

## **WES FY 2024-25 Rate Increases FAQ**

### **How will the rate increase affect my monthly bill?**

Most customers that WES bills directly will see an increase of \$1.20 per month or \$14.40 per year. The impact of the rate increases on your monthly bill will depend on your rate zone and the services you are receiving. Households will pay between \$0.00 and \$2.15 more per month, depending on the services they are receiving and the Rate Zone they reside in. View a map of WES' rate zones at <https://www.clackamas.us/wes/fees.html> or visit <https://maps.clackamas.us/maps/cmap> to enter your address and view rate zone details.

### **When do the new rates take effect?**

The rate changes adopted by WES' Board on June 20, 2024 are effective July 1, 2024. Customers that are billed monthly will see the increase on the bill they receive for July services in late July/early August. Customers that are billed semi-annually will see the increase on the bill they receive for July through December services in late December 2024.

### **Why are rates increasing?**

WES operates as a not-for-profit public utility and rates are set to cover the costs of providing wastewater and surface water services, including the costs to build, operate, and maintain WES' systems. The rate increases are necessary to ensure the sustainable operation and maintenance of WES' wastewater and surface water infrastructure and help cover the rising costs of treatment, infrastructure improvements, replacement of aging infrastructure, compliance with regulations, and maintaining service reliability.

### **How do I know the rates are solely used to fund wastewater and surface water services?**

WES' financial management is governed by strict regulatory guidelines and oversight which ensures that the rates collected for wastewater and surface water services are used exclusively for their intended purposes. Each year, we undergo a financial audit by an independent auditing firm, which includes a detailed review of how funds are allocated and spent.

Moreover, WES' [annual comprehensive financial reports](#) consistently receive the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting. This award signifies our commitment to transparency and adherence to the highest standards in government financial reporting.

### **How were the rate increases determined?**

Rate increases are determined through a comprehensive analysis and forecasting process that takes place during WES' annual budget process each year. The rate analysis takes into account various factors, including operational costs, WES' capital planning, debt service requirements, inflation, and long-term financial sustainability. WES' budget document, available at <https://www.clackamas.us/wes/financial-reports>, provides a detailed description of the analysis.

### **Didn't my rates increase just last year and will there be future rate increases?**

Yes, WES' rates are typically adjusted annually, each July 1, to keep pace with increasing costs. WES' long term financial plan targets reasonable, predictable annual rate increases to maintain financial viability and avoid rate spikes. Any future rate adjustments will be considered by WES' Board.

## **WES FY 2024-25 Rate Increases FAQ**

### **Do you offer assistance if someone is having trouble paying their bill?**

WES currently has a Low Income Discount program for qualifying customers. For details and to apply for that program, please visit: <https://www.clackamas.us/wes/low-income-customer-discount>

### **How do WES' rates compare with other utilities in the area?**

As shown in the charts below, WES' rates are below the average rate charged by neighboring jurisdictions.