



Water and Sewer Rates and Rate Structures In Alabama March 2014

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This document details the results of a survey of water and sewer rates and rate structures conducted by the Alabama Department of Environmental Management and the Environmental Finance Center in 2014. Rates and rate structures are analyzed for public water and sewer utilities throughout the State. For more information or to download a listing of water and sewer rate tables, to use interactive Rates Dashboards designed to allow the user to compare rates among groups of utilities and analyze the affordability of services and the extent to which rates are financially sustainable, or to view rate sheets of individual utilities, please visit <http://www.adem.state.al.us> and <http://www.efc.sog.unc.edu>.

Contents

- Introduction.....2
- Overview of Rates and Rate Structures.....3
 - Base Charges.....3
 - Variable Charges: Uniform, Increasing Block, Decreasing Block, and Other Rate Structures.....4
- What Utilities Charge their Customers7
 - Residential Water and Sewer Bills.....7
 - Commercial Water and Sewer Bills.....9
- What Utilities Charge Customers Located Outside their Political Boundaries (Inside vs. Outside) 10
- What Utilities Charge by River Basin..... 11
- Annual Rate and Rate Structure Adjustments 12
- The Status of Full Cost Pricing in Alabama..... 13

Introduction

Water and sewer rate setting is one of a local government's most important environmental and public health responsibilities. Water and sewer rates ultimately determine how much revenue a community will have to maintain vital infrastructure. The purpose of this report is to help utilities in rate setting by providing an up-to-date, detailed survey of current statewide rate structures and trends. This report represents a collaborative effort between the [Alabama Department of Environmental Management](#) (ADEM) and the [Environmental Finance Center](#) (EFC).

Rate sheets and annual financial reports were collected by ADEM from water and sewer utilities throughout the state. Data entry of this rates and financial data by the EFC was funded by ADEM, who also funded the summary report and rates tables. Additional financial support for the project came from the U.S. Environmental Protection Agency (EPA), which funded the creation of the online interactive rates dashboard tool, which is described in greater detail below.

Over the course of this survey, approximately 540 water and sewer utilities were contacted by ADEM via email or other means, and 451 utilities (84 percent) responded by sending in their rate schedules and annual financial reports. (These documents were then input into a database by the EFC.) These utilities account for more than 95 percent of the population served by all public community water utilities in the State (as per the Safe Drinking Water Information System (SDWIS) maintained by the EPA). Table 1 describes the utilities analyzed. Some utilities use more than one rate structure for different portions of their service areas, raising the total number of rate structures in our sample to 485. Copies of the 485 rate structures of those participating utilities are available online at <http://www.efc.sog.unc.edu/project/alabama-water-and-wastewater-rates-and-rate-structures>.

Table 1: Number of Participating Utilities with Rates Data for 2014

| Institutional Arrangement | Provides Water and Sewer | Provides Water Only | Provides Sewer Only | Total |
|----------------------------------|--------------------------|---------------------|---------------------|------------|
| Municipality | 107 | 74 | 2 | 183 |
| Not-for-Profit | 70 | 52 | 0 | 122 |
| Authority | 15 | 105 | 2 | 122 |
| County/District | 2 | 11 | 1 | 14 |
| For Profit | 4 | 3 | 0 | 7 |
| Other | 1 | 1 | 1 | 3 |
| Total Number of Utilities | 199 | 246 | 6 | 451 |
| Number of Rate Structures | 213 | 263 | 9 | 485 |

In addition to this report, tables of each utility's rates and key components of their rate structures are available from ADEM (<http://www.adem.state.al.us/>) and the EFC (<http://www.efc.sog.unc.edu>). **It is important to stress that an examination of rates and rate structures will only tell part of the story.** Pressure to maintain low or relatively low rates has the potential to force utilities to run a deficit or avoid making necessary operational and capital expenditures. Ideally, rates should reflect the cost of providing service which depends on diverse factors including size of treatment facilities, customer base, age of assets, type of water supply, and quality of receiving waters. Two neighboring utilities with similar customer bases may have very different costs that justify very different rate structures and rates. **Therefore, policy decisions drawn from the comparative information in this document should also consider many other factors such as age of system, geographic location, site-specific regulatory requirements, source of water, demand, and availability of resources.** Free, interactive Rates Dashboards that combine utility financial, physical and customer characteristics with the

capability of comparing rates among utilities that are similar in various categories are available on the web at <http://www.efc.sog.unc.edu/project/utility-financial-sustainability-and-rates-dashboards>.

High rates do not necessarily reflect poor or inefficient management. In fact, some utilities with low rates do not generate sufficient revenue to properly maintain their system's assets, thereby reducing short-term investments that are likely to have long-term adverse cost and service impacts. Other utilities may have low rates because they have not re-examined their rate structures in many years. Even when a utility customer base does not grow, operating costs rise every year and rates should be examined and potentially readjusted on a yearly basis.

Overview of Rates and Rate Structures

Utilities employ a range of rate structures to determine what their customers pay. Almost all utilities use a combination of base charges and variable charges in their rate structures. There is considerable variation in how these are calculated and how they are charged for different classes of customers.

Base Charges

Base charges contribute to revenue stability because they do not vary from month to month, regardless of consumption. However, high base charges can also make it difficult for a utility to encourage conservation for the same reason. The number of rate structures with base charges and the range of the charges are shown in Figure 1¹. The median² base charges are presented in Table 2 by utility size. The median residential base charge applied by utilities in 2013 is \$17.50 per month for water and \$13.53 per month for sewer. For combined utilities, the median combined water and sewer base charge is \$30.63 per month.

Figure 1: Monthly Base Charges for Residential Customers among 474 Water and 217 Wastewater Rate Structures

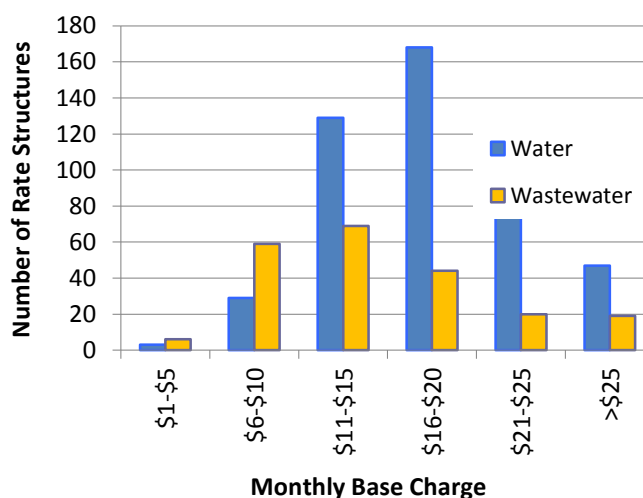


Table 2: Monthly Base Charges in Water and Sewer Rate Structures, by Utility Size

| Size of Utility (Service Population) | Water Rate Structures | | | Sewer Rate Structures | | |
|---|----------------------------------|-------------------------------|--------------------------|----------------------------------|-------------------------------|--------------------------|
| | Total Number of Structures | Number with Base Charge | Median Base Charge | Total Number of Structures | Number with Base Charge | Median Base Charge |
| 1 – 999 | 62 | 62 | \$19.03 | 16 | 16 | \$15.25 |
| 1,000 – 2,499 | 97 | 97 | \$18.50 | 35 | 34 | \$16.92 |
| 2,500 – 4,999 | 110 | 110 | \$18.00 | 55 | 53 | \$12.75 |
| 5,000 – 9,999 | 86 | 86 | \$17.50 | 38 | 38 | \$12.75 |
| 10,000 – 24,999 | 70 | 68 | \$17.00 | 43 | 42 | \$13.27 |
| 25,000+ | 51 | 51 | \$13.00 | 35 | 34 | \$12.18 |
| All Rate Structures | 476 | 474 | \$17.50 | 222 | 217 | \$13.53 |

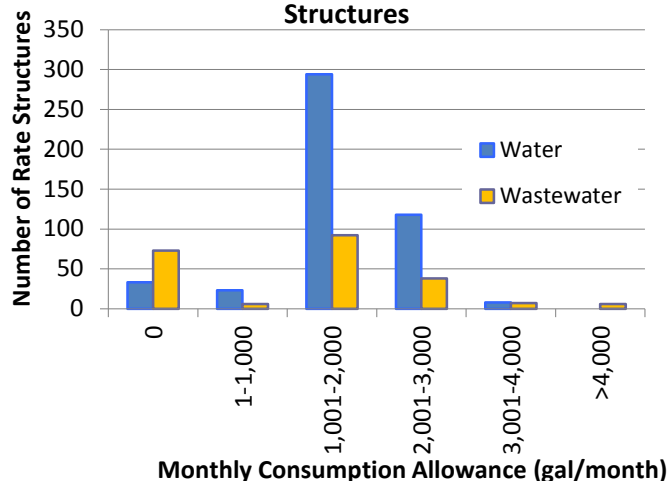
¹ “Sewer” and “wastewater” are used interchangeably in this report.

² Most of the statistics reported in this report refer to *medians*. Exactly half of the rate structures in the sample have a value that is equal to or greater than (or equal to or lower than) the median value. The median is preferred over the average because averages are influenced by exceptionally high or low values whereas medians are not.

While nearly every rate structure (100 percent of water and 98 percent of sewer rate structures) has a base charge, their amounts vary by utility size. The largest utilities have smaller base charges than the smallest utilities. This may be a reflection of the fact that larger utilities have broader customer bases that provide a more stable revenue stream. Smaller utilities may, on average, have less stable customer consumption and therefore decide to shift a greater portion of their operating costs into the base charge.

The majority of rate structures (93 percent of water and 69 percent of sewer rate structures) include a minimum amount of water consumption or sewer disposal with their base charges (see Figure 2). For these utilities, the variable portion of the rate structure only takes effect when a customer uses more than the minimum included in the base charge. Thus, all customers of these utilities who consume or dispose of an amount up to the minimum allocation would receive the same bill, which is equal to the base charge. For both water and sewer utilities, the median amount of allowance included with the base charge is 2,000 gallons per month (gallons/month). Only 2 percent of water and 6 percent of sewer utilities include more than 3,000 gallons/month with the base charge.

Figure 2: Consumption included with Base Charge for Residential Customers among 474 Water and 217 Wastewater Rate Structures



Variable Charges: Uniform, Increasing Block, Decreasing Block, and Other Rate Structures

Figures 3-6 present information on water and sewer rate structures for “inside” customers: those who live within a utility’s political jurisdiction or municipal boundaries. The three most common rate structures are uniform, decreasing block, and increasing block. In a uniform rate structure, the rate at which water or sewer is charged for each unit of use does not change as the customer uses more water. In a decreasing block structure, rates decrease as consumption rises. This structure might be used to encourage economic development. In an increasing block structure, the rate increases with greater water consumption. This structure is often employed by utilities that want to encourage conservation. Other rate structures used in Alabama include a hybrid of increasing and decreasing blocks where rates increase or decrease for specific targeted blocks of consumption, seasonal rate structures, rates that are capped at a maximum billable consumption amount, and tiered flat fees. Seasonal uniform rate structures support conservation, especially for those utilities that experience large seasonal consumption changes (e.g. tourist locations). Sewer bills are almost always calculated based on the amount of metered water consumption; however, a fraction of sewer utilities use rate structures with a cap on residential sewer consumption. For example, if a utility caps their sewer bill at 20,000 gallons, a customer that uses 25,000 gallons of water will only be charged for 20,000 gallons of sewer disposal. This sewer structure does not send a strong conservation message and provides less incentive for conservation among high volume users.

Figure 3: Residential Water Rate Structures (n = 476)

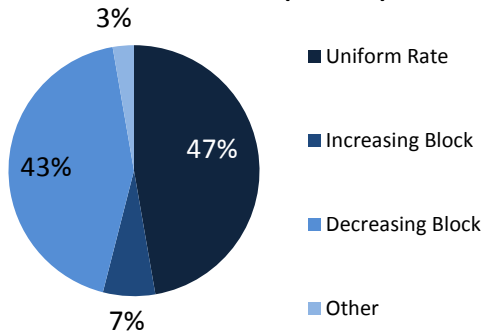
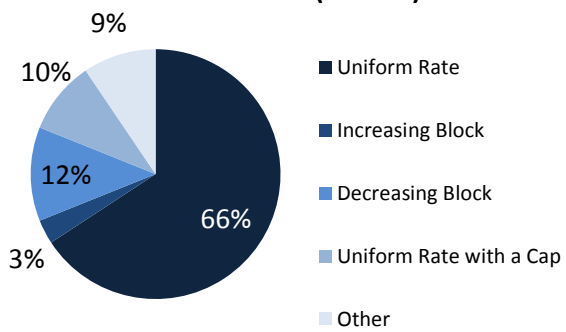


Figure 4: Residential Sewer Rate Structures (n = 222)



Most water and sewer utilities use the same rate structure for residential, commercial, and industrial customers, but some have separate rates for different customer classes. In this survey, 39 percent of water utilities have a separate rate structure for their commercial customers, and a fraction of these utilities also has a separate structure that pertains to their industrial customers. On the sewer side, 50 percent have a separate rate structure for their commercial customers. Information on the types of commercial rate structures for those utilities with designated commercial customer classes is presented in Figures 5 and 6.

Figure 5: Commercial-Specific Water Rate Structures (n = 188)

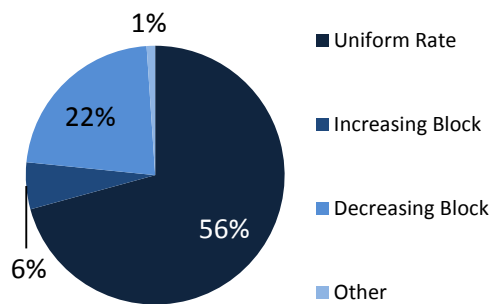
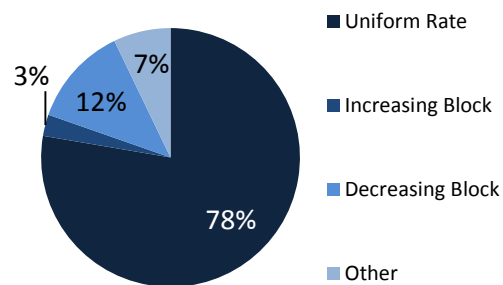
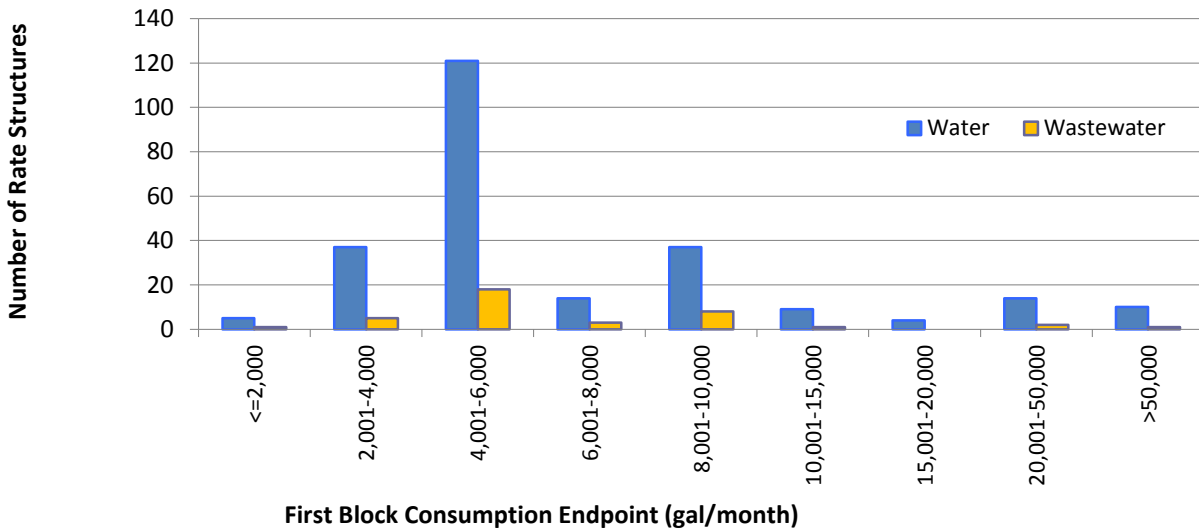


Figure 6: Commercial-Specific Sewer Rate Structures (n = 112)



While some utilities design separate rate structures for commercial users, other utilities use only one rate structure but design the blocks so that they inherently distinguish residential use from that of large commercial customers. A common practice is to set the first block high enough so that essentially all residential consumption is charged one rate (which is equivalent to a uniform rate for these customers) while most large commercial customers will typically exceed the first block, thus paying an increasing or decreasing block rate. Figure 7 shows how many rate structures include various amounts of consumption and disposal in the first block of their residential block rate structure.

Figure 7: Maximum Quantity in the First Block among 251 Water and 39 Sewer Residential Block Rate Structures



An examination of rate structures over the range of typical residential consumption reveals that many increasing and decreasing block structures are effectively uniform below 15,000 gallons/month (shown in Figures 8 and 9). For example, whereas 43 percent of residential water rate structures are decreasing block structures (Figure 3), only 38 percent actually apply decreasing rates within the first 15,000 gallons/month of consumption (Figure 8) – the other 5 percent have a first block that exceeds the range of typical residential use. Figures 8 and 9 also show the percent of the population served under each rate structure applicable to consumption/disposal levels of up to 15,000 gallons/month. While only 7 percent of the water rate structures are increasing block structures through 15,000 gallons/month, 24 percent of all residential customers are served by these rate structures. Figure 9 shows that a majority of residential customers pay uniform rates for sewer disposal.

Figure 8: Water Rate Structures Applicable to Residential Consumption up to 15,000 gallons/month (n=476)

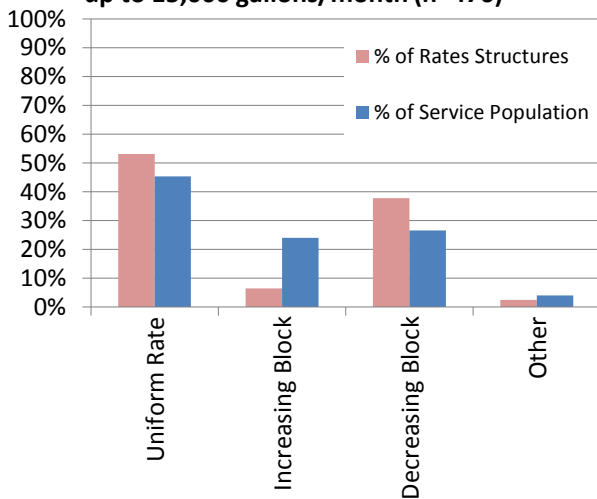
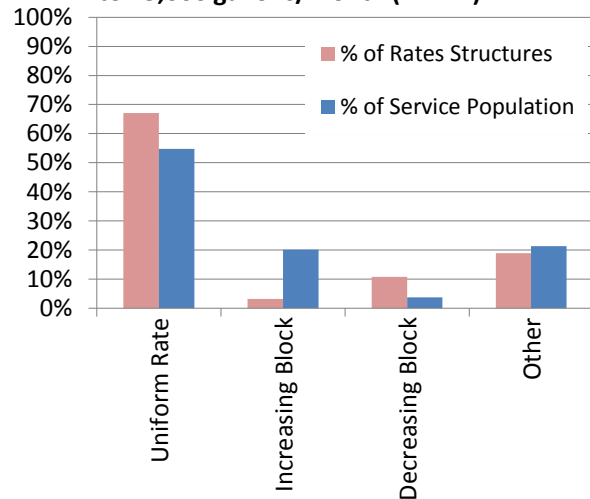


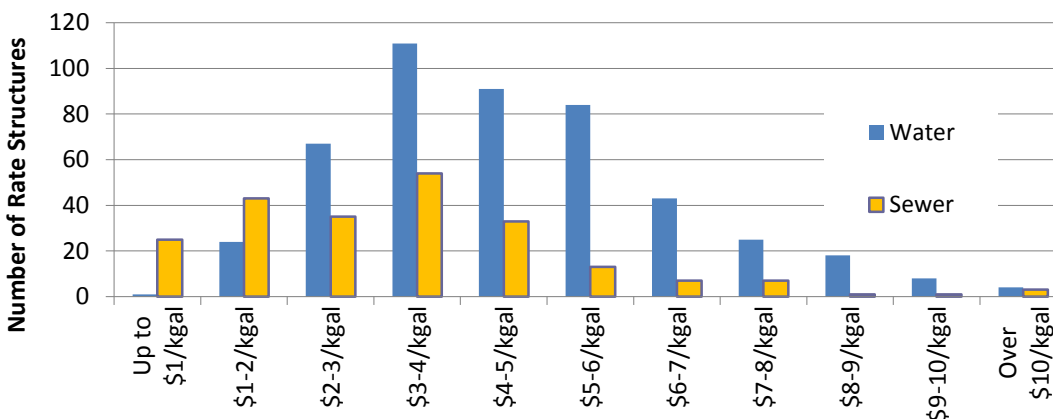
Figure 9: Sewer Rate Structures Applicable to Residential Disposal up to 15,000 gallons/month (n=222)



Residential customers in the Southeast consume an average of 4,000 – 6,000 gallons/month. Among the 476 water rate structures in the sample, the median price for the next 1,000 gallons (not including base charges) at the consumption level of 5,000 gallons/month is \$4.45 per 1,000 gallons – 50 percent of the water rate structures have a price that is between \$3.50 and \$5.71 per 1,000 gallons.

The price for sewer is significantly lower. Among the 222 sewer rate structures in the sample, the median sewer price for the next 1,000 gallons at 5,000 gallons/month is \$3.25 per 1,000 gallons – 50 percent of the sewer rate structures have a price that is between \$1.96 and \$4.28 per 1,000 gallons. The range of water and sewer prices for the next 1,000 gallons at the 5,000 gallons/month consumption level is shown on Figure 10.

Figure 10: Price for the Next 1,000 Gallons at 5,000 gallons/month for 476 Water and 222 Sewer Rate Structures



Among the 213 combined water and sewer rate structures, the median combined price for the next 1,000 gallons is \$7.15 per 1,000 gallons – 50 percent of the combined rate structures have a price that is between \$5.35 and \$8.95 per 1,000 gallons.

What Utilities Charge their Customers

Residential Water and Sewer Bills

Figures 11 and 12 show the amount utilities bill their residential water and sewer customers, respectively, for a range of consumption/disposal amounts on a monthly basis³. These calculations include base charges and consumption allowances. The colored bars highlight what the middle 80 percent of utilities charge (between the 10th and 90th percentile) across the consumption spectrum. Utilities that charge below or above the colored bars are charging less than or more than 90 percent of all other utilities in the sample, respectively.

³ For utilities that bill on a non-monthly basis (bi-monthly or quarterly), charges have been calculated and presented on a monthly basis to allow for accurate comparison.

Figure 11: Monthly-Equivalent Residential Water Bills by Consumption (n=476)

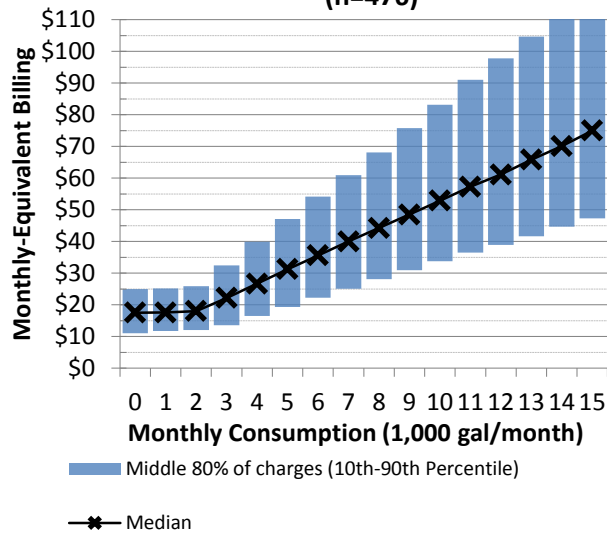
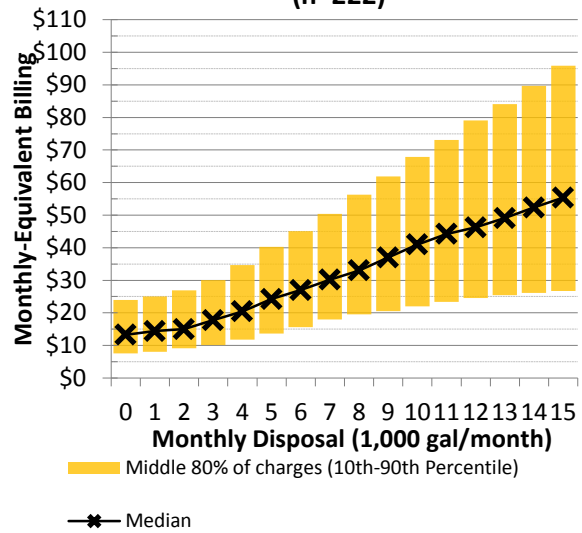


Figure 12: Monthly-Equivalent Residential Sewer Bills by Disposal (n=222)



The median monthly amount charged for zero gallons of water is \$17.50, \$31.25 for 5,000 gallons, \$35.62 for 6,000 gallons, and \$52.90 for 10,000 gallons. As a point of comparison, a gallon of potable water at a major grocery retailer is approximately \$1.00 while the median bill for 5,000 gallons is approximately \$0.005 per gallon, which is 192 times cheaper. Despite the fact that water is a necessity for life, it is surprisingly inexpensive when compared to a ticket to a football game in the Southeastern Conference, a luxury commodity. An informal survey of ticket offices at SEC member schools in 2014 found that the average single game ticket price for a game hosted by an SEC school during the 2013 season was \$58.33, or almost twice the median water bill at 5,000 gallons.

Sewer bills are generally lower than water bills. The median monthly sewer bill for customers disposing zero gallons of water is \$13.28, \$24.21 for 5,000 gallons, \$27.00 for 6,000 gallons, and \$41.00 for 10,000 gallons.

The range of combined water and sewer bills for various levels of consumption is shown on Figure 13. The median monthly combined bill for zero gallons is \$30.00, \$52.80 for 5,000 gallons, \$59.06 for 6,000 gallons and \$86.09 for 10,000 gallons.

Figure 13: Monthly-Equivalent Residential Combined Water and Sewer Bills by Consumption (n=213)

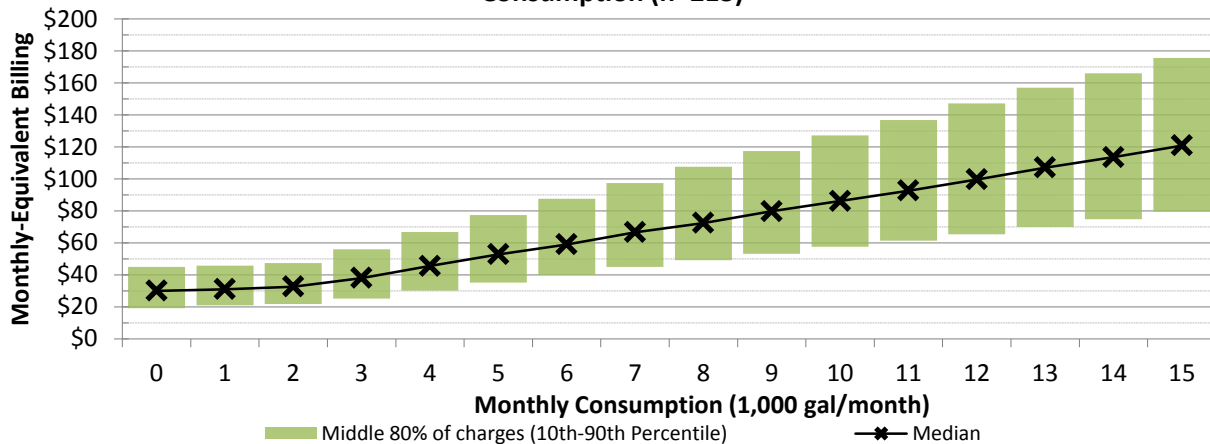


Table 3 shows that the median water bills among different size classes of utilities indicate an apparent economy of scale that can be observed when looking at utilities above 5,000 customers. However, median sewer bills among different size classes of utilities are roughly the same below 25,000 customers; i.e., there is no apparent economy of scale in this size range. It is unclear why there is such a large spike in median bill amounts for sewer utilities at the 25,000 and above service population. Table 4 shows that municipal utilities generally have lower water and sewer bills than other service providers, possibly because the population density is highest for municipal utilities, which translates into lower per customer costs (and therefore bills) for distribution and collection. Conversely, water utility authorities and county government utilities, which are typically more spread out, have significantly higher water bills; such a pattern is harder to discern with sewer utilities, due to the small number of data points for several utility types.

Table 3: Median Water and Sewer Monthly Bills at 5,000 gallons/month, by Utility Size

| Size of Utility (Service Population) | Water Rate Structures | | Sewer Rate Structures | |
|---|----------------------------------|---|----------------------------------|---|
| | Total Number of Structures | Median Monthly Bill at 5,000 gal/mo | Total Number of Structures | Median Monthly Bill at 5,000 gal/mo |
| 1 – 999 | 62 | \$30.45 | 16 | \$22.27 |
| 1,000 – 2,499 | 97 | \$33.00 | 35 | \$24.00 |
| 2,500 – 4,999 | 110 | \$33.13 | 55 | \$22.40 |
| 5,000 – 9,999 | 86 | \$31.67 | 38 | \$24.03 |
| 10,000 – 24,999 | 70 | \$29.77 | 43 | \$23.43 |
| 25,000+ | 51 | \$23.89 | 35 | \$31.83 |
| All Rate Structures | 476 | \$31.25 | 222 | \$24.21 |

Table 4: Median Water and Sewer Monthly Bills at 5,000 gallons/month, by Utility Type

| Utility Type | Water Rate Structures | | Sewer Rate Structures | |
|----------------------------|----------------------------------|---|----------------------------------|---|
| | Total Number of Structures | Median Monthly Bill at 5,000 gal/mo | Total Number of Structures | Median Monthly Bill at 5,000 gal/mo |
| Municipality | 194 | \$28.92 | 117 | \$22.40 |
| Not-For-Profit | 135 | \$29.25 | 79 | \$23.06 |
| Authority | 125 | \$37.47 | 17 | \$30.50 |
| County/District | 20 | \$30.23 | 6 | \$33.92 |
| For Profit | 8 | \$30.64 | 5 | \$37.50 |
| Other | 2 | \$22.40 | 2 | \$47.21 |
| All Rate Structures | 476 | \$31.25 | 222 | \$24.21 |

Commercial Water and Sewer Bills

Figures 14 and 15 show the median monthly water and sewer bills, respectively, for commercial customers at different levels of consumption and disposal⁴. The middle 80 percent of charges are also indicated. The median monthly bill for commercial customers consuming zero gallons (on a 3/4" meter⁵) is \$20.00 for water and \$15.27 for sewer. The median monthly bill for 50,000 gallons/month is \$211.36 for water and \$178.59 for sewer. The median bill for those consuming 500,000 gallons/month (on a 1 1/2" or 2" meter) is \$1,911.45 for water and

⁴ The residential rate structure is used to calculate the billings for commercial customers except for the utilities that specify different rates and rate structures for commercial or non-residential customers.

⁵ Some utilities use different base charges for different meter sizes for customers. Bills for consumption or disposal of up to 100,000 gallons/month was computed assuming a 5/8" or 3/4" meter size, 250,000 gallons/month assuming a 1" meter size, and 500,000 gallons/month assuming a 1 1/2" or 2" meter size. When applicable, the "next largest" meter size is used in calculating the bills when a utility does not utilize a specific meter size.

\$1,563.80 for sewer. The variation in commercial bills across rate structures increases significantly as the consumption/disposal amount increases.

Figure 14: Monthly-Equivalent Commercial Water Bills by Consumption (n=476)

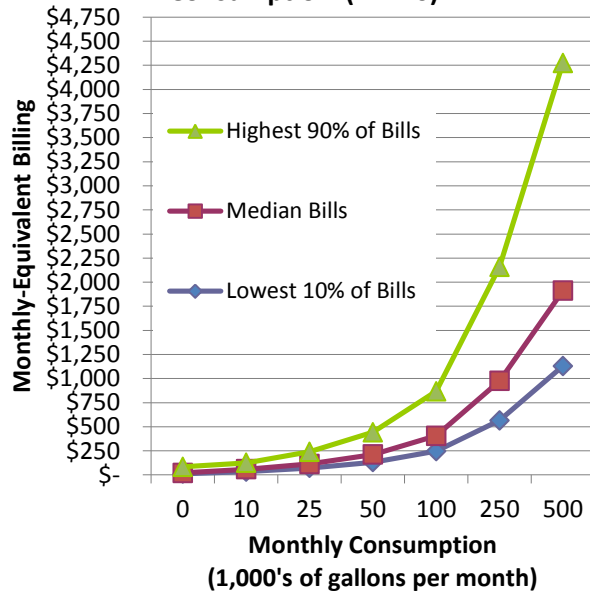
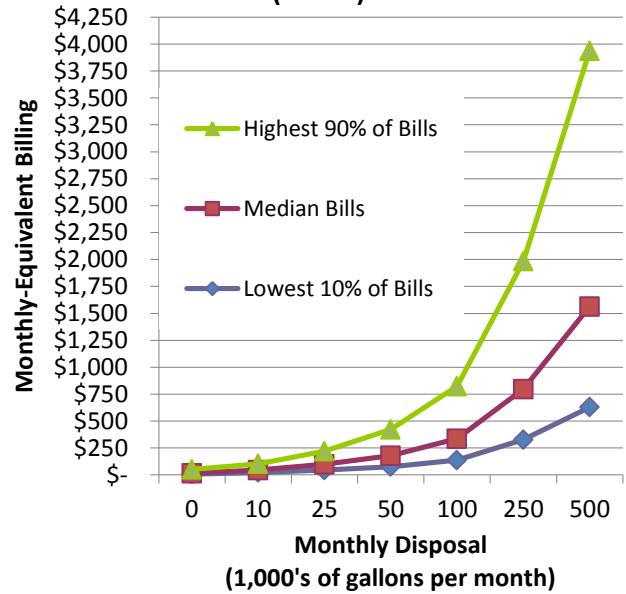


Figure 15: Monthly-Equivalent Commercial Sewer Bills by Disposal (n=222)



What Utilities Charge Customers Located Outside their Political Boundaries (Inside vs. Outside)

All of the charges presented above refer to what utilities charge customers that live within their political boundaries. Municipal utilities often serve customers who live outside of city limits, and a handful of other utilities specify geographical boundaries within their service areas and identify their customers as those residing “inside” and “outside” those boundaries. In many cases, utilities charge different rates for customers living inside or outside the boundary. Overall, 13 percent of water rate structures and 10 percent of sewer rate structures specified different rates for customers living outside, and the vast majority of these were for either municipal utilities or not-for-profit utilities affiliated with municipalities. At 5,000 gallons/month, outside customers who are charged a different rate than inside customers pay, on the median, a water bill that is 1.16 times more than inside customers. For sewer, the median ratio is 1.24. The majority of utilities with different outside rates increase their rates by less than 50 percent for outside customers, as shown in Figure 16. Figure 17 shows median charges for combined residential water and sewer service for all utilities that have a separate rate schedule for outside customers for both water and sewer service. The median bill charged to inside customers for 5,000 gallons/month of water and sewer combined is \$46.76 compared to \$57.72 for outside customers.

Figure 16: Ratio of Outside Residential Bills to Inside Bills, at 5,000 gal/month (n=476 water, n=222 wastewater)

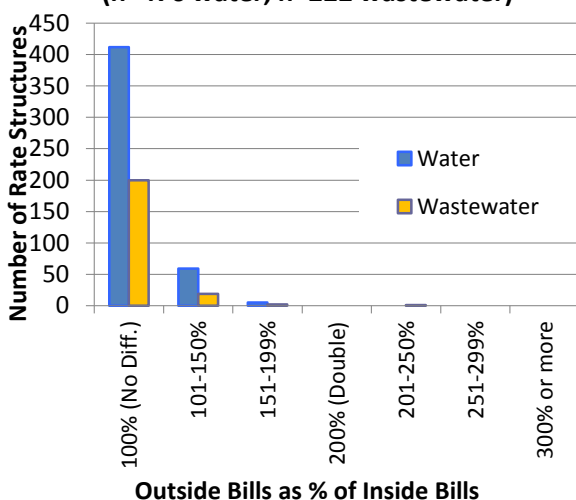
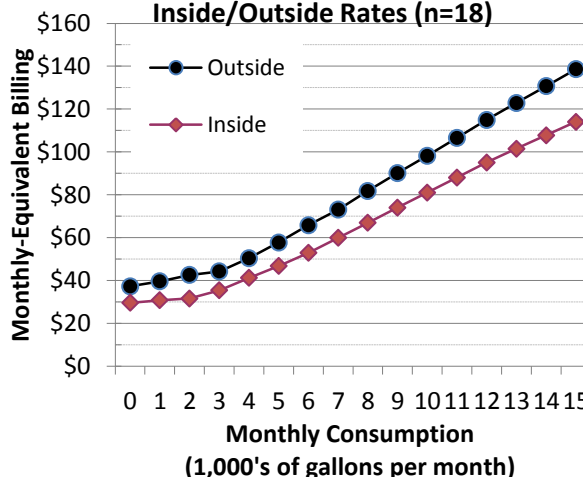


Figure 17: Median Combined Residential Water and Wastewater Bills for Rate Structures with Different Inside/Outside Rates (n=18)



What Utilities Charge by River Basin

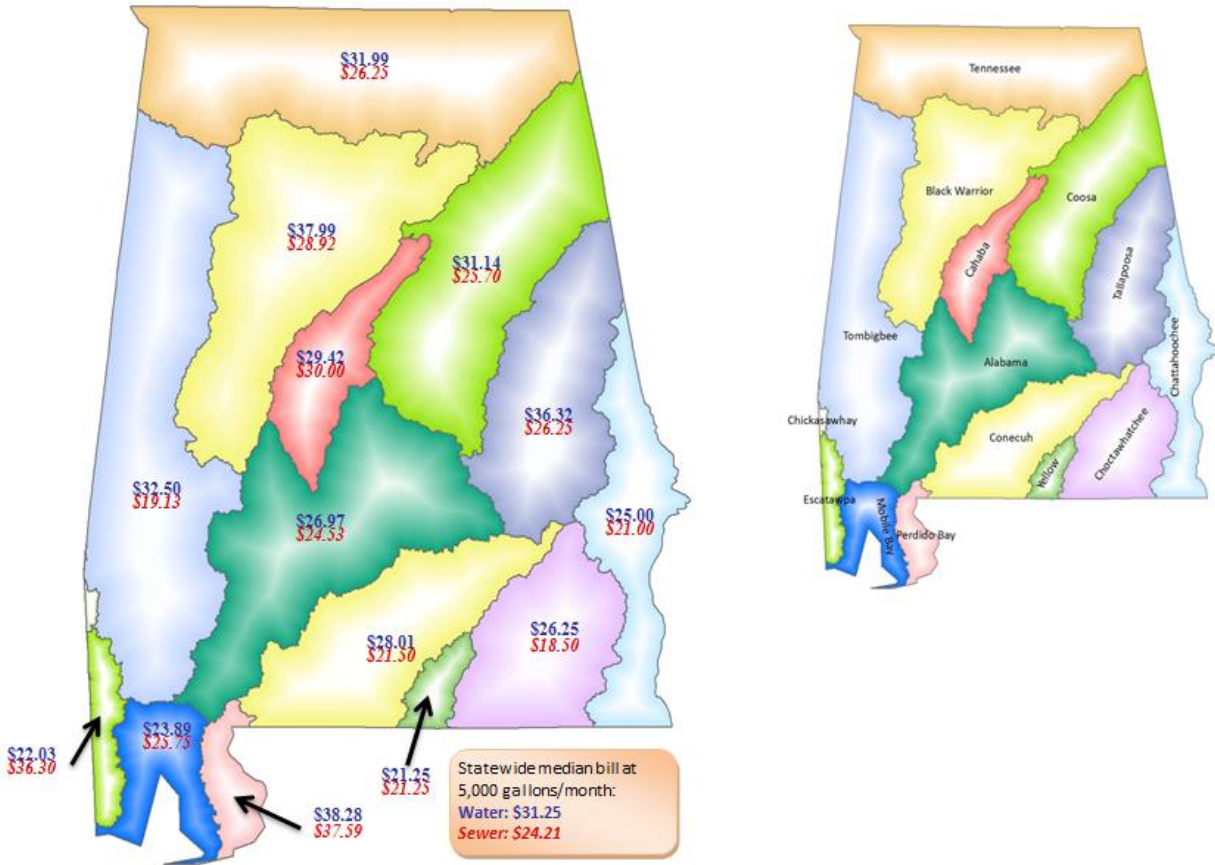
It is important to consider the operating environment when comparing rates among utilities. Source water quality and quantity can have a significant impact on the cost to produce water. Likewise, receiving water quality can have a major impact on the cost of sewer treatment. In an attempt to consider these impacts, median water and sewer bills for 5,000 gallons/month were calculated for each of Alabama’s 14 major river basins; they are displayed in Table 5 and Figure 18.

The highest median water charge can be found in the highly urbanized Black Warrior (\$37.99) River Basin. The lowest median water charge, by contrast, is found in Southern Alabama in the Mobile Bay (\$23.89) River Basin. The highest median wastewater charges amongst river basins with at least ten utilities can be also be found in the Black Warrior (\$28.92) River Basin. The lowest median wastewater charges can be found in the Choctawhatchee (\$18.50) and the Tombigbee (\$19.13) River Basins.

Table 5: Median Water and Sewer Monthly Bills at 5,000 gallons/month, by River Basin

| River Basin | Water Rate Structures | | Sewer Rate Structures | |
|----------------|----------------------------|-------------------------------------|----------------------------|-------------------------------------|
| | Total Number of Structures | Median Monthly Bill at 5,000 gal/mo | Total Number of Structures | Median Monthly Bill at 5,000 gal/mo |
| Alabama | 31 | \$26.97 | 12 | \$24.53 |
| Black Warrior | 60 | \$37.99 | 26 | \$28.92 |
| Cahaba | 18 | \$29.42 | 9 | \$30.00 |
| Chatahoochee | 31 | \$25.00 | 19 | \$21.00 |
| Choctawhatchee | 43 | \$26.25 | 22 | \$18.50 |
| Conecuh | 34 | \$28.01 | 19 | \$21.50 |
| Coosa | 76 | \$31.14 | 37 | \$25.70 |
| Escatawpa | 4 | \$22.03 | 3 | \$36.30 |
| Mobile Bay | 17 | \$23.89 | 10 | \$25.75 |
| Perdido Bay | 5 | \$38.28 | 2 | \$37.59 |
| Tallapoosa | 36 | \$36.32 | 12 | \$26.25 |
| Tennessee | 60 | \$31.99 | 29 | \$26.25 |
| Tombigbee | 57 | \$32.50 | 21 | \$19.13 |
| Yellow | 4 | \$21.25 | 1 | \$21.25 |

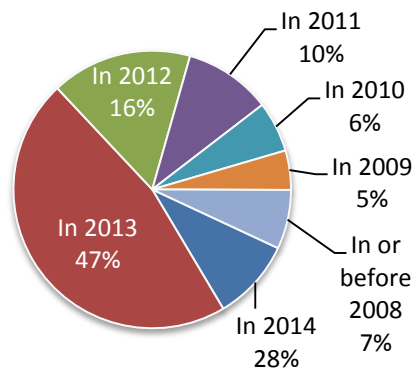
Figure 18: Median Water and Sewer Monthly Bills at 5,000 gallons/month, by River Basin



Annual Rate and Rate Structure Adjustments

Most Alabama utilities actively evaluate and modify their rate structures every one to two years. Out of the 485 rate structures in the survey, the first effective date is known for 305 rate structures. The calendar year in which each of the 305 rate structures were first put into effect is shown in Figure 19. The figure shows that 28 percent of the current rate structures were made effective since January 2014, and 47 percent were made effective since January 2013. Seven percent of the rate structures remain unchanged since before 2008.

Figure 19: In What Calendar Year were the Current Rate Structures First Instated? (n = 305)



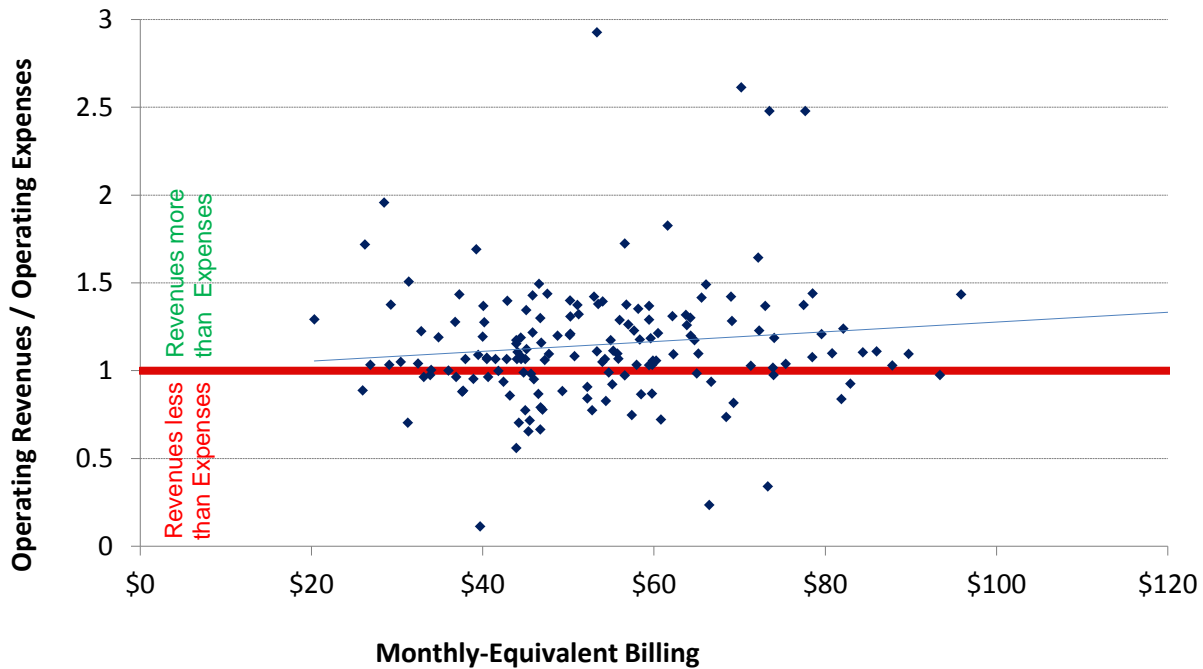
The Status of Full Cost Pricing in Alabama

Comparing rates across the State or among specific utilities is complicated by the variation in the extent to which utilities charge the full cost of providing service. Rates that provide enough revenue to balance an annual budget do not necessarily provide enough revenue to cover long term capital and maintenance needs and many utilities charge much less than the full cost of service provision.

Figure 20 shows combined water and sewer charge for 5,000 gallons in 2013 plotted against the ratio of operating revenue to operating expenses from either fiscal year 2013 or 2012, based on the latest available data. This ratio helps determine whether an entity is operating at a financial loss, financial gain, or is breaking even. The ratio accounts for all operating expenses, including depreciation, but does not include expenses for capital investment. Financial data were obtained directly from utilities' audited financial statements.

The figure shows that many utilities are not covering their operating expenses, making it difficult or impossible to rehabilitate aging infrastructure, finance system improvements and expansion, and engage in proactive asset management. It is interesting to note that the utilities that are operating at a financial loss are not always charging low rates; even some utilities with high rates are operating at a financial loss. Nevertheless, utilities which charged lower rates in 2014 (to the left of the graph), were slightly more likely to operate under a financial loss (below the horizontal line on the graph), as indicated by the blue increasing trend line.

Figure 20: Combined Residential Bill in March 2014 for 5,000 gallons/month for Utilities with Reported DCA Data on Operating Revenues and Operating Expenditures in FY2013 or FY2012 (n=162)



About this Report

This report on water and sewer rates and rate structures in Alabama was compiled by the Alabama Department of Environmental Management (ADEM) and the Environmental Finance Center (EFC) at the University of North Carolina at Chapel Hill. The source data (rate sheets and annual financial reports) was collected by ADEM; and data from these source documents was input into a database by the EFC for the purposes of creating this summary report, as well as the rates tables and online interactive dashboard tool. For reports and other information on water and sewer rates in other states, including, in some cases, more in-depth analysis on the relationships between rates, rate structures, system characteristics and policies including cost-recovery, conservation, and affordability, please visit our website at <http://www.efc.sog.unc.edu>. In addition to survey results, you will also be able to access a free, interactive Rates Dashboard for Alabama, which facilitates rate comparisons among utilities and gives benchmarks for every rate structure in this Survey.