Fees	\$55,000.00
Print/Publish/Xerox	\$1,750.00
Transfer to General Fund	\$300,000.00
Sewage Disposal	\$609,000.00
Water Purchases	\$515,000.00
Water Escrow Mini Sewer	\$382,245.00
SHUVA LookBack	\$ 74,045.00

Education/Schools	\$2,000.00
Misc. Expense	\$ 5,000.00
S.S.M.R. Expenditures	\$17,500.00
Capital Equip/Misc.	\$25,000.00
Capital Improvements	\$250,000.00
New Meter Loan	\$40,000.00
Attorney Fees	\$1,000.00
Saw Grant Match	\$75,000.00
SHVUA Pump Rebuild/Sludge Thickener Payment	\$71,777 .00
SHVUA Aerator Bond	\$35,000.00
Pump Station FEMA Grant	\$85,000.00
Coral & Lowell Repairs	100,000.00
Total Expenditures	2,729,450.00

Billing

Residents are billed **quarterly** throughout the year. Bills are mailed out at the beginning of **January, April, July and October**. As stated on the back of each bill, failure to receive a bill does not waive past due penalties. Billing amounts can also be obtained via the City of Gibraltar website at cityofgibraltar.net and by calling the City offices. Bills are always due by the 10th of the following month.

When you receive your quarterly water bill, please remember to check your water meter reading with the listed numbers of gallons on the bill. The numbers on your meter should read relative to the number of your bill, albeit slightly higher. If your meter read needs to be estimated for any reason you will see an “E” next to the read on your bill and you will be notified by the Water Department.

The City offers several convenient options for paying your bill. We accept cash, check or debit/credit (includes 3% fee). These payments can be made in person, through the City of Gibraltar website, via telephone or can be left in the drop box (located in the parking lot of City Hall). Any discrepancies are the responsibility of the homeowner. Please contact our offices should you have any.

Delinquency

Realizing the difficult economic conditions experienced by the City Residents, the City of Gibraltar has adopted the following delinquent water bill payment policy:

Commencing with the City of Gibraltar Water Department November 2012 utility billing, any delinquent account balances in excess of \$50.00 shall be afforded the following payment option:

If any customer shall receive a “Shut Off Notice” for a delinquent water bill pursuant to Section 38-27 of the City of Gibraltar Code, said customer has the option to pay under the payment schedule that the Water Department has established which states that the maximum period of repayment shall not exceed the period of time between the past due date and the next scheduled water billing.

Once the red “Shut Off Notice” goes past due, the Water Department will administer a first round of shut-offs, at which time a minimum of 50% the bill is due in order to avoid discontinuation of service. Upon the second round of shut-offs (two weeks after the first round) the remainder of the bill is due. These payment increments result in the resolution of the customer’s delinquency prior to the next scheduled water billing.

All terms and provisions of Chapter 38 Utilities, of the City of Gibraltar Code of Ordinances remain in full force and effect and nothing in this Policy shall be construed to negate or void any term or provision of Chapter 38 Utilities, of the City of Gibraltar Code of Ordinances.

Conserve Water to Help Control Rates

Conserving water means smaller water bills if you live in an area serviced by a municipal water system.

A large percentage of water use is in the bathroom. To help conserve water, install water-saving devices on faucets and shower heads. Place plastic jugs filled with sand or stones in your toilet tank to reduce the amount of water used per flush. (Avoid using bricks, which can flake and disrupt the operation of your toilet.) Turn off the faucet while brushing your teeth, shaving, or washing your hands and face. Take shorter showers. When filling the tub, don’t let the water run down the drain while waiting for it to get hot. Fix dripping taps and leaking toilets.

To conserve water in the kitchen, don’t let water run for washing or rinsing hands, dishes or food. Wash only full loads of dishes in your dishwasher using biodegradable (phosphate-free) detergents and soaps. Don’t let the water run to get a cold drink. Instead, keep a bottle or pitcher of water in the refrigerator. Use your garbage disposal at the end of cooking or cleanup or when it is full. Wash only full loads of laundry.

Outside water conservation is easy. Don’t over water your lawn. Ensure that your sprinklers are not watering sidewalks, driveways or streets. Water your lawn between the hours of 11:00 PM and 5:00 AM when temperature and wind speed are the lowest to avoid evaporation losses. Check your sprinklers, hoses and spigots for leaks. Do not hose down your driveway or sidewalk, use a broom instead. Do not leave running hoses unattended. Collect water from the roof gutters or have a rain barrel for lawn and plant watering. Native and/or drought-tolerant grasses, ground covers, shrubs and trees typically require less water. Avoid over fertilizing your lawn and keep your lawn three inches or higher.

Check for Water Leaks:

As a reference, average usage of both water and sewer is approximately 5,000 gallons per person per quarter (billing cycle). For example, a household of four would use an average of 20,000 gallons in one quarter, resulting in a bill of \$407.60. That is \$135.87 per month.

A good method to check for leaks is to examine your winter water usage. It is likely that a family of four has a serious leak problem if its winter use exceeds 12,000 gallons per month. [US EPA Water Sense website]

To be sure that you do not have a water leak somewhere in your home, there are several courses of action that you may take:

- Go dry for two hours. Turn off all appliances that use water and do not use any water for the two hours – no toilets, sinks or faucets – inside or outside. Check your meter reading before and after the two hours. If the meter reading changes even a little bit, you probably have a leak and each fixture in your home should be checked.
- If the face of your meter is showing a flashing water spigot, your meter is detecting abnormal flow.
- Our meters are considered “smart” and will flag themselves if they detect abnormal usage, which is logged in the computer system. Call the Water Department to see if you register on this list, we print one quarterly with each billing cycle.
- Identify toilet leaks by placing a drop of food coloring in the toilet tank. If any color shows up in the bowl before you flush, you have a leak.

Shine a flashlight on the face of your meter to activate the numbers, otherwise the face remains blacked out.

A continuous leak at 60 psi water pressure from a hole the size shown below would, over a three month period, waste water in the amounts shown.

<u>Diameter of Stream</u>	<u>Gallons</u>
1/4”	1,181,500
3/16”	666,000
1/8”	296,000
1/16”	74,000