



News from Bellevue Utilities

Jan/Feb 2015

Quick Facts about Bellevue Utilities

- Provides reliable quality drinking water, wastewater and storm & surface water services 24 hours a day, 7 days a week year-round for about \$5.00 a day.
- Drinking water is delivered using over 620 miles of water mains and 25 water reservoirs, with a total storage of 42.5 million gallons.
- Wastewater is conveyed to the King County regional wastewater treatment plant using 525 miles of mainline pipes.
- Storm and surface water is managed with over 20,000 public storm drains and 410 miles of pipes. Surface water is also responsible for protecting 80+ miles of open streams and 800+ acres of protected wetlands.

About Bellevue's 2015 Utility Rates

Utility services are funded through rates. In December, the City Council approved new rates for Bellevue Utilities that will go into effect on January 1, 2015. Rates are reviewed regularly to ensure the level of service expected by customers continues to be provided. Bellevue Utility rates are competitive with neighboring cities.

What factors affect Utility Rates?

Rate increases are driven by three key factors:

1. Bills that we pay others are increasing. Over half of the Utilities budget includes payments to Cascade Water Alliance to purchase drinking water, King County for wastewater treatment, and the payment of City/State taxes.
2. Capital investments needed to protect our infrastructure are increasing. Delivering utility services requires miles of pipes and other infrastructure. This infrastructure is aging and, as it ages, requires greater maintenance or replacement. Delaying maintenance is not cost-effective as it will cost much more in the long-run.
3. Costs for day-to-day operations are increasing due to inflation.

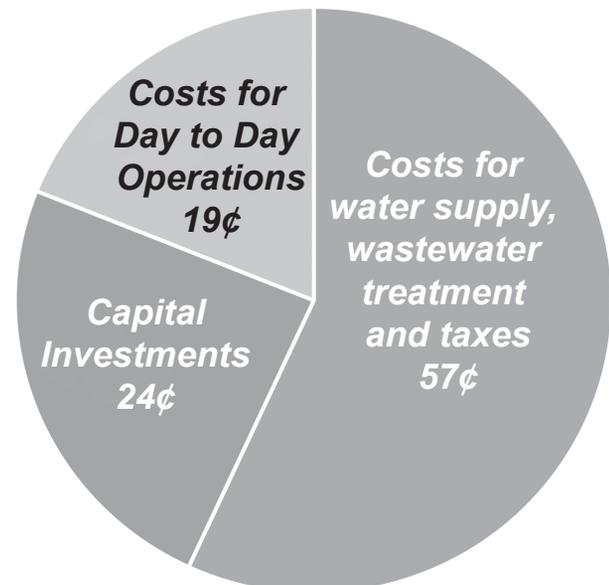
How are Utility rates increasing?

To continue providing you with high quality services, rate increases have been approved for 2015 as follows:

- Drinking water will increase by 5.2% and includes increases for the purchase of water supply from Cascade Water Alliance, capital investments, and operations.
- Wastewater will increase by 6.5% and includes increases in payments to King County for wastewater treatment, capital investments and operations.
- Stormwater will increase by 4.1% and includes increases for capital investments and operations.

The impact to the average single-family residential customer will be an increase of about \$6.75 per month in 2015 for water, sewer and stormwater services.

The following chart shows what your utility dollar pays for.



Questions? Call Utilities Billing & Customer Service at 425-452-6973
or e-mail Utilities@Bellevuewa.gov

How else are water rates changing?

Bellevue Utilities has three customer classes: single-family, multifamily and commercial. Periodically, rates are reviewed and revisited to assure each customer class is paying for its fair share. Additionally, rates are reviewed to assure that the rate structure reflects current water usage patterns. Bellevue Utilities recently completed such a review for water rates. As a result, there are two major changes.

1. There is a shift of costs from single-family residential to commercial customers because single-family is paying more than its fair share.
2. The tiers for single-family need to be adjusted downward to reflect lower water usage.

The new single-family water rate structure is as follows:

	2015 Water Rate Structure
	Rate
Base Charge	\$40.19
Volume Charges	
Tier 1 (0-11 ccf)	\$3.16
Tier 2 (12-17 ccf)	\$4.00
Tier 3 (18-45 ccf)	\$5.26
Tier 4 (over 45 + ccf)	\$7.50

As a result of these changes a typical residential customer's monthly water bill will go up by \$1.42 or 2.6% rather than \$2.82 or 5.2%

"Base Charge" based on a 3/4 inch or 5/8 inch meter (the most common size single-family residential water meters).

ccf = hundreds of cubic feet of water used

Water rates for all customer classes will continue to be based on the amount of drinking water used. The amount that you pay for water will fluctuate, particularly during the summer as water usage increases due to outdoor needs. Your wastewater bill is also based on water usage and will fluctuate.

Utility Rate & Tax Relief Programs

Residents can get a reduction on their utility costs by qualifying for the City of Bellevue's Utility Rate and Tax Relief programs. Rate Relief offers up to 75% off utility costs to help low-income seniors and low-income permanently disabled residents. To qualify, residents must be over 62 years of age or have a permanent disability. The Tax Relief program offers a year-end City tax rebate to qualifying low-income residents. Annual household income for both programs cannot exceed:

- 1 person - \$30,860
- 2 persons - \$35,280

Program applications will be available after February 1, 2015, at www.bellevuewa.gov/utilityrelief.htm or by calling Bellevue Utilities at 425-452-6932.

Customer Service at Your Fingertips

Manage your utility bill by phone using:



- Pay your bill securely by phone with a MasterCard or Visa credit or debit card.
- Hear your billing and payment history.
- Access other account information.

Call 425-452-6979 to access your account.

Manage your utility bill online using:



- Pay your bill securely online with a MasterCard or Visa credit or debit card.
- Access rate, account, and other information.
- Receive an e-mail notification when your electronic bill is ready.
- Communicate by e-mail with Utilities Customer Service.

Visit: <https://myutilitybill.bellevuewa.gov> for more information or to sign up.

Contact Info

Utilities Billing & Customer Service ..425-452-6973
Rate & Tax Relief Programs425-452-6932
Water Conservation425-452-6932
Manage Your Bill by Phone425-452-6979
24-Hour Emergency Response425-452-7840
 Flooding, wastewater backups, lack of water, pollutant spills.
City-wide Emergency Preparedness ..425-452-6807
Send us an e-mail: utilities@bellevuewa.gov

Manage Your Bill Online:

<https://myutilitybill.bellevuewa.gov>

Visit our Website:

www.bellevuewa.gov/utilities.htm

Learn more about Utilities wide range of programs and services, including tips on how to find leaks, prevent wastewater backups, protect our waterways, and more. See also Stream Team and Waterwise Garden volunteer opportunities.

Rate Information

City of Bellevue:

www.bellevuewa.gov/utilities_services_intro.htm

King County Wastewater:

www.kingcounty.gov/wtd

Cascade Water Alliance:

www.cascadewater.org



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