

TOWN OF PARADISE VALLEY

Phoenix Sewer Service

December 6, 2018



Agenda

- Background
- Impact of winter water usage
- Appeal process



Background

- PV Independent story: PV residents call into question Phoenix sewer fee assessments
- Meetings with residents
- Meetings with Phoenix Deputy City Manager and Director of Water Services
- Town Manager memo to Mayor and Council
- Study Session



Calculation of Sewer Assessment

- Base charge = \$1.00
- Rate per ccf = \$3.7101
- Environmental fee per ccf = \$0.8267
- 15,000 G/M winter avg would =~ \$90.97

* Includes 50% surcharge



Impact of Winter Water Usage

- 79% of average of water consumption for January-March
- Sets rate for following July-June billing
- Impact of overseeding, winter pool repairs, etc



Appeal Process

- Required annually
- Must be submitted prior to 60 days before July 1 each year
- Items considered:
 - Leaks
 - Pool filled or repaired
 - Irrigation
 - Square footage of landscaping area



Appeal Form



City of Phoenix

2018 Request for Sewer Fee Adjustment

Each year, sewer fees are recalculated based on a percentage of your actual water used during January, February, and March, and become effective each July. Sewer fees include a standard deduction for water used for landscape during those months. This percentage will vary based on weather conditions. Based on the size of the property's landscape area, the sewer fee includes an allocation for trees and shrubs. To be eligible for a Sewer Fee Adjustment, you must have a larger than average landscape area, had a leak(s) repaired, or filled or repaired a pool during January, February, or March.

All requests for Sewer Fee Adjustments must be submitted within 60 days of the July bill.

Requests received after 60 days will not be eligible for a sewer fee adjustment. This form is to be completed each year an adjustment is warranted. We accept requests prior to July, but no rate adjustments will be made for months prior to July. Upon approval of the appeal, the sewer fee will be recalculated and appear on the next bill.

Questions should be directed to the Water Services Department, Customer Services Division at: cityservicesbill@phoenix.gov

Customer Name		Account Number	
Service Address		Home Phone	
Email Address		Work Phone	
Billing Address		Nature of Business	
Number of Occupants		Number of Units	

Please indicate:

- Leaks repaired during January, February, or March.
NOTE: Please include receipt(s) of materials purchased and/or work completed
Date Repaired ☐ Yes ☐ No
- Pool filled or repaired during January, February, or March.
NOTE: Specify number of gallons used to fill pool
Date Filled No. of Gallons
- Salt River Project Irrigation
☐ Yes ☐ No

Landscape Area:

Please provide total area of lawn, garden, or shrubs watered during January, February, and March **in square feet** (length x width).

By signing below, I certify that the information I am providing is true and complete to the best of my knowledge and belief, and that I have fully read and understand the guidelines, terms and conditions listed on any portion of this application. I acknowledge that if any of the above information is found to be inaccurate, this appeal will be denied.

Signature Date

Return the completed form and all necessary attachments to:

Online: Submit a scanned copy at <https://www.phoenix.gov/atyourservice> by selecting the **City Services Bill Documents** service request option

Mail: City of Phoenix Water Services Department
Customer Services Division
Sewer Fee Adjustment
305 W Washington Street, Suite 200
Phoenix, AZ 85003-2012

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Questions and Discussion

