

Quarterly News

From your local water reclamation services provider



What You Need to Know About Potential 2025 Rate Adjustments



As we're now in the third quarter of 2024, we wanted to let you know about a few changes coming to your account beginning Jan. 1, 2025. Due to the rising costs of operating our facilities, and the fact that rates have not been raised since 2017, the

Board of Directors is reviewing the need to increase monthly service rates starting next year. While we know rate increases affect our customers, we'd like you to know we don't implement this change lightly. Here are a few things we'd like our customers to know about the rate increase:

- We **value maintaining a flat fee** for our customers so they can plan their bills accordingly. This makes us different from other service providers in the area, which have higher rates and often include additional charges based on usage.
- We **haven't raised rates since 2017**. Since then, the average inflation rate has been 3.61%, and cumulative inflation has been 27.97% from 2017 until now. Like every other business you patronize, inflation affects the cost of operating the wastewater treatment plant, supporting infrastructure and increasing labor costs.
- We've also **implemented other methods to keep our rates low**, including the recent change to transaction fees and looking to implement quarterly billing instead of monthly.
- **SFCSD doesn't have any debt**. We are fiscally responsible and work hard to plan for the future to keep operating and project costs low.
- This **increase doesn't fund expansion in our district**. The cost of new infrastructure is supported by fees collected in the development process. However, we do use rate increases to maintain and update our 60-square-mile network of existing infrastructure.
- **We remain one of the lowest cost utilities on the Front Range**.

This potential rate increase will help us continue to fulfill our mission: To protect the public health and our environment through efficient, high-quality and cost-effective reclamation and treatment of our water resources.

Quarterly Billing for 2025 and Beyond

An additional change we're making to keep rates low is switching to quarterly billing for all customers, effective Jan. 1, 2025. While quarterly billing does mean you'll have a larger payment at one time, this change reduces costs for both our customers and here at SCFSD. Our intention for sharing this change with you so early is to allow you time to plan for this change ahead of time and not be surprised by a change in your bill.



Why are we switching to quarterly billing?

- **Quarterly billing helps our customers save money by reducing the number of transactions and, therefore, transaction fees** for customers paying with a debit or credit card. For most customers, this means \$12 in transaction fees each year (with the minimum \$3 fee per transaction) instead of \$36 in transaction fees.
- **It helps SFCSD save money and operate more efficiently** by reducing printing and postage costs because we will only send a bill once per quarter instead of every month. It also reduces our staffing costs since we only have to manage billing quarterly instead of monthly. Every place we can save money by operating more efficiently helps us keep our rates low for our customers.

Please note that while this change will be implemented at the beginning of 2025 when customers receive their bill in January, your first bill won't be due until February. Moving forward, customers will receive their bill at the beginning of the quarter, and payment will be due in the second month of the quarter. Depending on how you pay your bill, please note the following:

- If you are set up for recurring bill pay with your bank, please make adjustments to your payment date accordingly, allowing up to five days for the transaction to go through.
- If you are set up for autopay through the SFCSD website (CAC Portal) or in our office using ACH, no changes will be necessary.



Questions?

If you have any questions about the 2025 rate or the switch to quarterly billing, please get in touch with us at (970) 226-2484 or through our website at sfcscd.net/contact-us.