



World
Champions
2022



First is not Always Best!

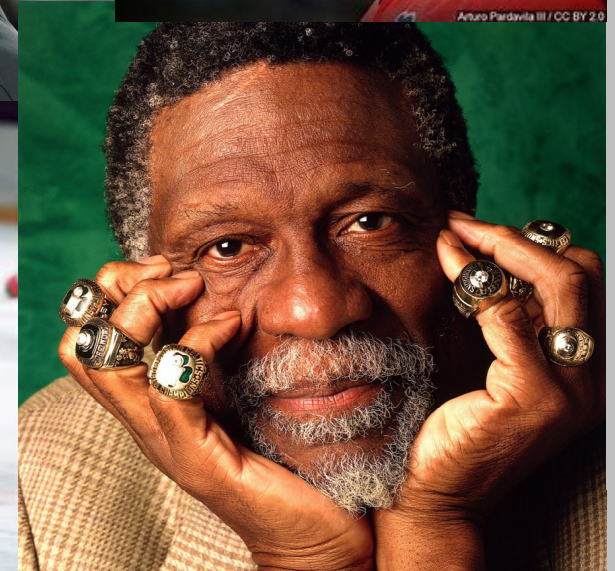
Fall Technical Meeting

Presented by Luis Adorno

November 18, 2021



CHAMPIONS



The Meaning of 1

Most people association it with:

- fresh starts
- new beginnings
- excellence.



Number 1 has always been used to present the best when comparing people or things.



- Why are we here?
 - Importance of proper rate setting
 - True cost of service
 - Rates dashboard

Why?

4 Myths About Water Pricing



1

MYTH: High Rates are Bad

FACT: Higher rates do not necessarily reflect poor or inefficient management. Some utilities may not be charging enough to properly maintain assets or have not re-examined rate structures.

2

MYTH: Comparing Rates is Simple

FACT: Rates alone do not tell the entire story. Rates should reflect the cost of providing service and can vary based on many factors. Comparing rates is really just a starting point for more

3

MYTH: Pricing is Simple

FACT: Utilities employ a variety of pricing structures and should be thoughtful in designing those structures to meet their needs, objectives, and priorities as they evolve over time.



FWS ID#	Water System	Amount Water Rate Being Fully Paid (100% of the amount applicable to the connection)	Consumer Choice - Part of meter rate	Utility or Non- Utility Customer Program	Last Rate Change Year	System Connection Fee	Fee Scaled fee	Whether provider defines fee
0181010	SWANS LAKE VILLAGE WATER DISTRICT	\$106.00	No	No	2012	Yes	\$1,000.00	No
2111010	SEABROOK WATER DEPARTMENT	\$176.60	No	No	2012	Yes	\$450 for a new service	No
1721010	NEW LONDON-SPRINGFIELD WATER SYSTEM PRECINCT	\$200.00	No	No	2011	Yes	\$750	Yes
2371010	WOODSTOCK WATER SYSTEM	\$213.00	No	No	2005	No	Yes	Yes
1281010	LACONA WATER WORKS	\$226.20	No	No	2012	Yes	\$271.00 for a 5/8" 3/4 inch meter	Yes
1471010	MANCHESTER WATER WORKS	\$231.12	No	Yes	N/A	Yes	\$ 250 5/8 meter	Yes
2321010	WILTON WATER WORKS	\$236.00	No	No	1990	Yes	\$1,200	Yes
1881010	PEMBROKE WATER WORKS	\$236.79	No	No	2015	Yes	\$1,500	Yes
1831010	MERRIMACK VILLAGE DISTRICT	\$241.69	No	No	2011	Yes	1" entrance fee is \$1,125.00	Yes
0101010	ASH-LAND WATER SYSTEM	\$249.67	No	No	2015	Yes	\$273.21	No
1081010	IVYCOCK WATER WORKS	\$251.00	N/A	N/A	N/A	N/A	N/A	N/A
1381010	LITTLETON WATER AND LIGHT DEPT.	\$258.82	No	No	2013	Yes	\$0.00 (Power/Rate)	Yes
0811010	FARMINGTON WATER DEPT	\$267.83	No	No	2012	Yes	\$2,910	No
0201010	BRISTOL WATER DEPARTMENT	\$275.20	No	No	2012	Yes	3/4 inch service \$1,130 complete	Yes
2331010	MANCHESTER WATER WORKS	\$283.56	No	No	2012	N/A	\$750-\$8,000	No
0411010	CHARLESTOWN WATER	\$288.06	No	No	2014	N/A	Yes	\$750
1481010	MARLBOROUGH WATER WORKS	\$300.00	No	No	2007	N/A	No	No
0081010	ANDOVER VILLAGE DISTRICT	\$300.00	No	No	N/A	Yes	\$100/yr	No
1881010	MILFORD, NH - CURTIS WELL	\$300.30	No	No	2014	Yes	\$1,176.15	Yes
1881010	CURTIS WELL MUNICIPAL WATER SYSTEM	\$300.30	No	No	2014	Yes	\$1,176.15	Yes
0801010	CONCORD PUBLIC WATER SYSTEM	\$308.00	No	No	2014	Yes	\$594	Yes
0132010	LINCOLN WATER WORKS	\$314.28	No	Yes	N/A	N/A	No	Yes
1181010	CENTRAL HOOKSETT WATER PRECINCT	\$316.99	No	Yes	2014	Yes	\$150	Yes
2401010	NORTH WALPOLE VILLAGE DISTRICT	\$316.79	Included	No	2015	N/A	Yes	\$500
2401010	NORTH WALPOLE VILLAGE DISTRICT	\$316.79	Included	No	2015	N/A	Yes	\$500
1121010	COGSWELL SPRING WATER WORKS	\$320.00	No	No	2015	Yes	\$1500.00 for up to a one inch line	Yes
0011010	GOFFSTOWN VILLAGE PRECINCT	\$325.00	No	No	2012	Yes	\$1,700	Yes
2051010	SALEM WATER DIVISION	\$332.07	No	No	2012	Yes	No	Yes
0011010	DEERY MUNICIPAL WATER SYSTEM	\$332.75	N/A	N/A	N/A	N/A	N/A	N/A
2001010	WHITEFIELD WATER WORKS	\$336.00	No	No	2015	Yes	\$1,000	No
1181010	HOOKSETT VILLAGE WATER PRECINCT	\$337.60	N/A	N/A	N/A	N/A	N/A	N/A
0811010	GRANBIRE VILLAGE WATER PRECINCT	\$342.00	No	No	2015	Yes	The fee for new connections varies based on the size of the meter	Yes
0811010	BENNINGTON WATER DEPARTMENT	\$359.20	No	Yes	2010	Yes	Whether the cost is the water dept. is for installation	Yes
0461010	CLAREMONT WATER SYSTEM	\$364.66	No	No	2014	Yes	\$444.50 (proportion connection & capacity fee)	Yes
0382010	ROSELAND WATER COMPANY	\$363.76	No	No	2014	No	No	Yes
0821010	GORHAM WATER SYSTEM	\$364.85	No	No	2015	Yes	No	Yes
0011010	NORTH COOKSHY WATER PRECINCT	\$366.00	Included	No	1997	Yes	\$500.00 per unit	Yes
1481010	EIDLWISS VILLAGE DISTRICT	\$366.00	Included	No	2015	Yes	\$8,000	No
1381010	LISBON WATER DEPARTMENT	\$366.29	N/A	N/A	N/A	N/A	N/A	N/A
2151010	SOMERSWORTH WATER WORKS	\$366.43	No	No	2011	N/A	Yes	\$1,100
2011010	ROLLINGFORD WATER & SEWER DISTRICT	\$367.84	No	No	2012	Yes	\$ 1,000 per unit	Yes
0881010	QUINCY ACRES VILLAGE WATER DISTRICT	\$400.00	N/A	No	2012	Yes	\$2,500	No
0761010	SPRING WATER AND SEWER DEPARTMENT	\$401.82	N/A	N/A	N/A	N/A	N/A	N/A
1321010	LEBANON WATER	\$404.06	No	No	2015	Yes	50" \$1,200, plus water investment fee \$750	Yes
0301010	BELMONT WATER DEPT.	\$417.91	No	Yes	2008	Yes	\$1,500	Yes
1781010	NORTH HAMPSHIRE	\$421.98	N/A	N/A	2015	Yes	N/A	N/A
1151010	HINGDALE WATER - NORTH	\$423.02	N/A	No	2015	Yes	Rate: \$1,750.00 Con. \$2,750.00 plus connection cost	No
1151010	HINGDALE WATER - DOWN TOWN	\$423.02	N/A	No	2015	Yes	Rate: \$1,750.00 Con. \$2,750.00 plus connection cost	No
1291010	LANCASTER WATER FACILITY	\$430.00	No	No	2010	No	No	No
1101010	WOODVILLE WATER & LIGHT DEPARTMENT	\$432.36	No	No	2013	Yes	\$1,000 per inch	Yes
1731010	NEWMARKET WATER WORKS	\$433.00	No	No	2011	N/A	Yes	\$1,000
2041010	RYE WATER DISTRICT	\$435.52	Included	Yes	2013	Yes	\$ 125 Rate. Con. Based on tap size	Yes
1041010	PLYMOUTH VILLAGE WATER & SEWER DISTRICT	\$437.90	No	Yes	2015	Yes	Single Family Residential: \$1,000 minimum	No
0351010	CANVAN WATER DEPT	\$438.19	N/A	N/A	N/A	N/A	N/A	N/A
0301010	BETHLEHEM VILLAGE DISTRICT	\$442.00	No	No	2014	Yes	\$1,000	No
1001010	HUDSON WATER UTILITY	\$445.91	No	No	1998	Yes	\$450	Yes
2001010	ROCHESTER WATER DEPARTMENT	\$449.69	N/A	N/A	N/A	N/A	N/A	N/A
0001010	DOVER WATER DEPT.	\$450.00	No	No	2013	No	\$1,400.00	No

2015 Water Rate Survey



New Hampshire

Issue 8/15/2015

NH Average Annual Water Rate



PWS ID#	Water System	Annual Water Rate Single Family Home (197.25 GPD) - Includes applicable taxation assessment	General taxation is part of overall rates	Elderly or low-income Assistance Programs	Last Rate Change/ Results	System Connection Fee	Fire hydrant fee	Backflow preventer device test Fee
010010	SHAWNEE LAKE VILLAGE WATER DISTRICT	\$106.00	No	No	2012 ↑	Yes \$1,000.00	No	No
011010	SEABROOK WATER DEPARTMENT	\$176.60	No	No	2012 ↑	Yes \$400 for a new service	No	Certified Testers charge for testing.
012010	NEW LONDON SPRINGFIELD WATER SYSTEM PRECINCT	\$200.00	No	No	2011 ↑	Yes \$750	Yes 200	Yes \$45
013010	WOODSTOCK WATER SYSTEM	\$213.00	No	No	2005 ↓	No	Yes	\$55
014010	LACONIA WATER WORKS	\$225.00	No	No	2012 ↑	Yes \$271.00 for a 50' x 24" back-flow preventer	Yes \$145.00 for private hydrant meter	Yes \$10.00 per hydrant
047010	MANCHESTER WATER WORKS	\$231.12	No	Yes	N/A	Yes \$ 250.00 meter	Yes \$145.00 for private hydrant meter	Yes \$ 20.00 - \$40.00 DOVA
050010	WILTON WATER WORKS	\$258.00	No	No	1990 ↓	Yes \$1,200	Yes 200	Yes \$55
100010	PEMBROKE WATER WORKS	\$258.79	No	No	2015 ↓	Yes \$1,500	Yes 100	Yes \$50
100110	MERRIMACK VILLAGE DISTRICT	\$241.88	No	No	2011 ↑	Yes 1" minimum fee is \$1,100.00	Yes	\$50.00 meter
010410	ASHLAND WATER SYSTEM	\$244.87	No	No	2015 ↓	Yes \$275.21	No	Yes \$45
100310	WINDOCK WATER WORKS	\$251.00	N/A	N/A	N/A	N/A	N/A	N/A

PWS ID#	Water System	Annual Water Rate Single Family Home (197.25 GPD) - Includes applicable taxation assessment	General taxation is part of overall rates	Elderly or low-income Assistance Programs	Last Rate Change/ Results	System Connection Fee	Fire hydrant fee	Backflow preventer device test Fee
		\$106.00	No	No	2012 ↑	Yes \$1,000.00	No	No
		\$176.60	No	No	2012 ↑	Yes \$400 for a new service	No	No Certified Testers charge for testing.
		\$200.00	No	No	2011 ↑	Yes \$750	Yes 250	Yes \$45

PWS ID#	Water System	Annual Water Rate Single Family Home (197.25 GPD) - Includes applicable taxation assessment	General taxation is part of overall rates	Elderly or low-income Assistance Programs	Last Rate Change/ Results	System Connection Fee	Fire hydrant fee	Backflow preventer device test Fee
		\$1,439.92	N/A	N/A	N/A	N/A	N/A	N/A
		\$1,091.67	N/A	N/A	N/A	N/A	N/A	N/A
		\$949.94	No	No	2015 ↑	Yes \$1,000	Yes 163	Yes \$50





- Why are we here?
 - **Importance of proper rate setting**
 - True cost of service
 - Rates dashboard

Affordability

MEDIAN % MHI
for 6,000 Gals/Month:

0.85%

WATER



RANGE OF % MHI
for 6,000 Gals/Month:

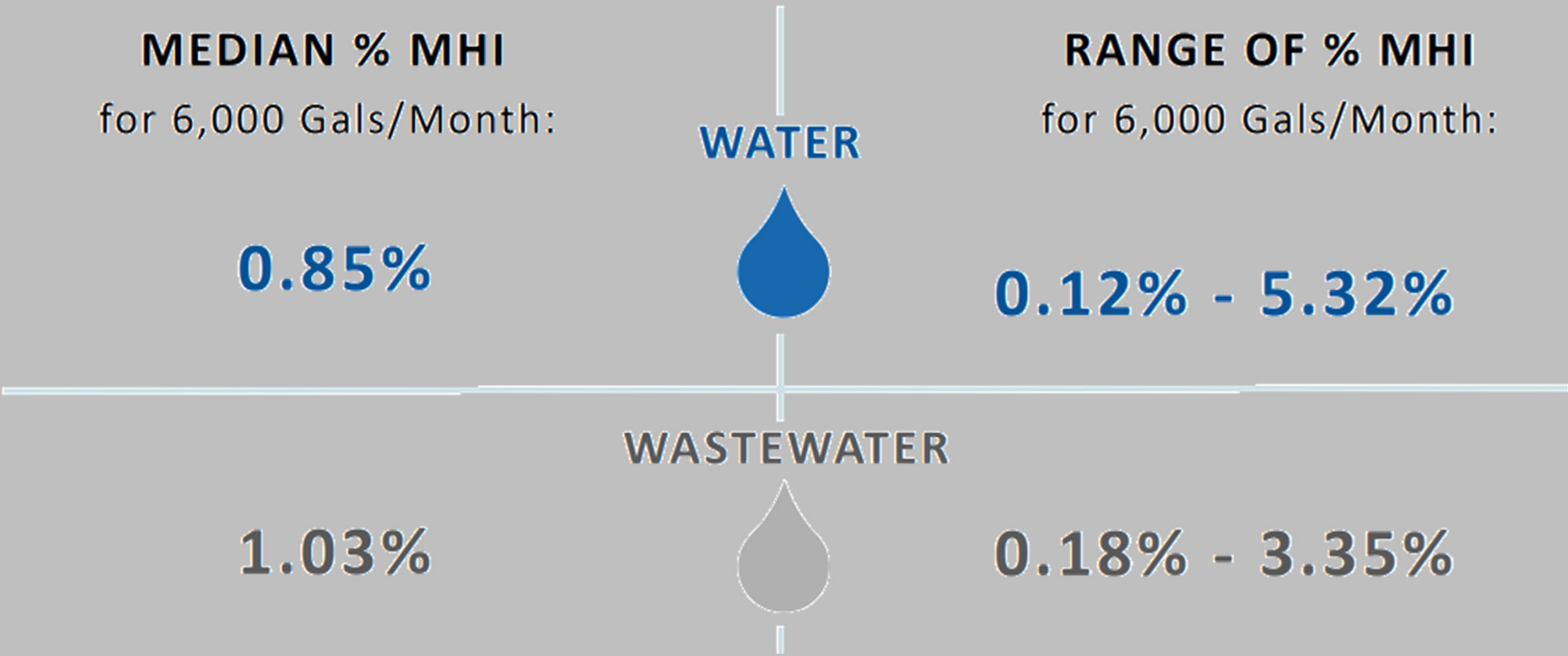
0.12% - 5.32%

WASTEWATER

1.03%



0.18% - 3.35%



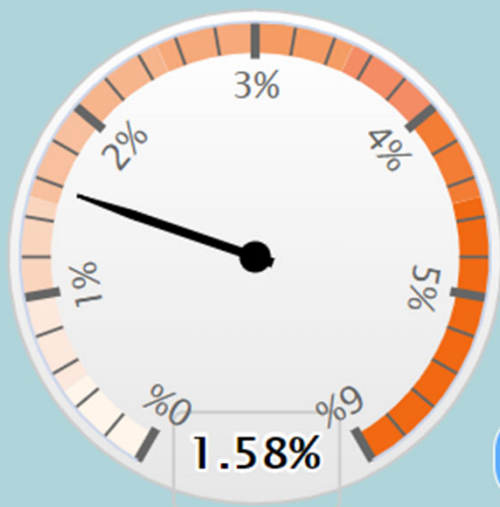
Affordability

VS.

Cost of Recovery

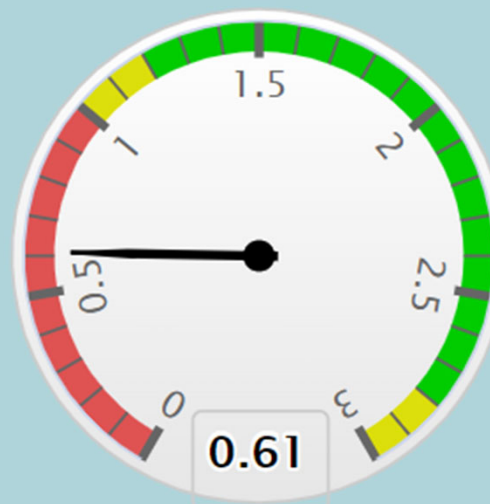
Median Affordability

Annual Water Bills as % MHI



Cost Recovery

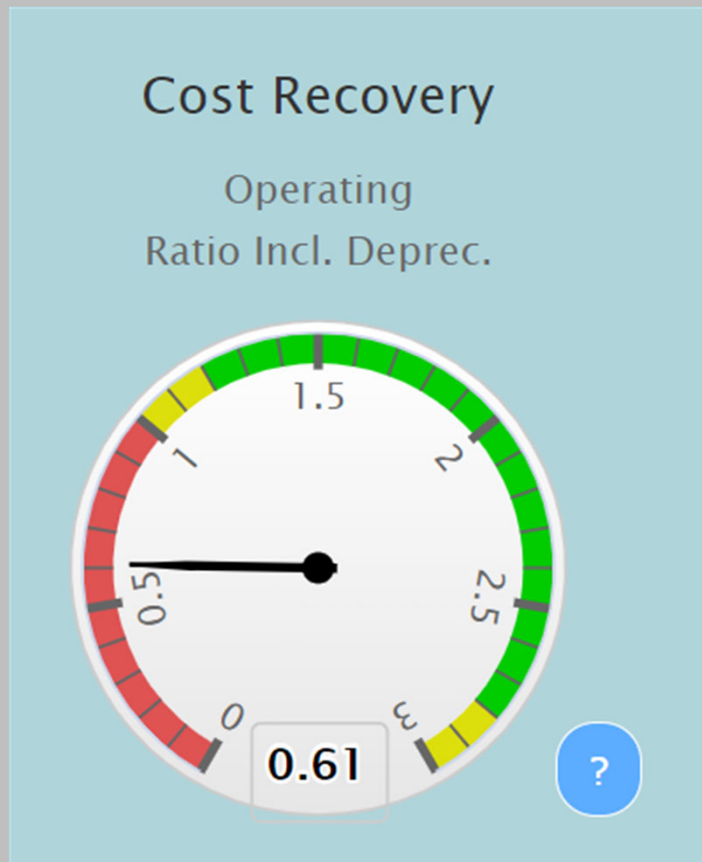
Operating Ratio Incl. Deprec.





- Why are we here?
 - Importance of proper rate setting
 - **True cost of service**
 - Rates dashboard

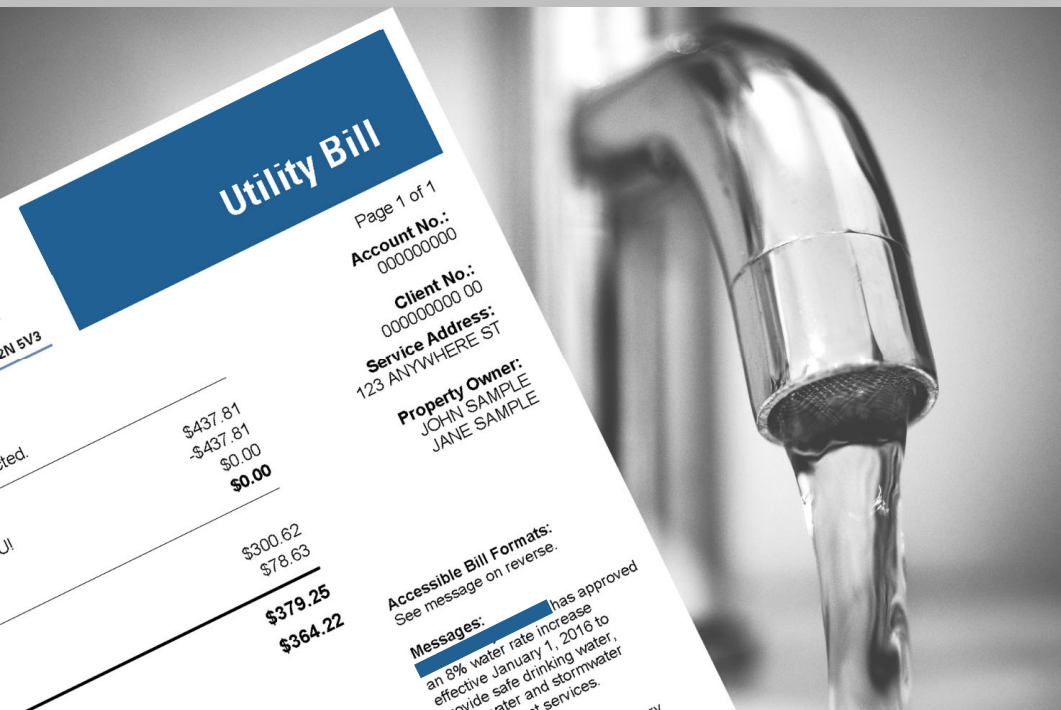
Cost of Recovery



FINANCIAL STABILITY

33%

Were not able
Cost of Recovery

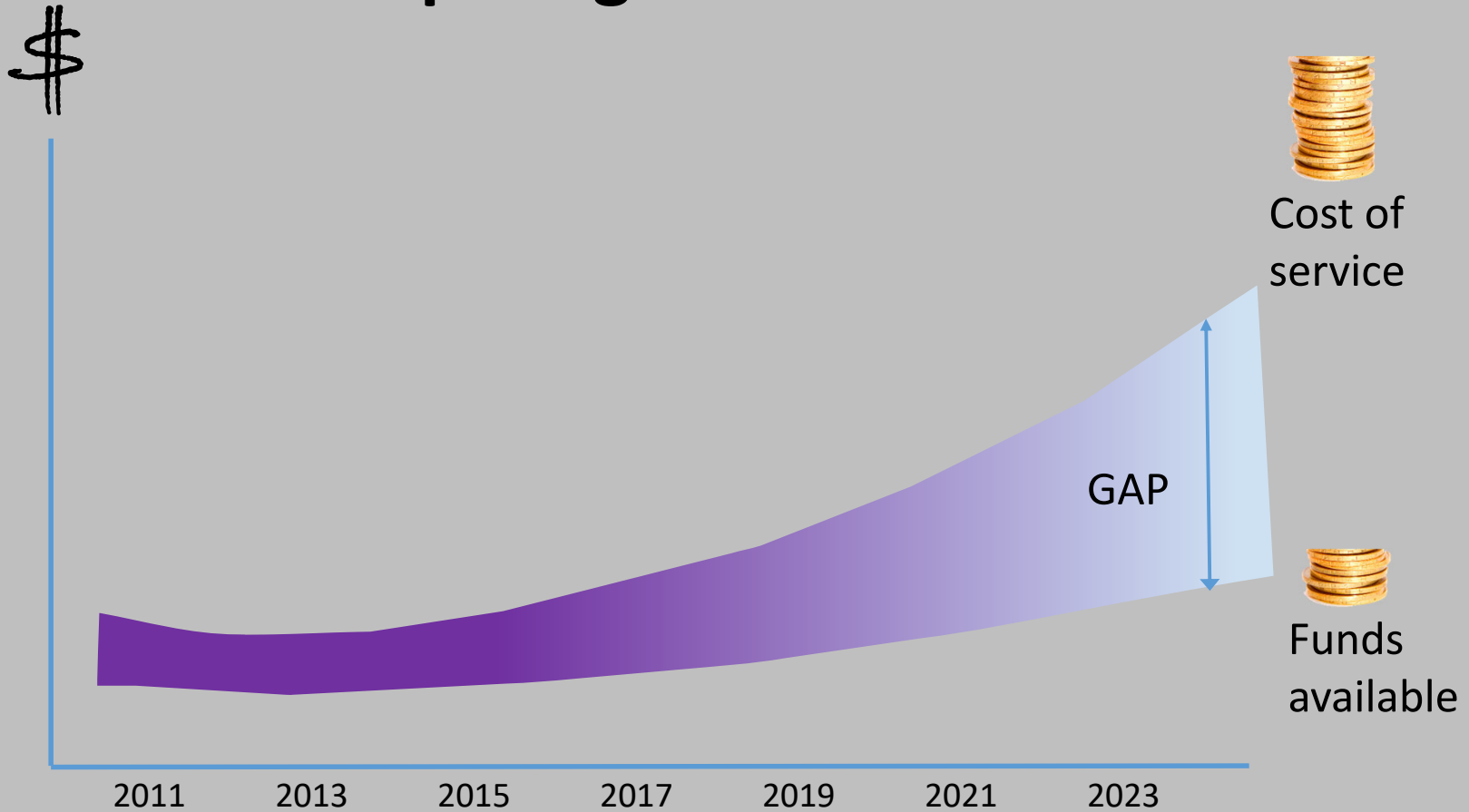


RATE CHANGES

22%

Have not updated rates within the last 5 years

Preparing for the Future



PWS ID#	Water System	Annual Water Rate Single Family Home (197.25 GPD) - Includes applicable taxation assessment	General taxation is part of overall rates	Elderly or low- income Assistance Programs	Last Rate Change/ Results	System Connection Fee	Fire hydrant fee	Backflow preventer device test Fee
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PWS ID#	Water System	Annual Water Rate Single Family Home (197.25 GPD) - Includes applicable taxation assessment	General taxation is part of overall rates	Elderly or low- income Assistance Programs	Last Rate Change/ Results	System Connection Fee	Fire hydrant fee	Backflow preventer device test Fee
		\$106.00	No	No	2012 ↑	Yes \$1,000.00	No	No
		\$176.60	No	No	2012 ↑	Yes \$400 for a new service	No	No Certified Testers charge for testing.
		\$200.00	No	No	2011 ↑	Yes \$750	Yes 250	Yes \$45

180000	ADAMSVILLE VILLAGE DISTRICT	\$104.78	included	Yes	2012	Yes	\$100	Yes	\$45
110000	COMMERCIAL SPRING WATER WORKS	\$100.00	No	No	2010	Yes	\$100.00 per inch of service line	Yes	\$0
180100	DEERFIELD VILLAGE PRECINCT	\$100.00	No	No	2012	Yes	\$100	Yes	\$100
180400	DENVER WATER COMPANY	\$100.00	No	No	2012	Yes	\$100	Yes	\$45
180100	DEERY MUNICIPAL WATER SYSTEM	\$100.00	No	No	2012	Yes	\$100	Yes	\$45
180100	HARTSFIELD WATER WORKS	\$100.00	No	No	2012	Yes	\$100	Yes	\$45
110000	HOCKESSY VILLAGE WATER PRECINCT	\$100.00	No	No	2012	Yes	\$100	Yes	\$45
180100	SHAWNEE VILLAGE WATER PRECINCT	\$100.00	No	No	2012	Yes	\$100	Yes	\$45
180100	BERKSHIRE WATER DEPARTMENT	\$100.00	No	No	2012	Yes	\$100	Yes	\$45
180100	CLAYMONT WATER SYSTEM	\$100.00	No	No	2014	Yes	\$100	Yes	\$45
180000	ROSELAND WATER COMPANY	\$100.00	No	No	2014	Yes	\$100	Yes	\$45
180100	SEAWARD WATER SYSTEM	\$100.00	No	No	2015	Yes	\$100	Yes	\$45
180100	WINDYHOLLOW WATER PRECINCT	\$100.00	included	Yes	2007	Yes	\$100.00 per inch	Yes	\$100
180100	EDGEWATER VILLAGE DISTRICT	\$100.00	included	Yes	2015	Yes	\$100	Yes	\$45
180100	LISBON WATER DEPARTMENT	\$100.00	No	No	N/A	Yes	\$100	Yes	\$45
180000	SANDSPRING WATER WORKS	\$100.00	No	No	2011	Yes	\$100	Yes	\$45
180100	HOLLANDS VILLAGE & DENVER DISTRICT	\$100.00	No	No	2012	Yes	\$1,000 per inch	Yes	\$100
180100	GLANFLOCK ACRES VILLAGE WATER DISTRICT	\$100.00	No	No	2012	Yes	\$1,000	Yes	\$100
180100	SPRING WATER AND DENVER DEPARTMENT	\$100.00	No	No	N/A	Yes	\$100	Yes	\$45
180100	LEONARD WATER	\$100.00	No	No	2015	Yes	\$100	Yes	\$45
180100	BEAUMONT WATER DISTRICT	\$100.00	No	No	2008	Yes	\$100	Yes	\$45
180100	NORTHAMBLE AND	\$100.00	No	No	2015	Yes	\$100	Yes	\$45
180100	HINDALE WATER - NORTH	\$100.00	No	No	2015	Yes	\$100	Yes	\$45
180100	HINDALE WATER - DOWN TOWN	\$100.00	No	No	2015	Yes	\$100	Yes	\$45
180100	LANCASTER WATER FACILITY	\$100.00	No	No	2010	Yes	\$100	Yes	\$45
180100	WOODVILLE WATER & LIGHT DEPARTMENT	\$100.00	No	No	2013	Yes	\$100	Yes	\$45
180100	BERNARDINO WATER WORKS	\$100.00	No	No	2011	Yes	\$100	Yes	\$45
180100	BYE WATER DISTRICT	\$100.00	included	Yes	2013	Yes	\$100	Yes	\$45
180100	PLUMCROFT VILLAGE WATER & DENVER DISTRICT	\$100.00	No	No	2015	Yes	\$100	Yes	\$45
180100	CANAWA WATER DEPT	\$100.00	No	No	N/A	Yes	\$100	Yes	\$45
180100	WATERBURY VILLAGE DISTRICT	\$100.00	No	No	2014	Yes	\$100	Yes	\$45
180100	Hudson Water Utility	\$100.00	No	No	1990	Yes	\$100	Yes	\$45
180100	ROCHESTER WATER DEPARTMENT	\$100.00	No	No	N/A	Yes	\$100	Yes	\$45

Affordability VS. Cost of Recovery

1.71% 0.91



- Why are we here?
 - Importance of proper rate setting
 - True cost of service
 - **Rates dashboard**

Abenaki Water Company - Belmont

Rates Comparison Characteristics Links

Select residential bill and monthly consumption amount

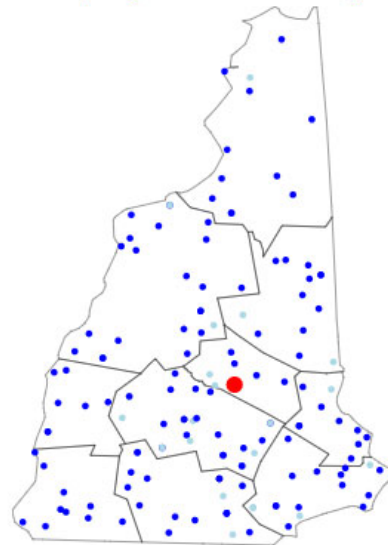
- Water Bill
- Sewer Bill
- Water + Sewer Bill

5,000 gallons
668 cubic feet

Monthly Water Bill: \$76.13 (\$0.015/gal)
Water and sewer base charges include surcharge.

Select comparison group: All Utilities

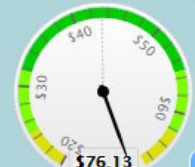
Comparing to all utilities in survey



Effects of raising rates by: 0%

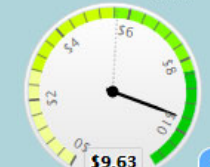
Bill Comparison

Water Bill at
5,000 gallons
Median: \$41.95 Avg: \$43.32



Conservation Signal

Water Price/1,000 gallons,
after 10,000 gallons
Median: \$5.61 Avg: \$5.67



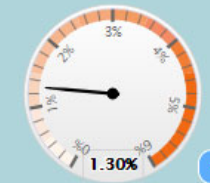
Cost Recovery

Operating
Ratio Incl. Deprec.



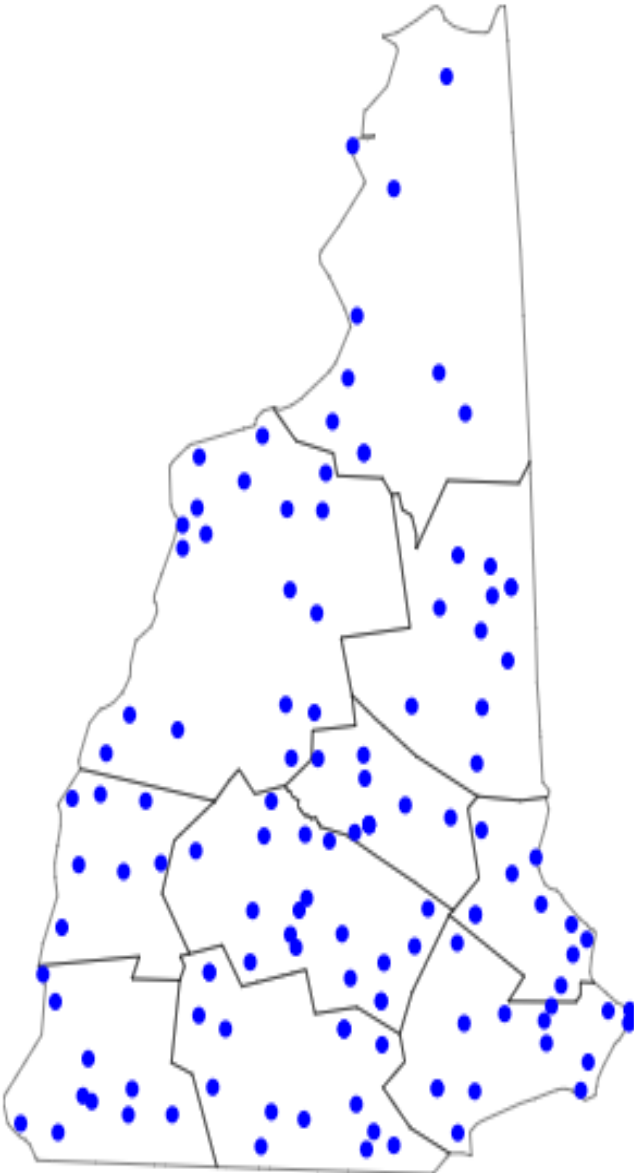
Median Affordability

Annual Water Bills as % MHI



Statewide average annual bill for 71,996 gallons:
Water: \$577.44 Sewer: \$712.32

Download Data



Rates Data Collection

Rate Structures



Town of **Antrim**
NEW HAMPSHIRE

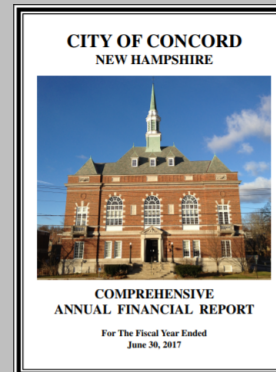


KEENE
KeeneNH.gov



Database

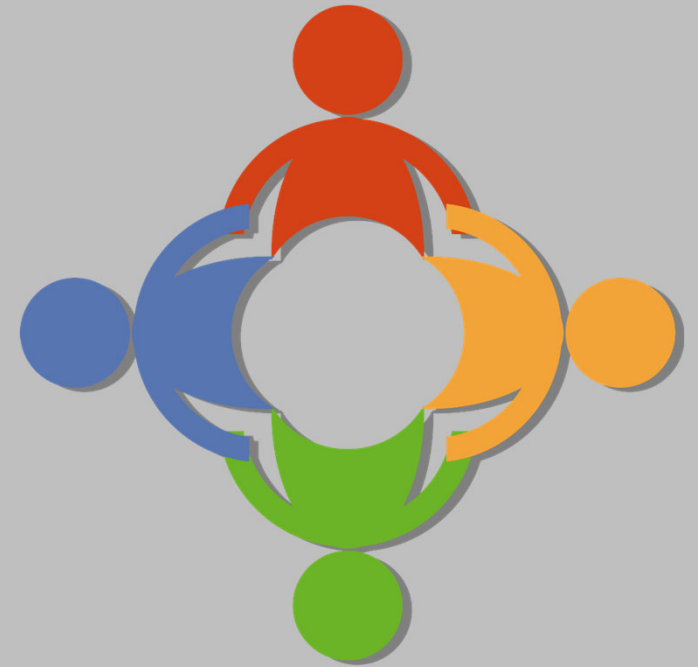
Additional Data Sources



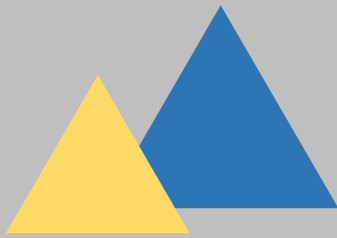
Local CAFRs

Who is in the Survey Group?

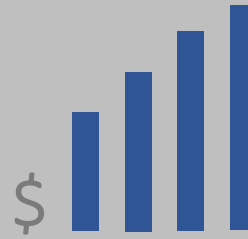
- 148 utilities serving
~780,000 water customers
 - 114 Municipalities
 - 17 Districts
 - 15 For-profit utilities



Compare Your Rates to Rates of Systems that have Similar ...



Size



Rate Structure



Location



Demographics



Type



Financials





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