



## Increased Water Rates Notification

The increased cost of basic operations and maintenance, and the increase in our cost to purchase water were the determining factors in the Board of Directors voting to increase our water rates.

Last year we received an increase in our cost to purchase water from the City of Terrell and we did not pass that on to our customers to help those affected by COVID. This year there is an increase from the City of Terrell again, combined with the increase in inventory and supplies, fuel, and many other things used in the delivery of water to your home or business, (basic operations and maintenance).

Our rates will increase .90/per 1000-gallons effective December 1, 2021; however, you will not see this increase until you receive your bill due January 10, 2022.

Example:

If you use 1000 gallons of water a month, your water bill will increase .90 a month.

If you use 3000 gallons of water a month, your water bill will increase \$2.70 a month.

If you use 5000 gallons of water a month, your water bill will increase \$4.50 a month.

If you use 10,000 gallons of water a month, your water bill will increase \$9 a month.

We strive to keep our system upgraded so we do not have a lot of repairs and upgrades that need to be completed at one time. We strive to keep all customers' water pressure well above the minimum requirements of TCEQ. And we strive to keep our water rates as low as possible; however, if we do not pass increases on to our customers on an annual basis, we will be unable to maintain our system and then one day a huge increase will be needed. The Board of Directors and Management do not want that to happen, and we hope you understand the position and need for increasing our water rates. This year, for the first time ever, an outside firm was contracted to complete a rate study. It was a relief to hear we have been following a good course in determining our water rates all of these years and there is not a big difference from where our rates should be.

This past winter taught us a lot about the unexpected. Although we were able to keep the water flowing to everyone on our system without the backup of generators, SB3 **mandates** us to have a generator at every critical load location. This is a huge expense that should have come with grant funding; however, those funds were not shared with rural water suppliers in Kaufman County. It is unclear to us why the \$26 million Kaufman County received in the American Rescue Plan Act was not shared with any rural utilities in Kaufman County. There is a second portion of the American Rescue Plan Act that is working its way through the political channels now, and TRWA is fighting to get a specific portion designated to rural water and have someone other than County officials disperse the funds. We are following this closely and will do everything possible to get a portion of those funds to use towards the mandated generators and not have to pass that cost on to our customers through additional increased rates.

Shirley Thompson  
General Manager

October 6, 2021