

Notice of Billing Error

This letter is to make you aware of a change on this month's utility bill. In your June bill, you would have received the attached material notifying you of an increase in sewer rates. The rates for sewer increased from \$9.05 per thousand gallons to \$9.85 per thousand gallons above the initial 1,000 gallons of water used. The rates for high strength sewer users also increased from \$11.31 to \$12.31 per thousand gallons of water used. Those rates were not properly applied for business customers for the July 1, August 1, and September 1 bills. Those rates are now corrected for this month's usage and will be going forward.

If you have any questions, please call 515-961-9444.

Chris DesPlanques  
General Manager, Indianola Municipal Utilities

## SEWER RATE CHANGE EFFECTIVE JULY 2020 BILLING



Why is there a sewer rate adjustment?

*Sewer rates are not arbitrarily selected. These rates cover all the operation and maintenance costs of the sewer treatment facility and associated collection system. Additionally, the City is mandated to update the current wastewater treatment facility to meet new stricter nutrient reduction requirements. The rate adjustment is necessary to pay for the new facility, collection system and other operating costs. The last sewer rate adjustment was in September 2013.*



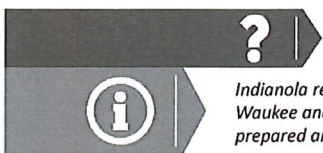
What is the new rate?

	Current Rate	New Rate	Total Increase
Base Rate (Includes first 1,000 gallons)	\$8.00	\$18.00	\$10.00
Usage Rate (per 1,000 gallons)	\$9.05	\$9.85	\$0.80



What is the impact of the Local Option Sales Tax (LOSST)?

*Without the passage of the LOSST, an average household sewer bill would have needed to increase by \$30.40 per month (based on an average residential monthly bill with 4,000 gallons).*



How does Indianola compare to other cities?

*Indianola remains more affordable than many other Metro communities, such as: Norwalk, Waukee and Ankeny, to name a few. This is based on a sewer rate comparison survey prepared annually by the City of Ames.*



How will this effect a typical residential user?

*An average residential customer uses approximately 4,000 gallons a month, which means the estimated impact as a result of the new rate is \$12.00 a month increase.*



For additional information please call 515-961-9410 or visit the City of Indianola website at: [www.indianolaiowa.gov](http://www.indianolaiowa.gov)

