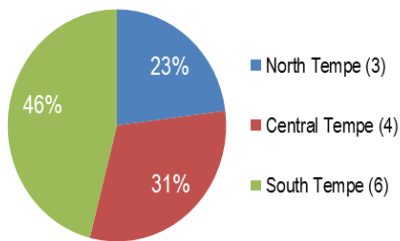


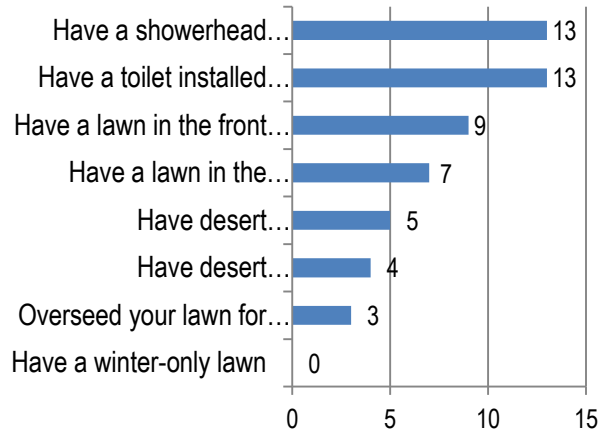
Summary of Public Input to Utility Rate Study - WATER

The following is a summary of the responses received at the public meetings in June 2017 combined with the comments received online. A total of 13 residents responded; 100% reside in single family homes.

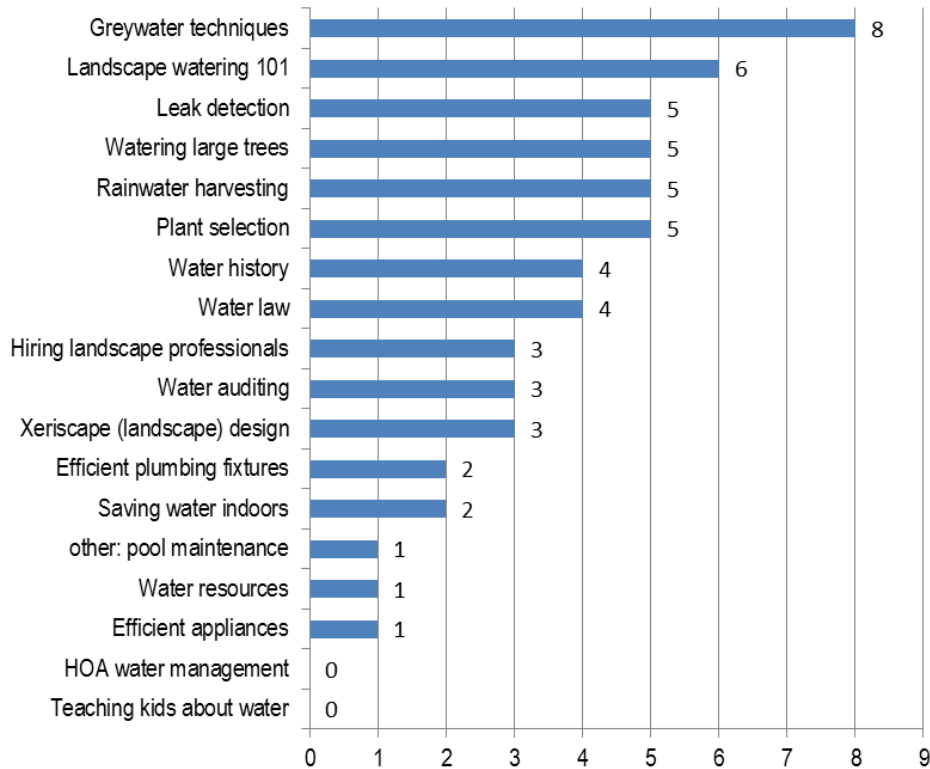
Do you live in:
(13 responses)



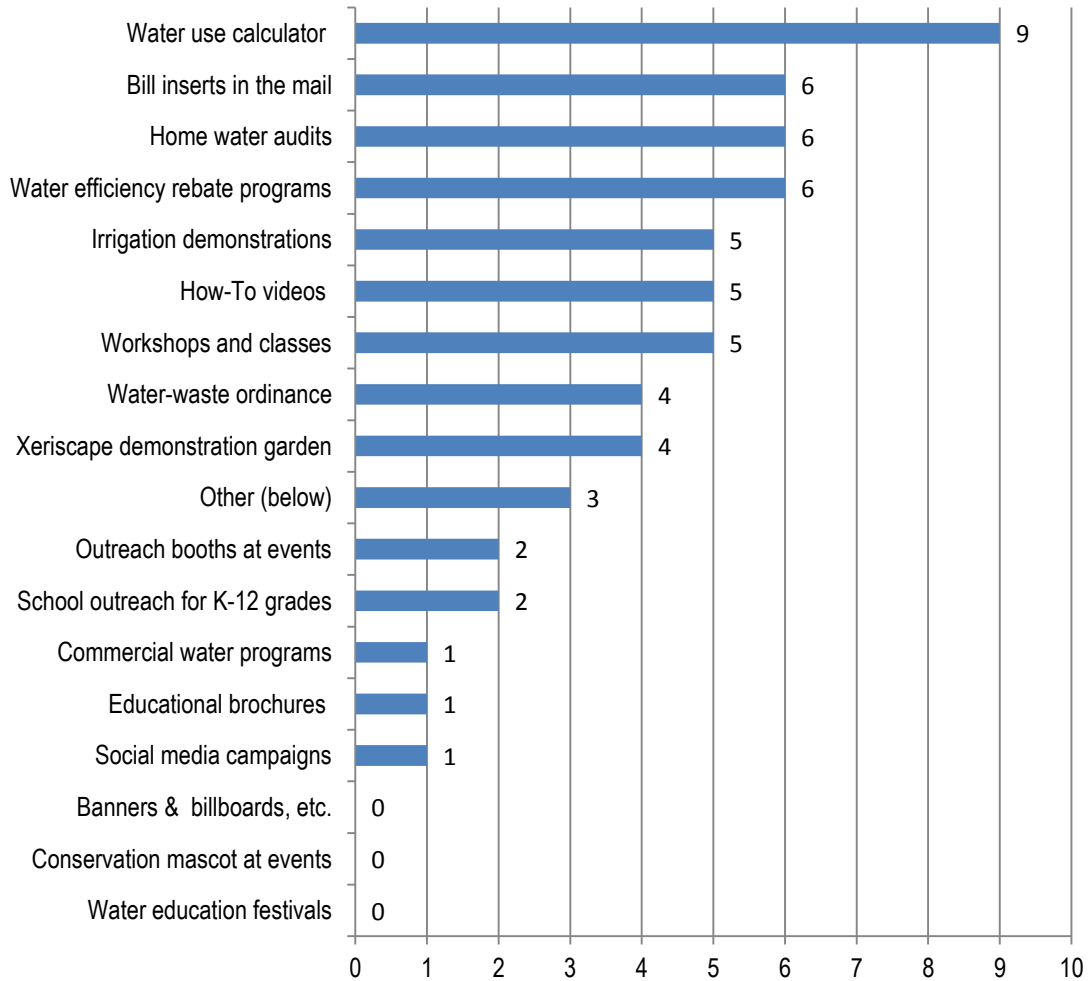
Do you:
(may check multiple responses)



Which of the following topics would you like to learn more about:

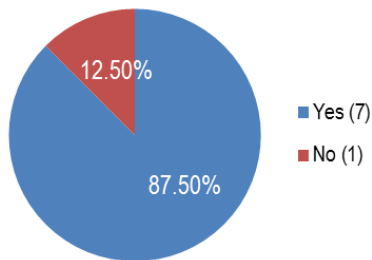


Which of the following types of programs do you think are the most important for Tempe to focus on to promote water conservation and increase water consciousness?

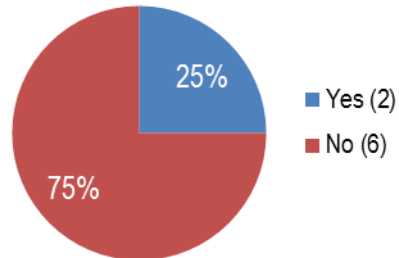


*other: pools, conservation, cost v. benefit, trees

Has this forum helped you understand Tempe's water rate structure and methodology better? (8 responses)



Do you think Tempe is a leader in water conservation? (8 responses)



What aspect of the rates would you like to learn more about?

1. What is the reasoning / philosophy for the tiered billing structure that discriminates against single family homes compared to all other user categories?
2. How are the rates for the different residential tiers determined?
3. different size meters vs gallons used
4. A good explanation was provided at the meeting
5. How does Tempe compare to other cities, eg Chandler, Mesa, Gilbert
6. Increasing water pressure means higher usage and waste as well as damage when fixtures fail.
7. I think the graph of multi-family vs. single family homes was disingenuous. The amount of landscape water which in multi-family housing is a separate meter should have been added to the multi-family amounts to get a true picture in usage variance.

Do you think Tempe's water rate structure makes sense? Why/why not.

1. "Tiered Billing Rates" is highly discriminatory against single family residences!!! These discriminating policies may be illegal. this needs to be looked into
2. What is the reasoning / philosophy for the tiered billing structure that discriminates against single family homes compared to all other user categories?
3. No. Residents are penalized for landscape water use in the rate structure when viewed with the 6 classes
4. No. The tiers have become too skewed and are very painful for those with larger lots.
5. Not sure
6. Really do not understand the structure, clarify please
7. Yes
8. No. Water rates should be uniform not tier
9. It seemed that the city was trying to be fair. But there were some homeowners at the meeting that had large properties. So it might help to structure the single family rates in proportion to the property size. Otherwise, the homes with larger lots are always going to be in the highest bracket. There was also some concern that the multi-family properties were getting a better deal on their water rates; I wouldn't want multifamily properties to be given any water incentives to build (it didn't sound like that was happening).
10. I think levels should be bigger than 6000 gallons per level and people who use irrigation should be charged for the amount of water they use just like a single family residential homeowner. Also, if water facilities are old and need updating that should be put into a long term plan.
11. Generally yes. Rates should go up as usage increases. HOWEVER, it would be wise to take into account lot size and family size since a small family on a small lot will use far less water than a large family on the same lot, and a large lot will use more water for irrigation than a small lot, but will pay a higher rate than if that land was split into two smaller lots. Why should the per-person cost effectively increase just because their water usage is higher and bumps into a higher rate bracket? I realize it's a difficult problem to solve since you don't know how many people live in each residence, and may not know the lot size of each residence, but has any thought been put into how the rate structure affects families that have greater usage, not due to waste, but just because more people and more land use more water?

Top 3 Priorities

Priority One	Priority Two	Priority Three
Change heads and timer (done this past week)	Again, verify no leaks (done - 2 weeks ago)	Change out all grass to 50/50 with xeriscape (Done - 8 years ago)
Develop Flat Rate Billing for single families as is present for ALL other user categories.	HOA mandating winter lawns (prevention)	learn more gray versus potable water
go more desert, not lawns like we were forced to do	more grey water for single family property landscape	Educate the public on how they can use gutters to collect roof rainwater and put it directly into their gardens. I would like to see rebates for rainwater harvesting whether it be directly into the landscape or into water tanks. I have 5 fruit trees. My roof actually could provide enough water to supply all these trees with the water they need for the full year (per the Watershed Mgt Group). But it is expensive to purchase the tanks to store that water. Instead, I will run it into the trees directly from my roof ... so my trees will get some big waterings a few times per year instead of storing so that they get all their water from the watertank (so I will still have to use city water for these trees, but wouldn't if water tanked)
grey water diversion of shower and laundry to landscape	Reduce the top-tier rates for single-family residential so the desirability of South Tempe neighborhoods can be maintained	
incentives for pool removal	Let the public know what ends up costing a lot of money (new facilities to support water spikes). I thought that was an interesting part of the meeting (discussed at the Saturday meeting)	
Put landscape use in a tiered rate system just like single-family	I would like to see separate water pipes for greywater to	

residential	water lawns. Why use chlorinated water?	
Try to educate the public on how to determine how much water various landscape uses. If you make it something easy to use, then people may use it.	For those of us with flood irrigation, it's silly that so many people don't have the flood in their front yards. Instead many have grass and sprinklers which is far less efficient than regrading to take advantage of flood in the entire yard. Plus, flood/canal water doesn't have to go through city water processing so it is both less expensive and better for plants.	
If they truly want to conserve water, why would they approve so many more apartments. condos, ie high density living areas? So put a moratorium on all new high density living for 10 years.		
Teach people how to properly water plants and trees (deep, less frequent) which saves water in the long run and results in healthier plants and trees (and fewer trees ripped out of the ground during monsoons).		

Comments:

1. Discriminatory
Possibly illegal
Unfair to single families
Gives preferential rates to ""apartment dwellers"" and other multifamily dwellings
Tier structure has much higher rates then surrounding communities."
2. Looking at my June bill from 2010 to 2016, my cost per 1,000 gallons of water has increased by 109%. From 2015 to 2016, my water bill increased by 24%. This has gone from annoying to painful in terms of annual budget. The rates for residents with large yards have become excessive compared to surrounding cities. I remember reading that the 2016 rate increase would result in an approximately \$2 increase in the median water bill. This was very deceptive and certainly not transparent.
3. Want to see plan for animal waste - cat, dog to use for methane gas to light parks streets
Want more direction for recycling.
4. How does Tempe compare to other cities and why the differences if any?

5. Conservation should not incentivize excessive usage.
If Tempe does not conserve, Nevada and California will force the federal government to mandate usage.
6. I would like to see a comprehensive plan for future of flood irrigation systems.
7. What is the highest % of monthly or yearly water allocation rights has Tempe had? What % of SRP water allocation rights does Tempe usually use? Does Tempe water requirements exceed SRP allocation rights?
8. I took all the landscape and water classes offered through Richard Bond. They were all very useful.
9. If you were truly concerned about water conservation, you would not have approved all the high density housing that is being built all over the city.
10. It would be wise to take into account lot size and family size when setting the increments for water rates since a small family on a small lot will use far less water than a large family on the same lot, and a large lot will use more water for irrigation than a small lot, but will pay a higher rate than if that land was split into two smaller lots. Why should the per-person cost effectively increase just because their water usage is higher and bumps into a higher rate bracket? I realize it's a difficult problem to solve since you don't know how many people live in each residence, and may not know the lot size of each residence, but has any thought been put into how the rate structure affects families that have greater usage, not due to waste, but just because more people and more land use more water?