



The 2021 Arkansas Dashboard is now available. At the top of the screen, find a dropdown menu where you can search for your utility's name by scrolling or typing. **Keep reading** to better understand what the dashboard offers.



Consumption Slider

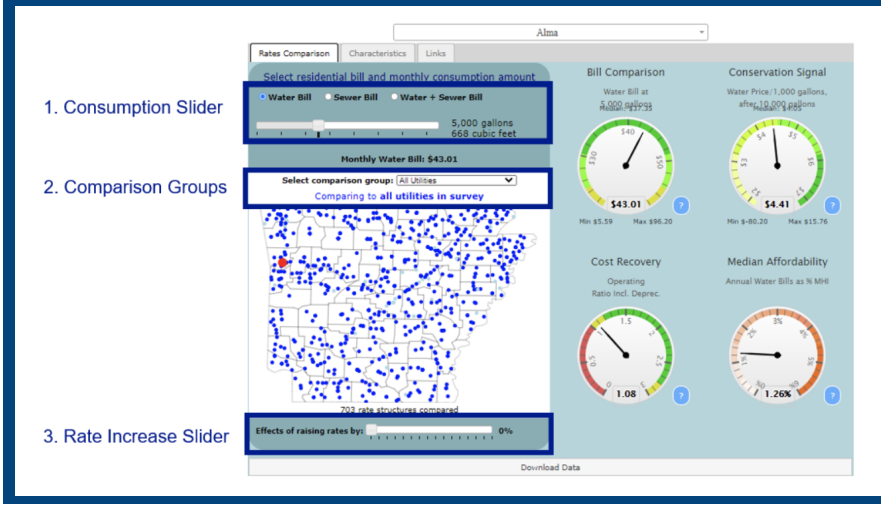
First you will want to select what service you are analyzing. You can select water, sewer, or both water and sewer. If your utility is water only or sewer only, the other service type will be greyed out. Next, you can move the consumption slider to view your utility's bill amounts at 1,000-gallon increments from 0 to 15,000 gallons of monthly consumption. We recommend that you select the average residential monthly consumption for your utility.

Comparison Groups

Next, select a comparison group from the comparison group dropdown. Comparison groups allow you to compare your monthly bill to utilities that are like your utility. Want to compare your utility to utilities of a similar size? Select "Similar Number of Accounts" in the comparison group dropdown. Want to compare your utility to utilities with similar revenue generation? Select "Similar Revenue Generation" in the comparison group dropdown. This allows you to compare apples to apples. While your neighbors may be close to you geographically, their system may be facing completely different challenges than your own. Comparing your bill to systems that are not like your own is discouraged.

Rate Increase Slider

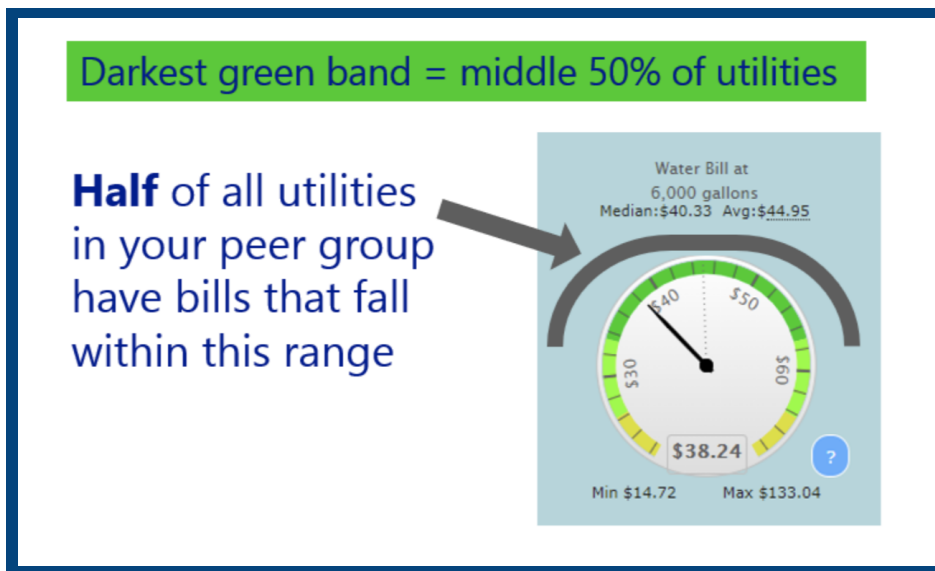
Want to see what the impact of raising your rates will be? Move the rate increase slider to provide an estimate of the effects of raising your rates by the selected amount, up to 150 percent. This will adjust all four dials. Note, however, that these estimates should be used with caution. Understanding the true impact of a rate increase requires a rate study.



Dashboard Dials

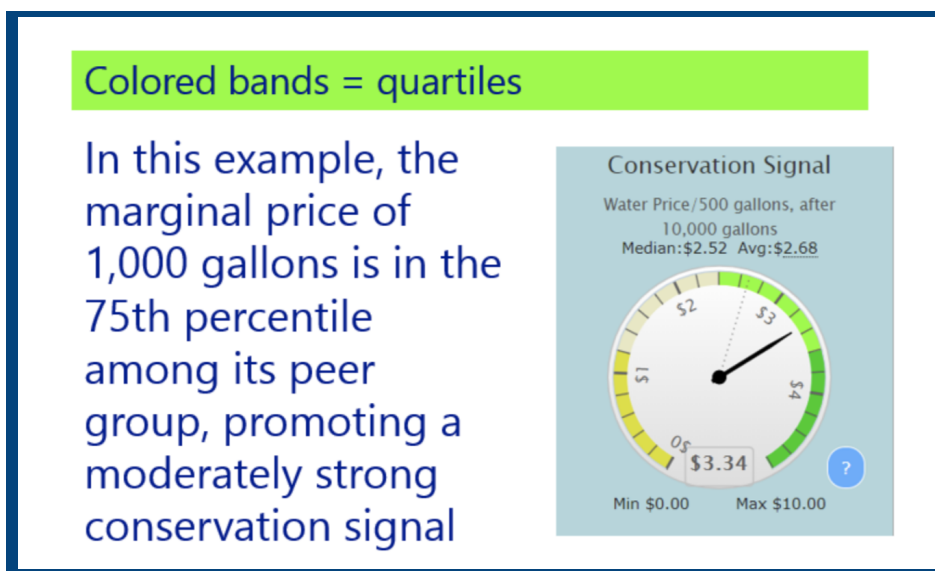
Bill Comparison

As you adjust the consumption slider for your utility, the bill comparison dial adjusts as well. The bill comparison dial compares your monthly bill at the selected consumption volume to the other utilities in your comparison group. The dial is color coded so that the green band represents the middle 50 percent of utilities, the light green represents the 15 percent above and below the middle 50 percent, and the yellow represents the lowest and highest 10 percent of monthly bills.



Conservation Signal

The conservation signal is the charge for the next 1,000 gallons beyond 10,000 gallons per month. A higher conservation signal is one of several pricing signals the utility sends to its customers to encourage conservation. It mostly affects residential customers with high discretionary water use from irrigation and recreation. The conservation signal dial compares your conservation signal to the conservation signals of the utilities in your selected comparison group.



Cost Recovery

Cost Recovery is a measure of whether a utility's rates were sufficient to cover the cost of operations and capital (in the form of depreciation) for the fiscal year. It is calculated by dividing operating revenues by operating expenses, including depreciation expenses. A cost recovery below 1.0 means that costs (including depreciation) exceed revenues. A cost recovery between 1.0 and 1.2 means a utility is covering their day-to-day costs (including depreciation) but may not be saving enough money to cover the cost of replacing infrastructure when it inevitably deteriorates. The EFC uses a cost recovery of 1.2 as a benchmark for a financially healthy utility because using only depreciation to guide reinvestment in infrastructure ignores inflation. Infrastructure installed today will cost more to replace 15 years in the future because of rising material and labor costs. The EFC recommends that utilities use a capital improvement plan, if available, instead of depreciation, to understand the true cost of replacing infrastructure.

Median Affordability

This dial shows what a median-income household in the census location served by your utility would spend annually on water and/or wastewater, as a percentage of their income. The median affordability dial updates based on the volume selected on the consumption slider and the service type selected. This means that half of the households in the community would be spending a greater portion of their income on service.

Additionally, by clicking on the blue question mark boxes next to each dial, you can learn more about what the dials mean and how the metrics are calculated.

Access Help

Are your rates incorrect or missing?

If you find that your rates or financial information are missing or the data displayed is incorrect, you may send us your rates and/or most recent audited financial statement by email (efc@unc.edu) or fax: (919) 912-1927.

Technical Assistance for Small Systems

The EFC can provide free technical assistance on rate setting, financial benchmarking, capital planning, and affordability analysis to utilities with a service population fewer than 10,000 people. This work is funded by an EPA grant. If you would like to request assistance, please email efc@unc.edu or request direct assistance at the following link: <https://efcnetwork.org/assistance/request-assistance/>.

Visit efc.sog.unc.edu for more info and resources.

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