

**CITY OF WOOD RIVER**  
**WATER & SEWER RATE INCREASES**  
**FREQUENTLY ASKED QUESTIONS (FAQ)**

**Q: When did the new rates begin?**

A: If you look at the upper left-hand corner of your bill you will see a “service to” date, if that date is after May 1, 2020 then your bill has the higher rate for all the usage on that bill.

**Q: Was I notified of the increase?**

A: Water bills mailed between May 22, 2020 and July 2, 2020 will have a message regarding the increase.

**Q: Why were the rates increased?**

A: Prior to May 1, 2016 sewer rates had not been raised since the early 1980s, and water rates had only seen one increase in the last 15 years. In an effort to prepare for necessary plant maintenance and upcoming EPA mandates the Finance Department and the Public Works Department worked together to come up with new rates that can cover these costs. This new rate is the lowest rate that could be set to prepare for the upcoming costs.

**Q: Will the rates continue to increase?**

A: The water and sewer rates are scheduled to increase annually until the water rate reaches \$4.93\* and the sewer rate reaches \$6.32\* per one thousand gallons on May 1, 2020. Beginning May 1, 2021 rates are scheduled to increase 3% every year thereafter.

**Q: Can I get my bill reduced if I filled my pool?**

A: Your sewer bill is based on your water usage. The City of Wood River offers a summer sewer program that caps out sewer charges at 13,000 gallons. This discount will be on bills mailed June 5, 2020 – November 3, 2020. Usage is approximately 2 months before the bill is mailed.

**Q: What can I do to keep my water bills as low as possible?**

- A:
- Turn off the water while brushing teeth or using the bathroom sink. Most water waste happens in the bathroom.
  - Replace your toilet with a new, low-flow model. Most new models use about 1.5 gallons per flush – compared to as many as 8 gallons per flush for older toilets.
  - Try a low-flow showerhead. New showerheads use about half as much water as older models, while still providing a comfortable stream of water in the shower.
  - Install a rain barrel (or two!) to collect rainwater that can be used for watering your yard.
  - Use the “quick wash” option on your dishwasher – your dishes will still get clean, but you will use less water.
  - Front-loading washing machines use about half as much water as top loading washing machines. After the toilet, the clothes washer is the second-largest water user in the typical home.

**Q: Could I have a water leak?**

A: If you look at the left-hand side of your bill you will see a number listed under “consumption”. This is how many thousands of gallons of water you used in the two-month period. You can compare this number to previous bills to see if your usage increased. If your usage has not changed then the increase is due to the new water and sewer rates. If your usage has increased drastically you may have a leak, please call 618-251-3131.