

WATER & SEWER RATE ADJUSTMENT

EFFECTIVE OCTOBER 1, 2018
Fiscal year 2018/2019

How can I get more information about my water bill ?

EMAIL: UtilityBilling@CityStAug.com

CALL: Customer Service (904) 825-1037

Dear Valued Customer:

The City Commission approved a multi-year utility rate structure aimed, with several objectives in mind, towards long term funding of capital programs and operations while encouraging water conservation. Utility bills will automatically adjust each fiscal year to meet the following objectives:

- Reduce base rates — Pay for what you use.
- Long-term plan to fund operations and capital programs.
- Encourage water conservation — Those who conserve and use less will pay less.
- Reduce the outside-City surcharge — 1% per year.

Customer satisfaction is our highest priority. If you have any questions or concerns about your service, please don't hesitate to contact me at "publicworks@citystaug.com" or at 904-825-1040.

Sincerely,

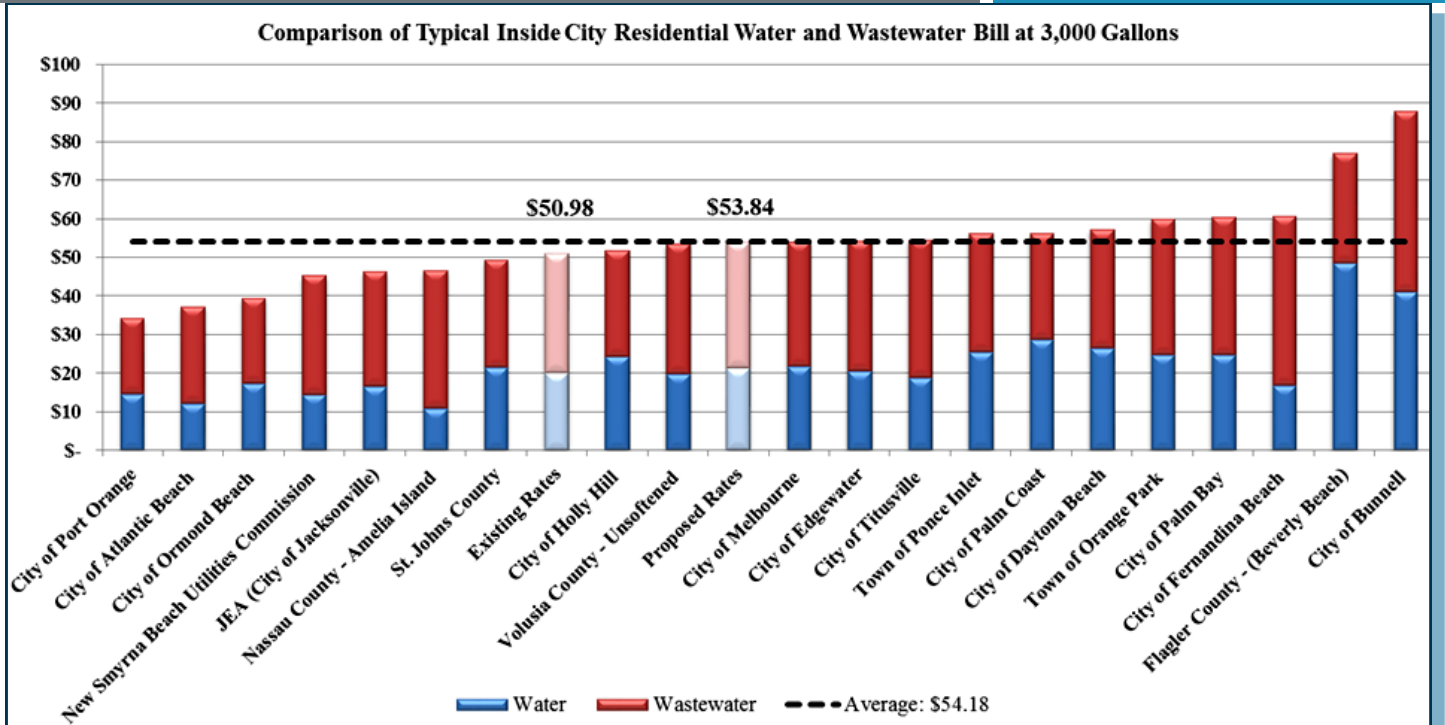
 , P.E., Director of Public Works

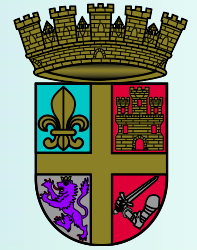


Our Mission

The City of St. Augustine's Public Works Department is responsible for providing safe drinking water 24 hours a day, 7 days a week, 365 days a year. We are dedicated to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

INSIDE-CITY RESIDENTIAL WATER & WASTEWATER BILL COMPARISON AT 3,000 GALLONS OF BILLED USAGE:





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Single-Family Residential Water & Sewer Rates

| | | (INSIDE City Limits) | (OUTSIDE City Limits) |
|---|---|---|---|
| Base Charge – WATER | | \$14.26 | \$17.25 |
| Usage – WATER \$ per 1,000 gallons used | Block 1: Conservation Rate – 0 to 3,000 gallons | \$2.85 | \$3.45 |
| | Block 2: Normal to High – 3,001 to 10,000 gallons | \$6.37 | \$7.71 |
| | Block 3: Inefficient Use – 10,001 to 20,000 gallons | \$8.41 | \$10.17 |
| | Block 4: Excessive Use – 20,001 to 30,000 gallons | \$10.13 | \$12.26 |
| | Block 5: Wasteful Use – Over 30,000 gallons | \$12.74 | \$15.42 |
| Base Charge – SEWER | | \$14.67 | \$17.75 |
| Usage – SEWER \$ per 1,000 gallons used | | \$6.69 (all usage up to 10,000 gallons – capped at 10,000) | \$8.09 (all usage up to 10,000 gallons – capped at 10,000) |

Commercial / General Use / Multi-Family Water & Sewer Rates

| Base Charge – WATER – Per Water Meter Size: | (INSIDE City Limits) | (OUTSIDE City Limits) |
|---|----------------------|-----------------------|
| 5/8 or 3/4 inch | \$14.26 | \$17.25 |
| 1-inch | \$23.77 | \$28.76 |
| 1-1/2 –inch | \$47.53 | \$57.52 |
| 2-inch | \$76.05 | \$92.02 |
| 3-inch | \$142.60 | \$172.55 |
| 4-inch | \$237.67 | \$287.58 |
| 6-inch | \$475.33 | \$575.15 |
| 8-inch | \$760.53 | \$920.25 |
| 10-inch | \$1093.27 | \$1,322.85 |
| Usage – WATER – \$ per 1,000 gallons used | \$6.37 (all gallons) | \$7.71 (all gallons) |
| Base Charge – SEWER – Per Water Meter Size: | (INSIDE City Limits) | (OUTSIDE City Limits) |
| 5/8 or 3/4 inch | \$14.67 | \$17.75 |
| 1-inch | \$24.45 | \$29.58 |
| 1-1/2 –inch | \$48.90 | \$59.17 |
| 2-inch | \$78.24 | \$94.67 |
| 3-inch | \$146.70 | \$177.51 |
| 4-inch | \$244.50 | \$295.85 |
| 6-inch | \$489.00 | \$591.69 |
| 8-inch | \$782.40 | \$946.70 |
| 10-inch | \$1124.70 | \$1,360.89 |
| Usage – SEWER – \$ per 1,000 gallons used | \$8.03 (all gallons) | \$9.71 (all gallons) |