

Feedback Related to Proposed 2018 Utility Rate Adjustments September – November 2017

I. Survey responses

8 responses were received via comment cards at the two meetings (September 23 and 27).

Comments:

1. At my water audit, my residential usage was almost exactly on target. However, I had been living alone in the house (which really should have 4-6 people) and I had turned off the landscape valve because I had a leak in the pool system. So I was only slow-drip watering my trees and showering every other day. So I feel that the standard set for these large lots is TOO LOW.

I have since purchased the new high-efficiency system, repaired the leaks and re-engaged the valve. Also, my ASU kids have bounced back so I have 3 people and high efficiency usage for half-desert/half grass/shrubs (we have to have our own retention in Raintree). What my usage is now should be more the conservative standard.

Have you thought of programs to assist homeowners who inherited these big pools when they bought these older homes? I've already paid to remove the unsafe diving board. But when I look into the cost of removing it, it's HUGE!! But I think big pool evaporation is a big loss of water in South Tempe.

Perhaps crazy idea: Tree Care/Assistance Program Caring for these big, older trees is complicated and expensive but I think they definitely contribute to the beauty and lower the temps in South Tempe. I would be interested in ""signing up"" for a city program that would either just prune/leave notice when it's time to feed for a fee OR some sort of assisted care.

2. Thank you for having staff put on the public session on Sept. 23. It was helpful and informative.

A few questions for you - does the City value trees and landscaping to make the City look nicer and keep our temperatures cooler? I didn't see anything about this in the "guiding principles," that were provided at the meeting.

Why are the largest users subsidizing the smaller users, especially multi-family users? The costs should more evenly be spread out, especially if the City values landscaping and trees? (Also, do we have equitable conservation efforts?)

Finally - can you address the hypocrisy of the City supporting a Town Lake in the desert but wants to charge exorbitant fees for watering large lots to maintain landscaping. Will you consider supporting raising the costs for those around the lake and those using the lake for special events (i.e. P.F. Chang Marathon). Those benefitting from using or being near the lake, should be paying for the benefits of having it.

3. I got new water meter 6/21/17. Since that day my water consumption went up by 50% to 76%. I sent a request to City and Mr. Ken Jones sent a detailed reply back, some of it makes sense but some doesn't. I need further help and we will talk with data not heresay. Next to my property is an irrigation canal that supplies water to residents on 71st St. Unfortunately canal runs along deserted 70th St. Nobody maintains that street. On my repeated request last year city cleaned it up, but this year 2017 City is telling me to contact SRP. SRP denies responsibility. While weeds 8' - 10' are ugly and are fire hazard. Who can clear and manage and enforce this deserted street. Other residents in our 28 home subdivision also experienced water increases/We will provide data when city sends us a rep to sit down with us. HOA meter registered 645% increase in water consumption. It is hard to believe that water meter charge and bill increase happened at the same time. We need more discussion.

4. Pay a fair and proportionate share? Absolutely untrue!

5. Sounds reasonable. I'm excited about the customer portal because we've had a leak in the past that we didn't catch for awhile and it cost us a lot of money on our water bill. The presentation was excellent, but doesn't address the amount of money used by flood irrigation.

I am dismayed by the level of hostility in this meeting!

6. I am not in favor of the tier billing system. I don't believe there is added costs associated with increases in usage. There should be a price per gallon, same as a kilowatt, gallon of gas, etc. This is not a fair and equitable process.

7.

1) Rates/consumption have gone up far more than inflation. But going forward similar % increases are not sustainable.

2) We need to know, at least by neighborhood, WHEN OUR meters will be replaced. Not just by 1Q19. Some with spikes had it happen when the meter was replaced. I want to be monitoring my usage that month, daily, to ensure the replacement does not induce an error in my usage.

3) For those of us being added to the Green Bin pilot program, (I signed up this week) WHEN will we get the green bin? There is no indication when to expect it.

4) As an SRP irrigation (flood) customer, my usage increases in the winter months when the sewer fee is determined. I'm below your cap, but usage in those winter months is fairly high outside. I like the sewer cap, but don't think it is low enough considering our usage.

5) Water rates should be a function of lot size and possibly floor irrigation usage."

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There is no impact change to the existing system. Only fees that should be charge are actual installation costs for the new meter.

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II. Emails

Thirty residents emailed via Council Communicator.