

Guidance on Reporting Most Common Residential Rate Structure in Section 8a in the Electronic Annual Report (eAR)

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Terms and Definitions

Community water systems in California are required to report their most common residential rate structure to the State Water Resources Control Board (State Water Board) through the Electronic Annual Report (eAR). This document provides guidance on how to comply with this reporting requirement. Rate structure examples and screenshots of the eAR are used to illustrate how certain questions within Section 8a Customer Charges section. For detailed instructions and guidance on how to complete the eAR, refer to the eAR Help Tips (a link is provided on the online eAR survey).

Single or Flat Rate (Often Unmetered): a static charge per billing cycle independent of water consumption. However, if your rate is affected by seasons, please provide an average charge per billing cycle.

Fixed Base Rate: a uniform charge that is applied to a customer’s bill regardless of the volume of water consumed. Base rates typically include charges like sourcewater protection fees, service fees, etc. and may include a fixed fee for the first few units of water consumed.

For the purposes of this survey, water systems that have base rates that vary due to non-water use related reasons (meter sizes, elevation, location, etc.) should select a **fixed base rate** as their most common Base Rate structure. When providing this fixed base rate, water systems should enter the base rate which is charged to the most customers.

Variable Base Rate: a charge that is applied to a customer's bill that typically includes charges like sourcewater protection fees, service fees, etc. and may include a fee for the first few units of water consumed.

For the purposes of this survey, base rates that vary due to water consumption should be considered as having a variable base rate. If base rates vary for any other reason (i.e. meter size, elevation, location, etc.), then they should be considered as having a fixed base rate. Please see the definition for fixed based rate for further clarification.

Uniform Usage Rate: a fixed rate that is charged based on the volume of water consumed. This uniform usage rate remains unchanged per cycle or throughout the year.

Variable Usage Rate: a charge that is applied to a customer's bill per unit of water consumed. This amount is affected by water consumption in the form of tiers. Tiers consist of a set charge that is tied to an upper and lower limit of water consumption. After a customer surpasses the upper limit of the first tier the customer will pay the next tier's rate until reaching the max tier.

For example, if a water system charges \$0.50 per gallon for the first three gallons (in other words, 0-3 gallons at \$0.50), zero is the lower limit and three is the upper limit for that tier. After exceeding that upper limit, a water system may charge \$0.75 for the next three gallons (i.e., 4-6 gallons at \$0.75).

Also, the survey does not break down the unit of measure selected into small units (i.e. you cannot charge for less than a gallon of water even if the customer did not use the full gallon amount).

Allocation Based: a rate structure also known as Water Budget-Based Rates, Water Budgets, Conservation-Based Rates, Efficiency-Based Rates, and Sustainable Rates. Allocation Based Rates are an approach to managing customer demands, while minimizing revenue impacts to water agencies. Customers are billed according to an "allocation" or "water budget," which is created based upon reasonable needs and efficient use. If customers consume water at or below their allocation, they are billed a basic charge; if customers exceed their allocation, they are billed at a higher rate. This type of rate structure provides an economic incentive for customers to conserve water. See [California Water Code Section 372](#) for all of the criteria that Allocation Based rate structures should meet.

Single or Flat Rate (Often Unmetered)

Single-Family

\$45.10 per month for drinking water, there is an additional \$10 charge per month included in the bill for fire suppression and wastewater services.

Multi-Family

\$28.23 per month for drinking water, there is an additional \$5 charge per month included in the bill for fire suppression and wastewater services.

Example Notes:

Unit of Measure (UOM): water is unmetered.

Billing Frequency: monthly

In this example, the customer type is single-family and multi-family customers that have a different Flat Rate, respectively: please select “**Yes**” in question A1.6.

8. Customer Charges

A. Water Rates and Charges

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? Yes 

A.2 Select applicable customer types: Residential 

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are used to include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.


Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.



Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: monthly 

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates:  Not Applicable 

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Flat Rate

**Customer Class
& Billing Tiers**

<u>Single-family</u> - Tier 1	45.10
<u>Multi-family</u> - Tier 1	28.23

Base Rate (Fixed) + Usage Rate (Uniform)

Single-Family

Fixed Base Rate: \$45.00*

Uniform Usage Rate: \$6.00 per HCF

Multi-Family

Fixed Base Rate: \$35.00**

Uniform Usage Rate: \$6.00 per HCF

Example Notes:

Unit of Measure (UOM): hundred cubic feet (HCF)

Billing Frequency: monthly

*Based on the most common meter size ($\frac{3}{4}$ inch) for single-family customers.

**Based on the most common meter size (1 inch) for multi-family customers.

In this example, the customer type is single-family and multi-family customers that have a different Base Rate, respectively: please select “**Yes**” in question A1.6.

Users are NOT required to complete the second column of the A1.8. Residential Rates & Charges Table, “*Usage Rate Structure Top Metric/Unit of Measure (UOM)*”.

8. Customer Charges

A. Water Rates and Charges

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? Yes 

A.2 Select applicable customer types: Residential 

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.


Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.



Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: monthly 

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates:  Hundred Cubic Feet 

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

Yes 

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Base Rate	Usage Rate Structure Top Metric/ Unit of Measure (UOM)	Cost per Unit of Measure (UOM)
<u>Single-family</u> - Tier 1	45	<div style="border: 2px solid red; padding: 5px; display: inline-block;">Do NOT fill in.</div>	6
<u>Multi-family</u> - Tier 1	35		6

Base Rate (Fixed) + Usage Rate (Variable) – Example 1

Single-Family

In this example, the Base Rate for Single-Family customers includes a fixed fee for the first 2 HCF of water consumed. Customers are then charged a Variable Usage Rate for water consumed beyond the first 2 HCF. For eAR reporting purposes, the water system should capture this fixed volume of water covered in the Base Rate in the initial Tier 1 for the Usage Rate structure. This will require an additional Tier added to the number selected in question A1.7.1.

In this example, the water system has four Variable Usage Rate tiers, and an additional tier is added in front so that the eAR survey can capture the initial fixed volume of water covered in the Base Rate (**Tier 1: For 0-2 HCF, \$0.00 per HCF**). In the survey table the Usage Rate for this fixed volume should be \$0.00 since the cost is already captured in the Base Rate column.

Fixed Base Rate:

\$25.00* (*includes first 2 HCF of water consumption*)

Variable Usage Rate:

Tier 1: For 0-2 HCF, \$0.00 per HCF (*Tier added to capture the fixed volume of water covered in the Base Rate*)

Tier 2: For 2-4 HCF, \$5.00 per HCF

Tier 3: For 4-12 HCF, \$5.50 per HCF

Tier 4: For 12-18 HCF, \$8.00 per HCF

Tier 5: After the initial 18 HCF, \$11.00 per HCF

Multi-Family

Fixed Base Rate:

\$10.00** (*does not include water*)

Variable Usage Rate:

Tier 1: For 0-4 HCF, \$5.00 per HCF

Tier 2: For 4-12 HCF, \$5.50 per HCF

Tier 3: For 12-18 HCF, \$8.00 per HCF

Tier 4: After the initial 18 HCF, \$11.00 per HCF

Example Notes:

Unit of Measure (UOM): hundred cubic feet (HCF)

Billing Frequency: monthly

*Based on the most common meter size ($\frac{3}{4}$ inch) for single-family customers.

**Based on the most common meter size (1 inch) for multi-family customers.

In this example, customer type is single-family and multi-family customers that have a different rate structure, respectively: please select “**Yes**” in question A1.6.

Users only need to fill in the first row for the Base Rate column of the A1.8. Residential Rates & Charges Table.

8. Customer Charges

A. Water Rates and Charges

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? Yes 

A.2 Select applicable customer types: Residential 

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.


Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: monthly 

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates:  Hundred Cubic Feet 

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

Yes

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.7. Do your rates change for different levels of water consumption?

Yes

A1.7.1. What is the number of tiers or levels of charges?

A1.7.1b Single Family

5

A1.7.1c Multi-Family

4

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency, please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Base Rate	Usage Rate Structure Top Metric/ Unit of Measure (UOM)	Cost per Unit of Measure (UOM)
<u>Single-family</u> - Tier 1	25	2	0.00
Tier 2	Do NOT fill in.	4	5.00
Tier 3		12	5.50
Tier 4		18	8.00
Tier 5			11.00
<u>Multi-family</u> - Tier 1		10	4
Tier 2	Do NOT fill in.	12	5.50
Tier 3		18	8.00
Tier 4			11.00

Base Rate (Fixed) + Usage Rate (Variable) – Example 2

Residential

Base Rate: Service Charge

$\frac{5}{8}$ x $\frac{3}{4}$ - inch meter: \$18.50

$\frac{3}{4}$ - inch meter: \$26.25* (**most common**)

1 - inch meter: \$47.00

1- $\frac{1}{2}$ - inch meter: \$90.14

2 - inch meter: \$140.62

Variable Usage Rate:

Tier 1: For 0-9 HCF, \$3.21 per HCF

Tier 2: For 9-20 HCF, \$3.32 per HCF

Tier 3: After the initial 20 HCF, \$4.12 per HCF

Example Notes:

Unit of Measure (UOM): hundred cubic feet (HCF)

Billing Frequency: monthly

*Most single-family customers have $\frac{3}{4}$ - inch meter.

In this example, the customer type is residential that has **single-family customers only**: please select “**No**” in question A1.6.

Base Rate (Fixed) + Usage Rate (Variable) should be selected in A1.1. When providing the fixed base rate, users should enter the base rate which is charged to the most customers. Only need to fill in the first row for the Base Rate column of the A1.8. Residential Rates & Charges Table.

8. Customer Charges

A. Water Rates and Charges

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? 

A.2 Select applicable customer types: 

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usu include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: 

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates:  

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

No

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.7. Do your rates change for different levels of water consumption?

Yes

A1.7.1. What is the number of tiers or levels of charges?

A1.7.1a Residential 3

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Base Rate	Usage Rate Structure Top Metric/ Unit of Measure (UOM)	Cost per Unit of Measure (UOM)
<u>Residential</u> - Tier 1	26.25	9	3.21
Tier 2	Do NOT fill in.	20	3.32
Tier 3			4.12

Base Rate (Fixed) + Usage Rate (Variable) – Example 3

Residential

This example has seasonal rates that cover a specific time period, which applies different rates between the summer and winter months. If your system has water rates varied by season, please provide a comment in A1.2 comment box and report an annual average* for the fixed Base Rate and tiered Usage Rate.

May – October:

Fixed Base Rate: \$10.00 (*includes first 1,000 gallons of water consumption*)

Variable Usage Rate:

Tier 1: For 0-1,000 Gallons, Base Rate \$10.00 with \$0.00 Usage Rate

Tier 2: For 1,001-2,245 gallons, \$0.0025 per gallon

Tier 3: For 2,246-5,000 gallons, \$0.0075 per gallon

Tier 4: After the initial 5,000 gallons, \$0.0095 per gallon

November – April:

Fixed Base Rate: \$10.00 (*includes first 2,000 gallons of water consumption*)

Variable Usage Rate:

Tier 1: For 0-2,000 Gallons, Base Rate \$10.00 with \$0.00 Usage Rate

Tier 2: For 2,001-4,489 gallons, \$0.0025 per gallon

Tier 3: For 4,490-10,000 gallons, \$0.0075 pe gallon

Tier 4: After the initial 10,000 gallons, \$0.0095 per gallon

*annual average calculation:

Fixed Base Rate: $[(1,000 \times 6) + (2,000 \times 6)] \div 12 = 1,500$ gallons;
\$10.00 (*includes first 1,500 gallons of water consumption*)

Variable Usage Rate:

Tier 1: For 0–1,500 gallons, Base Rate \$10.00 with \$0.00 Usage Rate

Tier 2: Upper UOM = $[(2,245 \times 6) + (4,489 \times 6)] \div 12 = 3,367$ gallons;

1,501-3,367 gallons at \$0.0025 per gallon

Tier 3: Upper UOM = $[(5,000 \times 6) + (10,000 \times 6)] \div 12 = 7,500$ gallons;

3,368-7,500 gallons at \$0.0075 per gallon

Tier 4: **above 7,500 gallons** (no upper UOM) **at \$0.0095 per gallon**

Example Notes:

Unit of Measure (UOM): gallons

Billing Frequency: monthly

In this example, the customer type is residential that has **single-family customers only**: please select “No” in question A1.6.

8. Customer Charges

A. Water Rates and Charges ?

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? Yes ▼

A.2 Select applicable customer types: Residential ▼

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: monthly ▼

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates: ? Gallons (Gal) ▼

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

No

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.7. Do your rates change for different levels of water consumption?

Yes

A1.7.1. What is the number of tiers or levels of charges?

A1.7.1a Residential 4

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Base Rate	Usage Rate	Cost per Unit of Measure (UOM)
		Structure Top Metric/ Unit of Measure (UOM)	
Residential - Tier 1	10	1500	0.00
Tier 2	Do NOT fill in.	3367	0.0025
Tier 3		7500	0.0075
Tier 4			0.0095

Base Rate (Fixed) + Usage Rate (Variable for Single-Family & Uniform for Multi-Family)

Single-Family

Base Rate:

Elevation less than 1000 feet: \$20.10* (*most common*)

Elevation higher than 1000 feet: \$50.00

Variable Usage Rate:

Elevation less than 1000 feet:* (*most common*)

Tier 1: For 0-6 HCF, \$6.00 per HCF

Tier 2: For 6-10 HCF, \$7.50 per HCF

Tier 3: After the initial 10 HCF is \$13.00 per HCF

Elevation above than 1000 feet:

Tier 1: For 0-6 HCF, \$8.00 per HCF

Tier 2: For 6-10 HCF, \$9.50 per HCF

Tier 3: After the initial 10 HCF, \$15.00 per HCF

Multi-Family

Base Rate:

Elevation less than 1000 feet: \$10.00

Elevation higher than 1000 feet: \$15.00** (*most common*)

Uniform Usage rate:

Elevation less than 1000 feet: \$6.00 per HCF

Elevation higher than 1000 feet: \$8.00 per HCF** (*most common*)

Example Notes:

Unit of Measure (UOM): hundred cubic feet (HCF)

Billing Frequency: monthly

*Most single-family customers are at an elevation below 1000 feet.

**Most multi-family customers are at an elevation above 1000 feet.

In this example, the customer type is single-family and multi-family customers that have a different rate structure, respectively: please select “**Yes**” in question A1.6.

Single-family: Base Rate (Fixed) + Usage Rate (Variable)

Multi-family: Base Rate (Fixed) + Usage Rate (Uniform)

Base Rate (Fixed) + Usage Rate (Variable) should be selected in A1.1 to properly display the Residential Rates & Charges Table in A1.8. When providing the fixed base rate, users should enter the base rate which is charged to the most customers (i.e., \$20.10 for single-family, \$15.00 for multi-family). Only need to fill in the first row for the Single-family Base Rate column in A1.8 rate structure table.

8. Customer Charges

A. Water Rates and Charges

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? Yes 

A.2 Select applicable customer types: 

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usu include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: 

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates:  

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

Yes

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.7. Do your rates change for different levels of water consumption?

Yes

A1.7.1. What is the number of tiers or levels of charges?

A1.7.1b Single Family 3

A1.7.1c Multi-Family 1

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency, please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Base Rate	Usage Rate Structure Top Metric/ Unit of Measure (UOM)	Cost per Unit of Measure (UOM)
<u>Single-family</u> - Tier 1	20.10	6	6.00
Tier 2	Do NOT fill in.	10	7.50
Tier 3			13.00
<u>Multi-family</u> - Tier 1	15.00		8.00

No Base Rate + Usage Rate (Variable)

Residential

No Base Rate

Variable Usage Rate:

Tier 1: For 0-9 HCF, \$3.21 per HCF

Tier 2: For 9-20 HCF, \$3.32 per HCF

Tier 3: After the initial 20 HCF, \$4.12 per HCF

Example Notes:

Unit of Measure (UOM): hundred cubic feet (HCF)

Billing Frequency: monthly

In this example, the customer type is residential that has **single-family customers only**: please select “No” in question A1.6.

Base Rate (Fixed) + Usage Rate (Variable) should be selected in A1.1. When providing the fixed base rate, users should enter \$0.00 as the amount. Only need to fill in the first row for the Base Rate column of the A1.8. Residential Rates & Charges Table.

8. Customer Charges

A. Water Rates and Charges

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? 

A.2 Select applicable customer types: 

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: 

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates:  

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

No

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.7. Do your rates change for different levels of water consumption?

Yes

A1.7.1. What is the number of tiers or levels of charges?

A1.7.1a

Residential

3

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Base Rate	Usage Rate Structure Top Metric/ Unit of Measure (UOM)	Cost per Unit of Measure (UOM)
<u>Residential</u> - Tier 1	0.00	9	3.21
Tier 2	Do NOT fill in.	20	3.32
Tier 3			4.12

Base Rate (Variable) + Usage Rate (Uniform)

Single-Family & Multi-Family

Variable Base Rate:

- Tier 1: For 0-6 HCF, \$9.89
- Tier 2: For 6-9 HCF, \$10.89
- Tier 3: For 9-12 HCF, \$11.89
- Tier 4: After the initial 12 HCF, \$12.89

Uniform Usage Rate:

\$2.81 per HCF

Example Note:

Unit of Measure (UOM): hundred cubic feet (HCF)

Billing Frequency: monthly

In this example, customer type is single-family and multi-family customers that are charged the same amount: please select “**Yes**” in question A1.6.

Users are NOT required to complete the third column of the A1.8. Residential Rates & Charges Table, “*Usage Rate Structure Top Metric/Unit of Measure (UOM)*”. For the Cost per Unit of Measure (UOM) column, only need to fill in the first row (see screenshots below).

8. Customer Charges

A. Water Rates and Charges ?

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? ▼

A.2 Select applicable customer types: ▼

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: ▼

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates: ? ▼

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

Yes

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.7. Do your rates change for different levels of water consumption?

Yes

A1.7.1. What is the number of tiers or levels of charges?

A1.7.1b Single Family 4

A1.7.1c Multi-Family 4

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Base Rate Structure		Usage Rate Structure		
	Top Metric/ Unit of Measure (UOM) for Base Rate	Base Rate	Top Metric/ Unit of Measure (UOM)	Cost per Unit of Measure (UOM)	
<u>Single-family</u> - Tier 1	6	9.89	Do NOT fill in.	2.81	
Tier 2	9	10.89		Do NOT fill in.	Do NOT fill in.
Tier 3	12	11.89			
Tier 4		12.89			
<u>Multi-family</u> - Tier 1	6	9.89			
Tier 2	9	10.89		Do NOT fill in.	Do NOT fill in.
Tier 3	12	11.89			
Tier 4		12.89			

Base Rate (Variable) + Usage Rate (Variable)

Single-Family & Multi-Family

Variable Base Rate:

- Tier 1: For 0-11 HCF, \$9.89
- Tier 2: For 11-23 HCF, \$10.89
- Tier 3: For 23-40 HCF, \$11.89
- Tier 4: For 40-60 HCF, \$12.89
- Tier 5: above 60 HCF, \$13.89

Variable Usage Rate:

- Tier 1: For 0-11 HCF, \$4.38 per HCF
- Tier 2: For 11-23 HCF, \$5.10 per HCF
- Tier 3: For 23-40 HCF, \$6.28 per HCF
- Tier 4: After the initial 40 HCF, \$8.28 per HCF

Example Note:

Unit of Measure (UOM): hundred cubic feet (HCF)

Billing Frequency: monthly

In this example, the customer type is single-family and multi-family customers that are charged the same amount: please select “**Yes**” in question A1.6.

Despite the number of tiers being different between the Base Rate (5 tiers) and Usage Rate (4 tiers), the maximum number of tiers (5 tiers in this example), should be selected in question A1.7.1 for both the Single-Family and Multi-Family.

8. Customer Charges

A. Water Rates and Charges [?](#)

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)? Yes No

A.2 Select applicable customer types: Residential Commercial Industrial Institutional

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers: monthly quarterly semi-annually annually

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates: [?](#) Hundred Cubic Feet Gallons Liters

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

Yes

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.7. Do your rates change for different levels of water consumption?

Yes

A1.7.1. What is the number of tiers or levels of charges?

A1.7.1b Single Family

5

A1.7.1c Multi-Family

5

A1.8. Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected monthly Billing Frequency, please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Base Rate Structure Top Metric/ Unit of Measure (UOM) for Base Rate	Base Rate	Usage Rate Structure Top Metric/ Unit of Measure (UOM)	Cost per Unit of Measure (UOM)
<u>Single-family</u> - Tier 1	11	9.89	11	4.38
Tier 2	23	10.89	23	5.10
Tier 3	40	11.89	40	6.28
Tier 4	60	12.89		8.28
Tier 5		13.89		
<u>Multi-family</u> - Tier 1	11	9.89	11	4.38
Tier 2	23	10.89	23	5.10
Tier 3	40	11.89	40	6.28
Tier 4	60	12.89		8.28
Tier 5		13.89		

Allocation Based

Single-Family & Multi-Family

Allocation Based Rates are also known as Water Budget-Based Rates, Water Budgets, Conservation-Based Rates, Efficiency-Based Rates, and Sustainable Rates. Allocation Based Rates are an approach to managing customer demands, while minimizing revenue impacts to water agencies. Customers are billed according to an “allocation” or “water budget,” which is based upon reasonable needs and efficient use. If customers consume water at or below their allocation, they are billed a basic charge; if customers exceed their allocation, they are billed at a higher rate. This type of rate structure provides an economic incentive for customers to conserve water. See California Water Code Section 372 for all of the criteria that Allocation Based rate structures should meet.

In this example, each customer is assigned a monthly water budget. If customers go above their budgets, they pay a higher usage rate. The amount of water consumed as a percentage of a customer’s water budget determines which rate tier applies. Single-family customers have a budget that includes outdoor water use. Multi-family customers have a budget for indoor use only. Rates include:

Flat Fee: \$45.00 (covers facility repairs and maintenance, meter reading, billing, customer service costs)

Tier 1: Indoor Water Budget Total Water Budget

Tier 2: Outdoor Water Budget 101% to 125% of Total Water Budget

Tier 3: 101% to 125% of Total Water Budget

Tier 4: 126% to 150% of Total Water Budget

Tier 5: Over 150% of Total Water Budget

Example Notes:

Unit of Measure (UOM): hundred cubic feet (HCF)

Billing Frequency: monthly

For the Allocation Based rate structure, users should provide a summary of the allocation in comments box (A1.14) and upload your rate information.

8. Customer Charges

A. Water Rates and Charges

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)?

A.2 Select applicable customer types:

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.


Variable - Rates that are changed depending on factors like water usage, meter size, elevation, etc.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (Code Sec 372 California Water Code Sections 370-374)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers:

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates: 

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

Yes

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.9 Did your rates change in the reporting year?*

- No Change
- Yes, inflation adjustment
- Yes, increment of multi-year approved increase
- Yes, imposition of new or increased fees
- Yes, other:

A1.9a Other Notes

A1.10. Date of most recent update to the rate structure (this does not include regularly scheduled rate changes, rather actual changes to your rate structure): [?](#) MM/DD/YYYY

A1.11. If you recently updated your rate structure, please briefly describe the changes that were made:

A1.12. Provide a direct link to a web page that explains water rates and fees, if available. [?](#)

A1.13. Upload rate structure documentation.

Not Available Online

No file chosen

A1.14 Comments on the allocation of Single-Family and Multi-Family rate

Each customer is assigned a monthly water budget. If customers go a

A1.15 Does your residential customer bills include any non-drinking water charges (i.e. wastewater, stormwater, electricity, telecommunications, property tax etc.)?

--Pick one--