



CITY OF  
WOOD DALE

# Water Rate Frequently Asked Questions

The Wood Dale City Council works hard to maintain a balanced budget and fair allocation of City resources into providing cost-saving and economical services for the community. However, as with all communities, at times the cost of some of these services does increase and those increases must be passed along to consumers in order to maintain high standards for quality and safety.

## WHERE DOES THE CITY GET ITS WATER FROM?

The City purchases its water from the DuPage Water Commission, who purchases it from the City of Chicago.

## HOW ARE THE RATES SET?

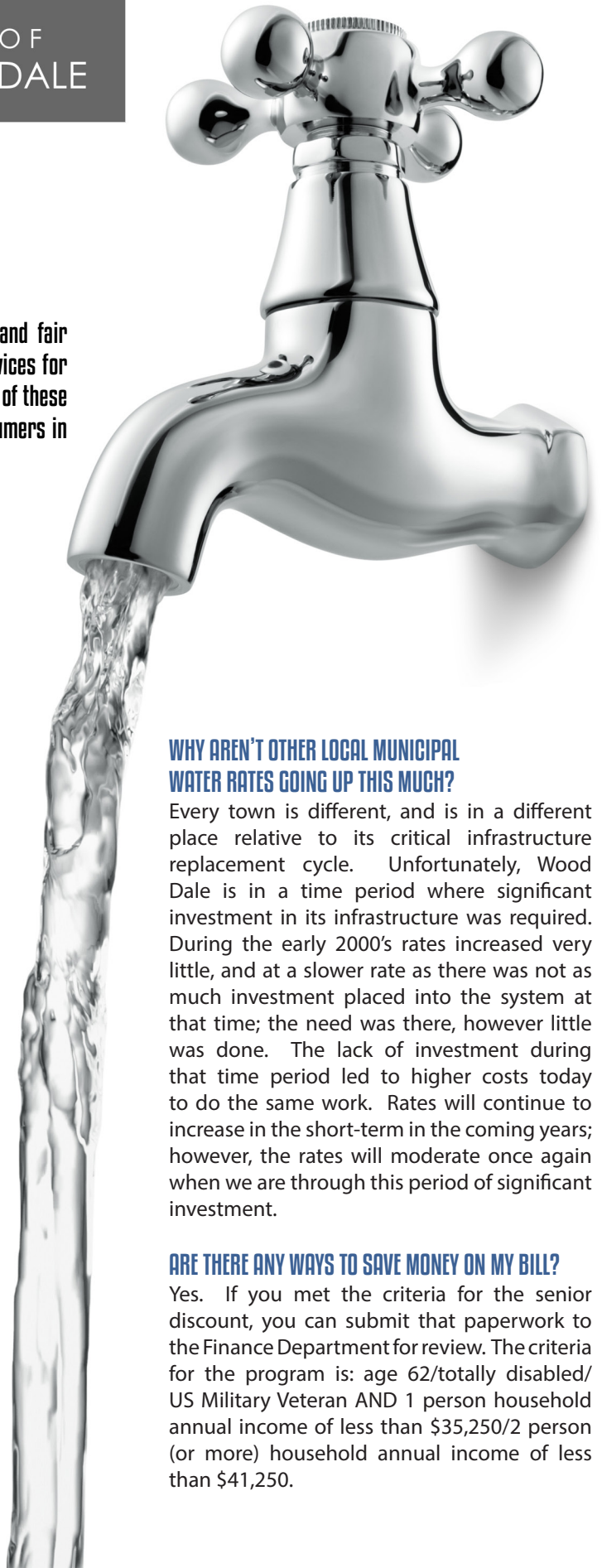
The water/sewer fund is legally designed so that the rates/fees that are charged are to cover the costs associated with the system. Monies generated from water/sewer bills can only be used to pay for the costs related to the operations and maintenance of the water/sewer system.

Rates are set to cover the costs associated with operating and maintaining a safe and efficient water and sewer system. The City does not make a profit, as that is not the goal of the water and sewer system. The rates are set to properly account for these system costs, which include ongoing Maintenance and Operations of the water and sewer systems along with infrastructure projects directly related to water/sewer system.

There is a fixed cost (costs do not change) associated with delivering 1 gallon of water that is the same as delivering 10,000 gallons of water that is to be shared by all users. This is why the fixed costs have increased more over time. The variable rate costs are related to your own usage. The rates are set this way so that everyone shares in the costs related to delivering the service(s) via the fixed costs, but then pay for your own consumption via the variable cost component.

## WHY ARE RATES GOING UP SO MUCH?

In addition to the costs to maintain the system, the City has seen a decline in annual usage of over 31 million gallons over the past 5 years! This decline in usage is due to a number of factors, most notably being the rise of water efficient shower heads, faucets, toilets, and dishwashers. All of these use much less water than older versions. In fact, dishwashers can use up to 3 times less water than washing dishes by hand! This decline in usage leads to an increase in rates above and beyond the typical cost increases.



## WHY AREN'T OTHER LOCAL MUNICIPAL WATER RATES GOING UP THIS MUCH?

Every town is different, and is in a different place relative to its critical infrastructure replacement cycle. Unfortunately, Wood Dale is in a time period where significant investment in its infrastructure was required. During the early 2000's rates increased very little, and at a slower rate as there was not as much investment placed into the system at that time; the need was there, however little was done. The lack of investment during that time period led to higher costs today to do the same work. Rates will continue to increase in the short-term in the coming years; however, the rates will moderate once again when we are through this period of significant investment.

## ARE THERE ANY WAYS TO SAVE MONEY ON MY BILL?

Yes. If you met the criteria for the senior discount, you can submit that paperwork to the Finance Department for review. The criteria for the program is: age 62/totally disabled/ US Military Veteran AND 1 person household annual income of less than \$35,250/2 person (or more) household annual income of less than \$41,250.