

Public Engagement Summary Report

“How Should We Charge for Water and Wastewater Services?”

The “Community Values” public engagement initiative launched on December 16, 2019 and closed on January 17, 2020. This report provides a summary of data collected during that period.

Active Participation

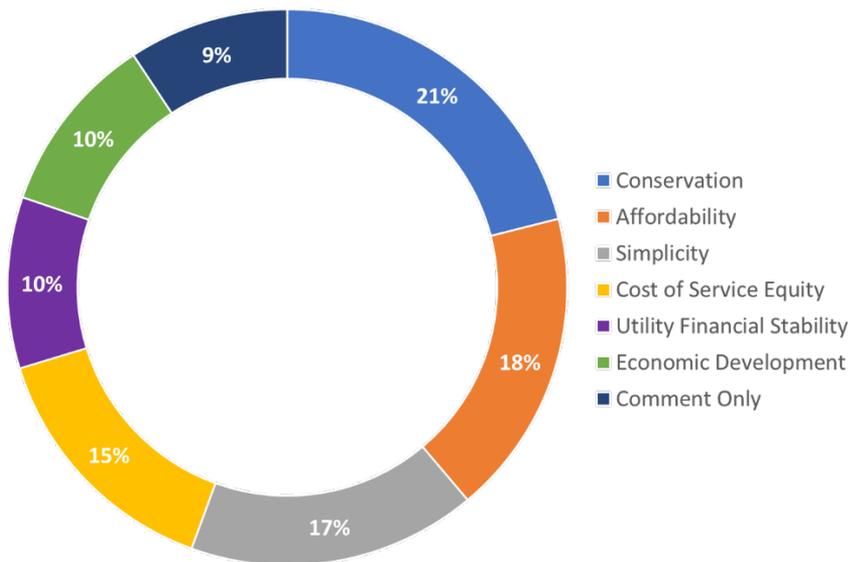
As of January 17, 2,464 submissions were made to the Utility Rate Study engagement. Of these,

- 2,329 were made to the Community Values
- 135 were made to the Water Trivia quiz

Limitations

The questionnaires in the online engagement site are not statistically valid surveys. Submissions represent the views of individuals who self-selected to participate in the Utility Rate Study engagement. All questions were optional to the respondents.

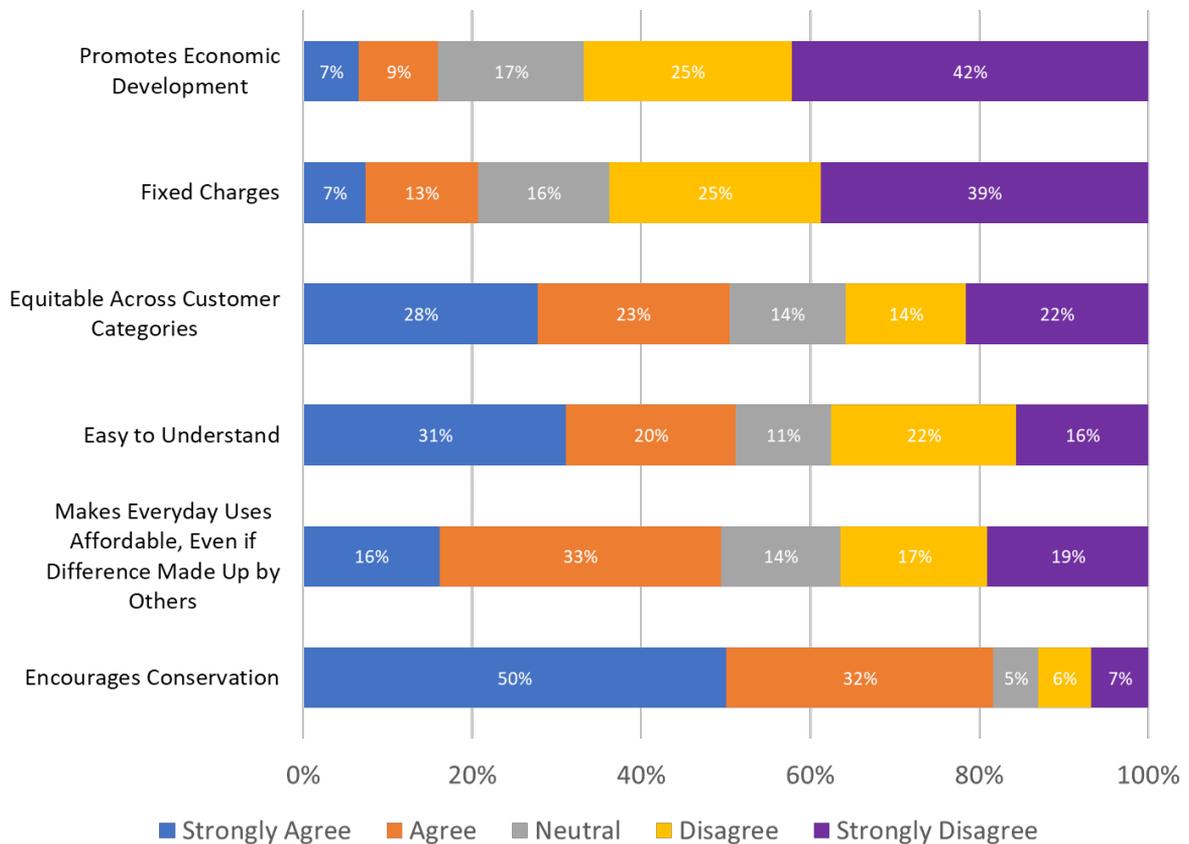
Respondents’ Interests (Community Values)



*Comment Only – Participant did not indicate agreement or disagreement but provided open feedback/comments.

| Community Value | Questionnaire |
|-----------------------------|---|
| Conservation | I want a rate structure that rewards using less water. |
| Affordability | I want a rate structure that makes everyday uses-drinking, cooking and washing-more affordable. |
| Simplicity | I want a rate structure that is simple to understand. |
| Cost of Service Equity | I want a rate structure that ensures costs are spread equitably across all customers. |
| Utility Financial Stability | I want a rate structure that ensures the utility is not impacted by periods of lower water use. |
| Economic Development | I want a rate structure that promotes economic development. |

Respondents' Values Feedback at a Glance

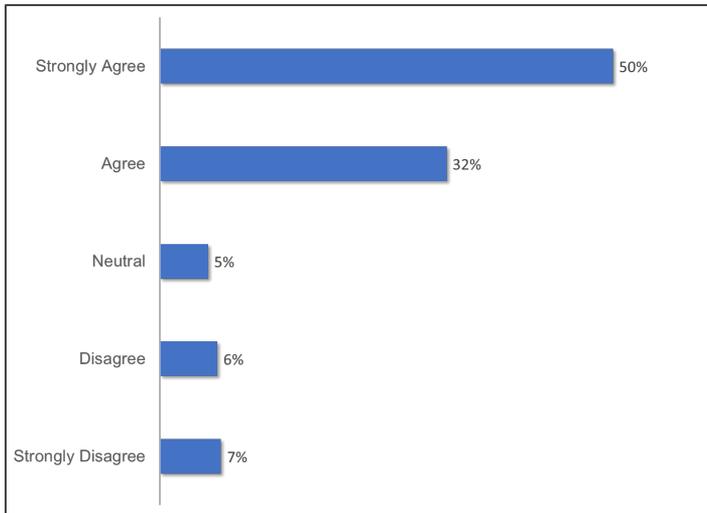


Respondents' Values Feedback by Individual Questionnaire

I want a rate structure that rewards using less water.

Customers can save by limiting their water use, but bills might become more complicated.

Select the level to which you agree or disagree that conservation should be a top consideration in the rate setting process.



| | |
|-------------------|-----|
| Strongly agree | 245 |
| Agree | 155 |
| Neutral | 26 |
| Disagree | 31 |
| Strongly disagree | 33 |

If you have any other thoughts about conservation-oriented rate structures, please provide your feedback here:

Sewer and trash are the two areas that should reward for less volume produced.

Water is limited resource - how can conservation NOT be a top consideration?!

Focus on conservation should be accompanied by extensive public relations campaign on how to reduce water usage. The county would need to examine the implications for low income families and provide assistance to deal with potentially higher bills while offering incentives to conserve water (cash payment that can be used for other expenses with water conservation efforts. The county might also want to provide incentives for greywater systems that can be used for landscape and other non-potable purposes.

I only believe there should be a higher summer rate at a level that is beyond the normal usage rate so it deals with large lawn watering and swimming pools

Even though I live in a house with 6 people and we go through a large amount of water every billing cycle I would gladly pay more for a conservation system. I think cost is the main way to limits people use of water. But the Tier levels

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| <p>should be decide based on studies and examination of water usage. The lowest Tier should at least allow for an average families bare necessities.</p> |
| <p>Considering our current circumstances regarding climate change, our water rate structure should incentivize using less of it.</p> |
| <p>The reward for using less water is a reduced water bill.</p> |
| <p>I should be rewarded for conservation. HOWEVER, my reward should not adversely affect other users. I would like to be rewarded by actions that I personally take to conserve water such as saving water to use outside. Also separate billing for use of water that does not go into the sewage system.</p> |
| <p>Unfortunately, the less water is used; the less resources that DES has to maintain a high quality system. A possible rate system, is to have a subscription based system in which all users pay a monthly "subscription fee" this will cover average single family home use. If higher than normal consumption occurs then the user will have to pay the difference. This would be similar to some mobile phone plans which charge for using over your monthly allotted time.</p> |
| <p>I think anything that encourages conservation is worth being a little more complicated to understand. This will help the Chesapeake Bay watershed in general and help us weather droughts better.</p> <p>Also, as Arlington adds new residents, there is significant value in not having to increase the size of our water supply and wastewater treatment infrastructure to handle the extra users. So there's two good reasons to encourage conservation!</p> |
| <p>It's the sewer rate that I dislike - If I'm washing my car, watering my lawn, anything but flushing the toilet, I am still charged a sewer rate for the water used.</p> |
| <p>This is probably too complicated to enact, but we're a multi-generational family of 6, so naturally we use more water than the average household. We try our best to save water with low flow toilets, an HE front-loading washer and quick showers. It would be nice if water use PER PERSON could be calculated. That way if we used 20,000 gallons and another household with just 2 residents who are profligate water users also used 20,000 gallons, the latter would be charged more.</p> |
| <p>CURRENTLY, The less water you use, the less you pay. That is reward enough!</p> |
| <p>I know Arlington's infill development generally keeps the cost of expanding infrastructure with growth low, but by reducing general water usage this may further lower those costs and reduce the need to expand infrastructure as the county continues to grow.</p> |
| <p>Too complicated. If necessary, increase the flat rate per gallon above the Lifeline tier -- that automatically rewards conservation.</p> |

De-link rates for water and sewer which penalizes consumers who need to water gardens

I love it if I could get alerts and education (like this) when I am coming to a threshold.

This will make things more complicated and carry a burden to the payor for governance and oversight. In addition, this may require modernization to billing systems, which will eventually cost more money, and our taxes keep getting hiked. Soon, we'll be in tune with the State of New Jersey for property taxes.

Some households require more water (more people living there, etc). They should pay cost of usage and service based on what they use. Just as household using less water should not be rewarded for using less. Everyone should pay for what they get and what they use. No subsidies!

People who water half acre green lawns should definitely be charged a higher rate.

More government overreach and top-down thinking by unelected bureaucrats. You are substituting bureaucratic decision-making for the decisions of voters!

Users should be rewarded for conservation and the cost of water to meet basic needs should be lower. This is the most sensible approach for accomplishing those goals. (It would be appropriate to take into consideration the number of people in the household.)

I agree with a billing approach that incentivizes conservation. However, clean water and wastewater should be metered and billed as separate services.

I live in a modest size single family home in north Arlington and have made substantial investment in rainwater collection. I can collect and store over 800 gallons for landscape and garden usage. Having significantly reduced my usage of Arlington domestic water, I strongly favor the rate structure that rewards less usage.

Are there ways to reduce sewage use? If water into the home can be measured, why not sewage out?

Since ArlCo charges for sewer use at a rate related to water usage, even though the two are not necessarily related, there needs to be a way for homeowners to keep their charges reasonable and actually related to the use of the overall system.

This just makes economic sense. Families and businesses that use more water should pay more.

Very interested in how landscaping water can avoid sewage charges, for example separate outdoor meter. I have a relative who lives in a new development with parallel gray water lines, which of course was easier with new infrastructure.

Large families should not be penalized for having more people living under one roof. This structure would reward people who live alone and penalize families and people who share living units.

I live in a high-rise condo building and the water and sewer charges are incorporated into the monthly assessment which are apportioned per the size of the unit. We don't have individual water meters. There is no incentive for conservation. And heavy (ab)users are essentially subsidized by the rest of us. Any solutions to remedy this would be welcome.

This option seems to offer residential users the best option. It provides incentive for reducing overall consumption by rewarding lower URL's rage, and by increasing the cost as consumption rises.

These rates are based on the erroneous supposition that unit of consumption is a family. What constitutes a family. I have dwelling but live alone... how are these residents' minimal consumption rates priced?

I would like to be able to monitor my daily use with some meter at my home

But tier 1 should be at the affordable rate and people should receive help on dealing with leaky toilets, getting low flow shower heads and the like.

Water is water ----- if you use it, you pay for it, period. DO NOT START DECIDING Who pays What for their use of water, using ANY FORMULA or TIER!!!! Everyone who uses water chooses to do so and should pay for what they choose to use, PERIOD.

You want to give people welfare, call it welfare and keep it out of any other provided services!!!! STOP THE EQUALIZING programs. You are making a basic, simple service complicated. DON'T DO IT!!!

Why not apply the conservation rate to the sewer as well??

I would urge the development of a water consumption scheme that does not assume that every gallon of water used ends up in the sewer system. Water used outdoors for bushes and trees during warm/hot weather dry spells does not end up in the sewer pipes so it seems unfair to be charged for every gallon of water used for that purpose. Granted, water consumed outdoors is still water that is drawn from the supply system so there may not be a way to construct a rate structure that takes my suggestion into account.

I think conserving water is important but don't agree that using differential rates is appropriate or defensible. Other ways to conserve should be considered.

If you want to discourage over-use, raise the rate which applies to everyone, so everyone faces the same cost for the last gallon use.

This is hard because it could accidentally promote unsanitary conditions in a household.

Need to find a way to charge sewer rates that account for outdoor use at a lower rate even if it is computed based on irrigation months.

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| <p>NoVa is using more water from its watershed than is being replenished. We have no choice but work to save our water supply unless we want to face water shortages in the future.</p> |
| <p>Everyone should be aware of water conservation and this type of rate structure might encourage more conservation. However, it is the SEWER rate that should be examined and changed. All the current proposals assume that all water used goes through the sewer system and that is not the case. If you use humidifiers in the winter or water gardens and plants any time of year that water does not go through the sewer system.</p> |
| <p>I would love to see what you could come up with to reward county customers who try hard to use less water in homes. I'm not sure businesses could do the same, but you could try a type of reward system with them, too.</p> <p>Thanks for asking!</p> |
| <p>I use 3 water barrels to water my vegetable, flowers, trees, and lawn. During dry periods I may use county water. I don't think I should pay sewer rates for the garden water.</p> |
| <p>County should supply information and discounts to consumers for cost-saving measures such as efficient water tanks (or waterless tanks), low flow toilets, etc.</p> |
| <p>We are not in a drought-prone area. The Country plants trees and asks residents to water them, then charge outrageous water bills when we do so.</p> <p>should apply to refuse collection as well. why should a single person or person who reduces waste pay the exact same fee as a family of five or people who routinely produce significant amounts of trash (including those who have illegal tenants in unregistered accessory dwellings)? very socialistic of Arlington County to force me to pay for others' wastefulness/renters.</p> <p>Lower the sewer rate as well on the same basis.</p> |
| <p>I am fully in favor of this type of structure as long as it remains (relatively) simple and easy to understand.</p> <p>There is no water shortage or any conceivable scenario in which water must be rationed by price. Northern Virginia is not a desert; indeed, it one of wettest counties in the United States. All water is recycled and reused via our sanitary water system. That's why we have such a massive investment in water infrastructure.</p> <p>Wanting to discourage water use through artificially high prices comes only from people who do not understand how the water system works or ideologues who wish to discourage other people from working or living in Arlington. That sounds selfish and unneighborly to me.</p> <p>I like the idea of using less water, and if there is a way to reward for that, then it sounds good. Here is the only hole in that model, as far as I'm guessing: Let's say person A, and person B each live by themselves. They each use 11,000 gallons/month, which keeps each of them in the total cost of \$3/gallon. Let's then say that Family CDEF (4 people) consume the same total 22,000 per</p> |

month as a family. They are paying \$3/gallon for the first 12K gallons, but then \$4/gallon for the next 10K gallons. Family CDEF seems to be penalized because they consumed more, even though their consumption per person was less, their total consumption was the same as person A + B combined ! I live alone, and would likley never exceed the minimum cost, but I don't know how well this system of less water usage works out equitably. Of course, no one said it had to be equitable

County should consider requiring separate metering systems for homes using water in sprinklers and swimming pools.

What is the rationale for limiting the application of this rate structure to water, and not include sewer as well?

We as homeowners fail the realize we pay for water and sewer according to the total volume of water entering our home. Unfortunately we end up paying for any water that is not cycled to the waste water treatment plant. So, if I actually use 7 thousand gallons of water a month by meter but of that amount only 3 thousand gallons is returned to the waste water treatment plant, I am paying for 7K treatment and not for the actual volume of 3K treated. The other way to manage that is to average the amount of volume metered during the cold months comparing the usage to the warm months to see the actual difference. This would give a clear picture as to the actual amount used and returned for treatment. This would be very helpful during the summer when owners are watering grass and washing cars.

Why would i pay someone else grass irrigation while i am minimizing our household consumption?

Why not set a cost per gallon+ adm fee instead of Tier load of gallons - If the County knows water cost and water distribution cost per gallon why not set those as billing system instead of playing buffet type of cost where who consumes more pays less and who consumes little pays more, that is none-sense rate of structure

Unless and until the County can collect and analyse data about why certain customers uses more or less water, and then base such a rate structure on rational and reasonable demonstrable reasons for discriminating among various use levels, such a system would by necessity be based on arbitrary, and hence indefensible, standards.

Arlington County does not have a way of differentiating between water use that goes into the sanitary sewer system, and water that does not (i.e., onto my lawn). At least that's my take-away from examining my utility bills. I expect the answer is that there are only water use meters in the County, not sewer use meters. If the County were to offer to install sewer use meters at residents at a reduced cost basis (residents pay part of the cost of the instal), then I suspect that a good many residents would opt in, IF the County would not charge for water not disposed of in the sewer (lawn watering, car washing, etc.) . Residents would likely not opt-in if they were charged a higher rate for water they used that did not go into the sewer. Thanks

Stop charging the separate, fabricated "sewer" rate, which makes the cost of water appear deceptively low, and leads consumers to waste water. The

bifurcated rate structure is as abusive as Spirit Airline charging for a cup of water just to claim the “lowest fare.” Arlington’s sewer rate is a false rate, because you base it on the volume of water that comes out of our faucets, rather than the volume of water we actually send to the sewer. Arlington does not measure how much water each household ACTUALLY sends to the sewer, and should not charge TRIPLE the water rate. When I fill a water tank that I take to work and use in a different county, Arlington still charges me a “sewer” rate even though that water does not go into Arlington’s sewer, and Arlington doesn’t treat that used water. Charging a single rate that reflects the true cost of providing water will encourage conservation, like in California.

Stop charging the separate, fabricated “sewer” rate, which makes the cost of water appear deceptively low, and leads consumers to waste water. The bifurcated rate structure is as abusive as Spirit Airline charging for a cup of water just to claim the “lowest fare.” Arlington’s sewer rate is a false rate, because you base it on the volume of water that comes out of our faucets, rather than the volume of water we actually send to the sewer. Arlington does not measure how much water each household ACTUALLY sends to the sewer, and should not charge TRIPLE the water rate. When I fill a water tank that I take to work and use in a different county, Arlington still charges me a “sewer” rate even though that water does not go into Arlington’s sewer, and Arlington doesn’t treat that used water. Charging a single rate that reflects the true cost of providing water will encourage conservation, like in California.

I don’t think the rate structure shown is particularly conservationist - people will have less incentive to avoid water use if they are in Tier 1, big families and/or group houses will get penalized even if they are individually careful. One of the best things you could do for conservation would be to get users a warning quickly if their use spikes, rather than finding out a month later that that dripping faucet/old flapper valve has cost them six hundred dollars. They can’t change their behavior if they don’t know what their behavior is.

While I’m not aware of any municipalities that have tried it yet, it is possible that in the future pricing would reflect demand, much like the HOV lanes. In times of drought, increased pricing should be notified along with the usual request for conservative use. If people choose to ignore that, it will cost them.

In times of drought which occur fairly frequently, water costs could be very high with this structure. Trying to keep plants and shrubs alive during droughts requires extra water.

I would love to have a reference point to understand how my family’s water use compares to families like me. I get the raw data on how much I’m using each quarter, but I don’t know if I’m doing relatively well or poorly.

It should be easier to get bills that reflect water usage separately from sewage. Those who are watering plants should not be charged for sewage.

I want to encourage conservation but since this is set per household would it not put larger households at a disadvantage, penalizing higher household consumption that is legitimately based on the larger number of individuals in the household?

I combined this approach with my first answer. *** How were the rate structures in this question determined? NO ONE should be charged differently for what constitutes 'normal' water usage.

Perhaps it makes sense to spread the tiers out more. Especially to separate high users that place exceptional demands on water and water waste. Three tiers seems too stark. And there are some exigency factors that should not be penalties - such as children or medical conditions or mechanical failures or other factors.

I frequently see people attempting to water their lawns, but actually just watering the side walks, which is an infuriating waste of water. Anything we can do to encourage people not to waste water would be much appreciated.

why MUST the sewer usage be charged at the 20,000 gal rate as identified above? what sets that requirement? why is that not also usage sensitive?

I think that sewage costs should be based on sewage use. Watering the grass and trees during a drought should not raise the overall bill as much as it did this year.

Yes, this approach would address both conservation and affordability considerations.

For residential users, it would be good to reward careful water use, although figuring out the cutoffs might be complicated (e.g. should a single person in an apartment face the same rate structure as a 6 person family in a detached dwelling with a backyard?); but in concert with efforts to encourage the use of grey water or low flow toilets, the idea is sound.

no, place the accountability on each household to conserve. if you use less your bill will be less, period. No subsidies, no help from the county, no free services (free rain barrels, meters, etc.). If you want to save less, invest yourself as the owner (don't burden the other taxpayers) and do it.

I would want to know throughout the quarter how I was doing. Just getting a bill for usage at the end doesn't help.

While it is good to encourage conservation, residents have no way to know how much water they are consuming until a bill arrives long afterwards. This would also make unfair surprise high bills caused by water leaks even more severe. Billing for high water use should be mitigated with an improved program to work with residents who get surprise high bills. Excessive bills should be cancelled if the problem is promptly corrected by the resident. Residents should be able to sign up for email alerts when their water usage suddenly increases. Alerts should be made available much more frequently than the quarterly bill, perhaps weekly or monthly.

This would penalize someone from keeping their foliage alive and healthy. Gasoline is sold by the gallon. Other large purchases are rewarded with a smaller unit cost. We should not adopt an opposite strategy.

The FIRST 100 gallons (or whatever) should be essentially free; this is the water that is necessary for life. So, I'd like to propose two other rates:

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| <p>Tier 0: 0 to 100 gallons: \$1 per 1000 gallons, or \$0.10</p> <p>Tier 4: 48,001+: \$15 per 1000 gallons.</p> |
| <p>This will encourage users to collect rainwater for watering their yards and perhaps even wash their cars</p> |
| <p>Ideally if it was practical there would also be a way to incorporate stormwater management practices on property that reduce sewer costs, including less paved surfaces, rain barrels, etc</p> |
| <p>Irrigation water should be charged differently than domestic water that will hit sewer.</p> |
| <p>You should pay for what you use. Why would you punish a larger family who would have larger water usage needs? Less usage, does not necessarily mean conservation, it may just mean they have less need. The same rate should be applied to all water consumption.</p> |
| <p>The exception to this is for houses that have swimming pools that use water but not the sewer system. Those households should get a discount for the water used for the pool.</p> |
| <p>I was distraught to learn recently that the county offers an option to pay for water only to water a lawn at effectively half the rate other people pay. We should *not* be incentivizing wasted water this way.</p> |
| <p>If the County adopts this approach, it will be the final nail in the coffin for Arlington's tree canopy. In essence you will penalize people for environmental stewardship. Do you want to live in a place that is bereft of trees? Then go for this one.</p> |
| <p>Drop the war on trees!!!!</p> |
| <p>Users should not be charged for sewer for water used to protect trees, shrubs, etc. Trees are critical for a healthy environment, cooling, pleasant neighborhoods. Arlington is paving paradise and putting up a parking lot. It is hurting the Bay, Potomac, other waters, marshes, wetlands, etc.</p> |
| <p>In order to answer this question, it would be helpful to know what projections are about sufficiency of water supplies as Arlington's population continues to grow.</p> |
| <p>Like global warming, potable water is becoming a serious issue. Water conservation is one answer, IMHO.</p> |
| <p>This still seems too complicated. Also, is I water the trees I have in my yard in the spring and summer, my bills goes very high. Is there any way I can save money for that?</p> |
| <p>Clean potable water is a limited resource and shouldn't be literally washed down the drain lightly. This also reflects that people who use more pay more, especially anyone using more than a typical residential family. Since water is</p> |

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| <p>also a human right, I would hope there would be programs to assist anyone in need with conservation tools and financial assistance. Thank you for running this survey.</p> |
| <p>Arlington does not have any water scarcity issues but probably will need larger water treatment plants and sewer capacity as the population is allowed to grow. This plan might be a good option for condo and apartment dwellers but a disaster for homeowners who should keep their grounds in healthy shape and water when necessary outdoors. This is just simple good-neighborliness and a contribution to their neighborhood ecosystem.</p> |
| <p>Conservation should be one objective, an incentive, but not necessarily the most important driver for a rate structure.</p> |
| <p>The structure should not penalize those who use water for keeping trees and plants alive during the summer by charging sewer rates for water that does not go down sewers. A system like Fairfax Co, which allows payment based on the lower of the current quarter, or the just-past winter quarter is fair, easy to understand and is defensible since it is already in use in Fairfax Co. Preservation of the environment is also a key value.</p> |
| <p>Water conservation should be rewarded. Rain barrels for irrigation and elimination of green fertilizer lawns would benefit everyone</p> |
| <p>Hard to determine if the rate structure the difference b/w \$3 and \$4 per 1000 gallons is negligible. What is tiering structure based on? In other words, how many users are able to limit use at 12k gallons.</p> |
| <p>Obviously, those who spend more water, should pay more.</p> |
| <p>Personally try to limit the amount of water I use by gathering rain water and even condensation from the AC to water indoor plants and some outdoor plants (primarily in the summer). That naturally is reflected in my usage.</p> |
| <p>We have water meters to determine the quantity of water used. It would even be better to have a meter to determine the sewer water quantity, because water used does not equal sewer water use.</p> |
| <p>Would love to be able to separate water usage between inside and outside the house and charge for sewage structure accordingly.</p> |
| <p>How does anyone not reward less usage of water? This is insane? Most people waste water.</p> |
| <p>Wastewater needs to more accurately reflect actuals. Those of us that irrigate our lawns are unfairly charged significantly for wastewater that is not collected.</p> |
| <p>This sounds like a great idea and works similar to how Federal income taxes are structured.</p> |
| <p>This doesn't account for extra water use during summer or droughts, when using more water protects our tree canopy. Conservation would be accomplished more effectively by upgrading infrastructure & offering homeowners training on leaky faucets & toilets.</p> |

Unless there is a way to differentiate how water is actually used--i.e. normal water/sewer usage vs. water irrigation, those who want to irrigate their lawns, trees and shrubs, during a drought, will be "punished" financially. This is not fair.

Residential customers should pay at a lower rate than tiered classes of commercial customers who consume and discharge much larger quantities of wastewater into the sanitary sewer system. Commercial and industrial customers like restaurants, car washes, laundries, etc. require that our municipal sewer system must be sized for, and capital improvement funds set aside for handling their large quantities of wastewater inherent in running their businesses. residential customers should not have to subsidize these additional costs that businesses can deduct as expenses when paying income tax. In gas and electricity regulation, it is a cardinal rule that commercial and industrial customers pay at a higher rate than residential customers, since they contribute disproportionately to the sizing and maintenance of infrastructure.

In doing this, I would love for Arlington to explain the benefits that the community will see if we change to a conservation-oriented structure. For instance, is it possible that the overall rate could decline over time? Or that we could see fewer issues or burdens on the system?

The flip side of a rate structure that rewards people for using less is that people who use more will pay more; and that appeals to me.

For homeowners, I think this a great model but I can see where apartment buildings and renters could be negatively impacted. In addition to lower water usage being rewarded, I think greater recycling and less trash by weight is also something that should be adjusted.

Are you able to accurately tell how much water one uses? Also important for someone who wants to reduce their water use to get to a lower tier would be to note what parts of their housing are using the most water (e.g., a way to identify what the opportunity is for reduction).

To some extent, a single standard price per gallon also encourages water conservation: heavier users have a higher bill.

I am really shocked that this is the extent of the questionnaire... unless there are more questions coming after this one.
I want a rate structure that not only is responsive to water use, but *also* rewards people who are not filling a huge garbage bin every week--or who are "dirtying" the recycling waste stream by trying to recycle lots of stuff that is not acceptable. We are a family of four, and we have the smallest available size trash bin because we compost, etc.

Still don't understand why sewer is charged for all the gallons used

Conservation-oriented rate structures are appropriate for a number of reasons including the energy savings from reduced water and wastewater usage. Further, these rate structures are necessary for customers that have discretionary use. For example , irrigation of lawns and landscaping is a discretionary use. Similar rates to the example above, can be fairly straight-forward for residential customers in single-family homes. For non-residential

customers (including multi-family buildings), seasonal rates (based on an individual customer winter-baselines) can be another form of conservation-oriented rates.

I would like to see separate systems for water usage that requires sewers and water usage that is for gardening/maintaining trees. I realize that that could work against lowering usage as we often need to water during dry periods (that seem to be increasing), but watering the environment should not require all of the cleaning treatments that are required for all of the water usage that becomes waste water.

I support a conservation-oriented rate structure but recommend they be implemented with an equity lens (e.g., combined with lifeline rates).

Don't listen to the people with swimming pools that cry about their sewer rates. If they can afford a pool, they need to pay the price. Also, during the winter my water bill is higher because we have a whole house humidifier. Most of the water doesn't go down the sewer, but I don't complain about it. I use it as needed and pay the price.

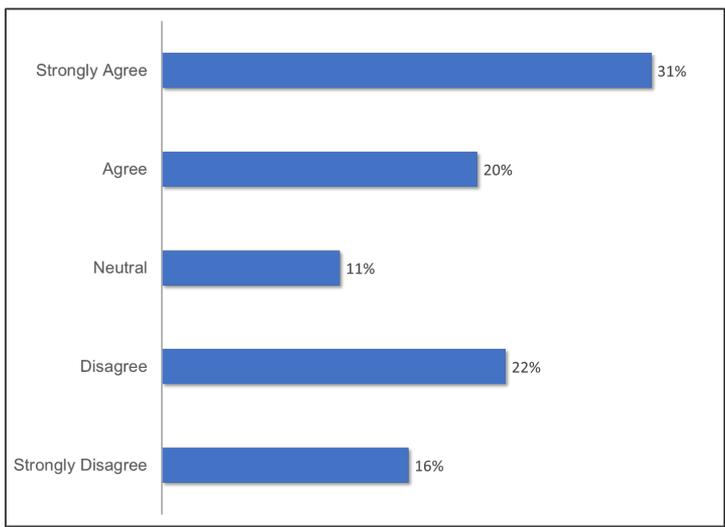
Reward customers that install rain barrels or other stormwater control devices and make controlling runoff more important...

the sewerage rate should be based on winter usage so as not to discourage watering trees - encourage public education on landscape options that do not require watering.

I want a rate structure that is simple to understand.

While a simple rate structure is easy to understand, it may not have the same degree of equity across ratepayers compared to more complicated rate structures. A simple rate structure might have a customer pay the same for their first gallon of water as they do for their millionth gallon. This system might not address how the amount of water used affects demand and burden on the system.

Select the level to which you agree or disagree that all customers should pay the same rate for each gallon of water and wastewater.



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|-------------------|-----|
| Strongly agree | 121 |
| Agree | 78 |
| Neutral | 44 |
| Disagree | 85 |
| Strongly disagree | 61 |

If you have any other thoughts about simple rate structures, please provide your feedback here:

I just feel that a structure that is easy to understand is also more efficient to administer, and therefore less costly to administer. And I'd rather spend less money on having Arlington's water micromanaged. That said, I WOULD prioritize economic development incentives because growth brings in revenue for Arlington and Arlington needs that.

We must consider affordability and equity.

Low volume should be lower cost - excess should be higher cost.

This simple approach may disadvantage some customers who can't afford it. Having a sliding scale for paying for water use makes sense so that everyone can get the first tier of water at an acceptable cost and pay more if you use more.

I would consider a reduction based on the assessed value of the house. I.E. Houses under a certain assessed value are not charged for the first X gallons.

You can still have a simple pay structure and not have the first gallon of water cost the same as the millionth gallon.

Larger use should be charged more-that is easy.

Commercial users should pay more, and lower-income and affordable housing users should pay less than the average residential rate

I think a balance between complex and simple rate structures should be used.

I think everyone should pay the same amount for water, but I think sewer rates should help to account for those of us who use sprinkler systems to water our landscaping (healthy landscaping helps to prevent runoff, which helps to prevent flooding like we experienced this past summer). The only solution that exists today is to install a separate meter, which is prohibitively expensive. I think Fairfax has found the right answer to this: for sewer charges, they assume usage based on the current billing period or the preceding winter quarter period, whichever is lower, effectively preventing residential consumers from being charged for sewer use on water used outdoors during the summer.

We pay \$14 per gallon of water used regardless if we are not putting all the water consumed into the sewer. Especially in warm weather months.

This is NOT a survey and should not be treated as such - you are NOT presenting alternative options, but instead you show only one option.

subsidize households who use less water and charge households who use above and beyond a normal level of usage.

Wastewater should not be the same volume as water for residences to account for water usage that does not go into the wastewater system, such add water used in sprinklers and ponds.

In summer months, people who use water to keep their gardens growing are not further taxing the sewer system with the additional gallons, and shouldn't be charged almost 2x the cost of the water to treat water that isn't being returned to the sewage system. Customers should be allowed, at their own expense (that is NOT thousands of dollars!), to install a second meter for water used in their yards - that water is not going into the treatment system and so they shouldn't be charged as if it is.

Everyone should pay the same for each gallon consumed. Decreased consumption will lead to decreased costs, and vice versa.

Customers should pay for all water used. However, the water used should be paid based on usage whether it is used for personal use or outside watering use. Further, there should be a means to use water that is not purified to drinking water standards for outside use.
Customers should have a separate billing for water in and water out. There are creative means to save used water by simple techniques as saving water while it is heating and using that water for other uses such as watering outside.

A flat rate structure is fair. However I think it's acceptable to have a progressive rate for certain classes of users. For example, fixed-income elderly residents (people who live in modestly-sized homes [not grand estates], and public institutions [high school swimming pool] should deserve a progressive rate. I do not agree with private clubs [health clubs showers, golf club lawns] getting rate cuts. Let private businesses discover how to cut water usage using market-driven methods.

It's not necessarily the rate structure that needs to be simple. Just the way it is explained and represented back to the community needs to be easily understood.

I think the "simplicity" of charging the same amount for waste water regardless of whether it goes into the pipes or into the garden is absurd. Yes, I use more water in the summer to water my plants. Why am I paying ridiculously high sewer charges when that water is going into the ground?

All customers should pay the same rate. However, the formula for calculating wastewater use (\$9x20) based on water use (\$5x20) may be simple but its also simplistic and flawed. Many water uses do not generate waste water, e.g. watering a garden.

This is not in line with the county's environmental goals and ideals.

Please do not charge for wastewater that isn't used aka watering outdoor gardens.

I think that charging based on usage makes sense across commercial usage separate from residential usage. However since businesses tend to use larger volumes of water than households they also place a higher burden on the infrastructure than individual residents so they should have a slightly higher rate than residents. Also, businesses get to deduct the cost of utilities (such as water) against their taxes whereas individuals do not and therefore can support a slightly higher cost per gallon.

Sewer usage rate is bs. Just charge for the water since you are obviously not tracking the sewage. It's very dishonest the way it's presented now. Just be honest and charge \$14 /1000 gallons (or whatever use+sewage equals) and people will be much better able to understand their water rate.

Simple is easier. The county has lots of complicated things to administer, and to debate and decide. People living here have a lot to pay. This one doesn't seem to require complicating, because there is only so much residents can control about their use, if they live in an older building, rent and therefore don't choose the fixtures, have many people there, etc.

Flat rate won't change water wasting behavior.

There should be a cap on amount of water used and then a higher rate. Not only is this more economical for the county and could help reduce the burden, it is better for the environment. Also, perhaps offer a discount for a billing period if a property owner can demonstrate that they have purchased a water saving device, such as a water-saving toilet, installed a low-flow shower head, etc.

Owners of commercial properties should pay more than owners of residential properties. Rates should be progressive. Those who use more water should pay higher rates for the water. This will encourage users to conserve water.

There should be one rate for each water service type, metered independently. The idea that I water my lawn (which, when healthy, absorbs significantly more rainwater than an unhealthy lawn) and get charged a wastewater rate 180% of the intake rate is 1. Unethical 2. Unreasonable and 3. Inefficient

There should be no discrimination with rate structures. Everyone should have the same rate structure based on their own usage levels.

Prefer differences in residential vs commercial rates due to more extensive wastewater concerns from commercial.

rate structure should incentivize lower consumption

People don't think about their water bill very much. Changing the time cost of "understanding" the rate structure from 5 to 10 minutes, once in a person's lifetime, is no big deal. It's not like those complicated D.C. Parking signs you have to read in traffic for 5 minutes *every time you try to park*. The rate

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| <p>structure should be intuitive, but that's different from easy-to-understand. For example, charging more during droughts is intuitive but technically more complicated than a flat rate.</p> |
| <p>I believe there should also be accurate pricing between water use and wastewater use. If state and federal law requires all water to be treated to certain minimum standards, then these costs -- which are high -- must be incurred regardless of usage. The cost of taking water into the system and purifying for domestic use is relatively low, and that should be reflected in a low price.</p> |
| <p>Water for basic needs should be most affordable. It is appropriate to tier the fee structure according to usage. Waiving fees for water not processed through the wastewater system, i.e.: watering lawns, is something that should be considered unless the county decides that they wish to explicitly deter watering yards due to environmental issues/concerns.</p> |
| <p>Perhaps one idea would be to charge less for, say, the first 3,000 gallons and more for anything after that. It may encourage people to be more frugal with their water usage.</p> |
| <p>This system is detrimental to customers who are very cautious with their use of water and use an optimal amount of water to protect their garden and trees. There should be an amount of water for these customer free of sewer charge (say 5000 gallons per quarter) compensated with a higher sewer cost per gallons above this limit. Doing the right thing should be encouraged.</p> |
| <p>I agree that each customer should pay the same rate. However, clean water and wastewater should be metered as separate services.</p> |
| <p>A residential customer uses water very differently than a commercial customer and therefore the rates should reflect that difference in use (not just quantity).</p> |
| <p>provide better support for high water use resolution. 1x every 5yrs is not right.</p> |
| <p>conservation should be financially rewarded, balanced with generating enough revenue for infrastructure cost coverage</p> |
| <p>Sewer and portable water should be charged at separate prices, but, BIG BUT, they should be independently charged and not build the same because I shouldn't be paying sewer for washing my car outside or watering my grass or flowers. Paying an exorbitant sewer fee per thousand gallons for water that is literally going back into the watershed is really upsetting</p> |
| <p>This is simple, easy, and effective.</p> |
| <p>I want a way to have the county let you know if you are using an usually high level of water BEFORE you get your bill. We just received a bill for \$999, about 4 times our usual bill. We had no idea we had a leak. While there is some compensation when we prove we fixed it, we still will be paying a very high amount. This does not seem fair.</p> |
| <p>Before leaving my house unoccupied for a year, I turned off the main water valve and drained the piped to prevent winter damage. The quarter before I</p> |

returned to Arlington, I received a forwarded notice stating that in that quarter The meter indicated a "spike" in consumption. A "spike" indeed! I received a water bill for > \$2,700.00 - in one quarter. The County refused to admit a faulty meter and "generously" offered to cut the bill in half. When I continued to protest, Utility Services Division simply turned off my water. Although the Ombudsman promised an investigation... nothing, NOTHING was done. This bureau-tyranny and incompetence cost me \$1,400.00 and still nothing from the ombudsman. My tax dollars at work? Hardly.

Your questions gets to equity, not simplicity. I favor a simple rate structure, but I am not opposed to providing "discounts" to poorer county citizens

One can have a structure that is simpl3, meaning transparent @nd easy to understand, without flat rates or one size fits all.

Can not imagine any other answer that is legally or morally right!!! This isn't about equality of payment for goods, not about socio-economic gaming to "level the playing field". If you use X amount of water, you pay for it ---- period, just as you do for gas or other items of CHOICE.

Separate metering for outdoor watering uses

I understand the simplicity of basing waste water charges on gallons used but that is very unfair to those who use water to irrigate gardens and the bulk of their water usage in summer does not enter the wastewater stream.

This structure is fair and does not penalize large families, whose household usage may seem large, but is not large on a per person basis.

This results in a dis-incentive for use of water for landscaping but overall is easiest.

The rate should be different for households and apartments versus restaurants and public facilities that use more water - the homeowner should not be charged the same high rate as, say, a Starbucks.

If you could measure water that goes back in the sewers, you would have a more fair rate structure. People who grow vegetables and or flowers or who water their trees and bushes are overcharged. We are encouraged by the county to do these things but many were not watering to save money last summer. As a result many trees and bushes had a rough summer. PIANTS IN THE GARDENS ALSO DID NOT FARE WELL IN MANY CASES. sO i WOULD AGREE WITH STATEMENT ABOVE IF YOU COULD MEASURE EACH ELEMENT.

I think the costs of water should increase with the amount used. That is, the first few gallons should be less expensive than, say the 500th gallon.

Stop charging for wastewater that isnt used. (summer lawn watering)

AND water and wastewater must be billed separately. So not charge sewer rates for residential lawn watering.

Why is my water bill exactly the same amount every quarter? There must be some variation in my water use. Am I charged for a full increment (is it 1,000 gallons?) regardless of how much I use?

Agriculture, parks, golf courses, water parks should pay more to offset their use and increase their fees to customers to compensate for any increase for their operations. Simple supply and demand, with no cutouts for politically sensitive constituents.

It is not right to pay for sewer usage when we water our gardens and trees. The water stays in the gardens and does not go into the sewer. I request a separate water meter be placed next to my outdoor water faucet so there can be two separate calculations for water and sewage usage. It is unfair to charge sewage usage for watering gardens and trees.

I think the structure can be simple and yet still encourage conservation.

Not all the water that comes into a house goes out through the sewer system. For example, water used in a garden. I think the rate structure should reflect the actual amount that goes out through the sewer system.

I HAVE A BIG ISSUE WITH THE WATER SEWER RATE IN ARLINGTON. IN CASE SOME OF THE WATER IS USED FOR GARDENING, THE SEWER IS NOT USED FOR THAT PARTICULAR WATER. HOWEVER, THE COUNTY CHARGES ME FOR THAT, AND I THINK IS UNFAIR. I WANT TO HAVE THE ABILITY TO GET A DIFFERENT WATER METER USED TO MEASURE THE WATER FOR DIFFERENT PURPOSES AND NOT TO BE CHARGED FOR THE SEWER. CAN YOU ANSWER THIS QUESTION ON YOUR WEBSITE? THANKS.

Water rates swing wildly and the county refuses to address the issue. Provide the daily usage amounts in a 90-day readout for the billing period. Absolute absence of accountability and citizen services from DES.

High end users of the system should pay more to recover costs more equitably for use of system and upkeep costs. Tiered rates for usage levels and base rates for equipment and recovery costs for meters, etc.

Keep it simple, as it is today. If you want to establish privileged classes do it explicitly and don't conflate it with the water bill.

The caveat is that commercial and residential customers should have separate rates. Commercial rates should be higher.

The charges for water and sewer should be separated. There should be an affordable option for metering water that does not drain into the sewer, e.g., for lawn watering, that is not included in the current combined water/sewer bill calculated on total water use, regardless of whether it drains into the sewer or not. The billing should accurately reflect the costs of use.

I would like to see a system where water and wastewater are not tied 1-1 as summer water usage is typically high due to lawn & garden watering and car washing, I don't mind paying for the water, but I am not returning the water used for these purposes to be treated so I should not have to pay for the

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| <p>wastewater component. The summer wastewater charges should be based upon the winter water usage. I understand this is how Fairfax county does the calculation-billing.</p> |
| <p>report the water usage by reading the water meter and post to the residential account prior to sending the bill. Provide a reasonable appeal and resolution for those questioning the assessed billing when they have backup material to consider.</p> |
| <p>There has been a street water leak for several years that has been reported without action taken.</p> |
| <p>Escalating price above a certain reasonable household threshold to incentivize conservation</p> |
| <p>Levels of **excessive consumption/usage should be established and assigned a higher rate. To still be clearly reflected.</p> |
| <p>The rate and billing factors should be very clear - which they are not now. I would secure the services of an expert to design a bill presentation method that communicates with a diverse customer base. It should also show the benefits of being conservative in usage.</p> |
| <p>Every system in this survey punishes anyone who waters their lawn.</p> |
| <p>The neutrality should be for basic fee. There should be no volume discount from large users - businesses, apartments, condos.</p> |
| <p>I want a rate structure that recognizes that the cost of PROVIDING water is different from the cost of TREATING WASTEWATER. All water that is supplied to me is NOT returned to the treatment plant. Why should I pay those treatment costs? I also believe that there should be some incentivitation for water conservation, perhaps in the form of a sliding rate scale that increases unit costs as usage increases.</p> |
| <p>Price should be per gallon, with a lower per gallon rate on a minimum level of consumption for basic needs, and higher rates for excessive discretionary consumption. This would encourage conservation and distribute costs more equitably based on usage of the system.</p> |
| <p>Water usage costs should encourage conservation</p> |
| <p>It would be good to incentivize water conservation by having a graduated rate system similar to our graduated income tax system.</p> |
| <p>Those that use more water should pay a higher rate for their increased water use.</p> |
| <p>The concept of simple structures up to a commercial amount makes the most sense. Then you could get into incentives and other efforts to enhance efficiency with your commercial clients.</p> |

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| <p>Those who waste water should probably pay more per gallon over a certain base amount; but requires making complicated calculations and assessments about how many people are in each dwelling and what a reasonable amount of water for the average person to use.</p> |
| <p>true equity - make all residential customers the same. pay for what you use. upgrade meters or install different use ones bit everyone pays the same.</p> |
| <p>In a residential billing address, the system should be progressive - charging less for the first thousands of gallons and then increasing the rate structure as more and more usage exists. There should not be an income means test, only a progressive consumption scalar.</p> |
| <p>Simple rate structure could be used for the "average" consumption rate (about 70 gallons or so) and then tiered to pay more for the more that is used. Would incentivize people to try to conserve water and resulting wastewater.</p> |
| <p>Simple rate structures are inherently inequitable since life itself is complex in so many ways. Finding a "simple" solution almost always means that some inequalities are inherent in the structure. But then people have broadly different views of what equities should be identified and valued. Equality and simplicity are pretty much polar opposites when trying to devise a rate structure.</p> |
| <p>All customers should pay the same rate. The rates should adjust in the summer to help decouple the sewage rate from the water rate for those who water outside.</p> |
| <p>Everyone , including retail, should pay the same rate.. no exceptions</p> |
| <p>The FIRST hundred gallons of water are precious and, therefore, should be (very nearly) free.</p> |
| <p>Simple fixes often look fair on the surface but can lead to economic inequality. I don't want simple for simple's sake.</p> |
| <p>Simple to understand means clearly presented in the bill. Piece of cake!!</p> |
| <p>The structure should be able to be understood by the average Arlingtonian</p> |
| <p>Last summer, the county urged people to water their trees during the dry spell. This of course added water usage, but did not add wastewater usage. My bill was mostly for watering trees since the house is being readied for upgrade. But I paid double (In the hundreds) since I was also billed for wastewater, of which there was a pittance. I don't know how to fix this, other than maybe having a wastewater meter, but it really is not fair.</p> |
| <p>I want the cheapest option for usage. Do not use employee tax money to come up with a more 'simple solution'. It's already user friendly.</p> |
| <p>people who are poor, and people who are low users should pay less than people with higher incomes and who use more water and sewer services.</p> |

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| <p>Water usage needs to be reduced and those that reduce usage should be rewarded</p> |
| <p>Homeowners with yards that contain permanent plantings, particularly trees, use water to keep them alive and Arlington a tree city. That water does not go through the waste water system, yet is billed as though it does. There is an easy and reasonable way to rectify this discrepancy - use the water use in winter months as the determining factor for waste water and recognize the additional gallons used in a hot summer are not going through the waste water system.</p> |
| <p>Water for irrigation should not be charged the same rate as water that goes into the sanitary sewer system</p> |
| <p>While I understand there may be incentives to lower water use, water use is typically based on need. Single family homes that have more residents will naturally use more water than single family homes with a single resident. Why should the rate the 2nd/3rd or more person living in the house with more people pay more for their water usage when they are sharing a residence. Everyone should pay the same amount for every gallon of use.</p> |
| <p>If you have something like a swimming pool that uses a lot of water but does not require the sewer system, then you should get a deduction for that.</p> |
| <p>Why is it assumed that using 20,000 gallons of water means 20,000 gallons goes into the sewer? Some of that water is for drinking, and people in single family houses will be using water to water their lawns-its not going in the sewer system.</p> |
| <p>I strongly agree that each customer should pay the same amount for a gallon of water. However, sewer usage needs to be adjusted in summer months to account for watering of trees and gardens. Arlington County should adopt a policy akin to that of Fairfax County where residents are billed for sewer usage based on water consumption during either the current billing period or the preceding winter quarter billing period, whichever is lower. This approach is easy to understand, easy to administer, prevents residents from being charged sewer rates on water used outdoors during the summer, and will go a long way to help preserve Arlington's trees. I think most Arlingtonians will understand this...we're pretty smart!</p> |
| <p>All customers should pay the same rate for each gallon of water and each gallon of wastewater. However, the measure of wastewater usage should not be based on water usage in the summer or in times of drought. When the County charges residents for a wastewater services it has not used, this becomes a tax on those who value environmental stewardship by watering their trees and landscapes. The water put in on the ground to support our natural environment places no burden on the wastewater system. I strongly urge the County to adopt a rate structure like the one in use in Fairfax County where residents are billed for sewer usage based on water consumption during either the current billing period or the preceding winter quarter billing period, whichever is lower. This approach is easy to understand, easy to administer, prevents residents from being charged sewer rates on water used outdoors during the summer. We have to stop the loss of Arlington's established tree canopy now.</p> |

Everybody paying the same is not the only way to have a rate structure that is simple to understand.

A sensible water rate structure charges users for fixed costs of water service (depending on account type and meter size) plus consumption charges. This is simple to understand. Fairfax County bases its sewer charge on water consumption during the current billing period or the preceding winter quarter billing period, whichever is lower. This prevents residential customers from being charged sewer rates on water used outdoors during the summer. This promotes watering of trees and is also simple to understand.

You know what else is easy to understand? The Fairfax County water/sewer rate structure. In Fairfax, residents are billed for sewer usage based on water consumption during either the current billing period or the preceding winter quarter billing period, whichever is lower. This approach is easy to understand, easy to administer, prevents residents from being charged sewer rates on water used outdoors during the summer. It will go a long way to help preserve Arlington's trees because the cost of water needed to care for those trees will no longer be prohibitive.

I am a senior living in a townhouse community with many young families who had 2 or more babies/toddlers each. I feel like

as a single too much for the small amount of water use. I also travel 3 months a year, so am not even here, but the bills are

always the same or too much for the amount of water I consume.

this is the worst survey ever.

You, the county, has 100% control over creating a simple to understand rate structure AND can do the other things as well.

I think a system that is simply tiered is perfectly understandable. It would be good to help users understand how much water they are using and where during a cycle so they can know if they are about to cross tiers, and adjust as necessary. More education on conservation and reading one's own meter would be welcome. Perhaps even a text app that shows periodically how household water use is averaging.

I realize I can buy an expensive meter that will monitor what water is used for outdoor watering of plants, grass and trees but can't really afford it. I'd like to see a structure that allows for outdoor watering without paying the sewer rate. Perhaps not charging the sewer rate for water use over the average winter use from March through the end of October for those who own land as part of their property. This would be great aid towards good environmental stewardship for many homeowners.

A rate structure should not be overly complicated but should include conservation incentives.

The structure should not penalize those who use water for keeping trees and plants alive during the summer by charging sewer rates for water that does not go down sewers. A system like Fairfax Co, which allows payment based on the lower of the current quarter, or the just-past winter quarter is fair, easy to

understand and is defensible since it is already in use in Fairfax Co. Preservation of the environment is also a key value.

I don't want complicated calculations on my water bill. It is easier to consider that using less saves money. Also, our household contains three generations, something Arlington and elsewhere would hopefully like to encourage, elder-care and support for aging being national issues. However, this means we have a lot of people living here, which means proportionally more water use. I worry that a plan that billed extra for above-average use would hurt our larger family.

Industry often uses huge amounts of water. Our area is attracting big tech companies that offer jobs, yes, but that also require vast amounts of water to cool equipment. It seems to me that industry should pay more on the rate scale than the typical residential customer.

I have a in ground lawn sprinkler system installed in my yard. I pay for sewer rate when the water I utilize does not go into the sewer system. I would hope we could set up a system where I have two meters at my house..one for the water usage in the home that goes into the sewer system and another for the water use that goes into my yard and not the sewer. I would hope that usage would be at a much lower cost.

Conservation is more important to me than a simple to understand bill

For the most part, I agree all customers should pay the same rate. On the other hand, a second rate for the needy and the elderly should be established. Those customers who get assistance (the poor and seniors) would be eligible. Though this group would have to apply and show, on an individual basis, that they have a need for this rate. Perhaps based on gross income, rather than adjusted income, as there are many affluent Arlingtonians (seniors), who could afford the standard rate. But think you may have already thought about this .

While I agree that we should pay the same rate for water used and wastewater collected, charges should be based on actuals (e.g. we should not be paying wastewater fees for irrigation of lawns, etc.

I'm not sure I have a problem with paying the same rate for my first and millionth gallon, but I do agree that those who put a burden on the system, such as apartment buildings and large businesses should pay more. Don't we currently have a system like that?

If you are watering your trees you should not have to pay the high fees for wastewater. We lost many many high value old trees last summer because people did not water

This is simple, but not equitable.

Current rate structures, including this simple rate structure penalize residents who water trees and plants during the summer and heat intensive times of the year. When residents plant trees and plants to help with storm water run off, our quality of air, our quality of life - they are penalized for stewarding those great natural resources. We should NOT charge the same for a gallon of water

as a gallon of waste - it is not an accurate measure for those who are caring for trees and plants.

If you can do infographics for this effort you can put them on the bill to explain charges. A flat rate with no exemptions is not equitable.

The only exception is that I do not think it is fair for home owners to have to pay for sewer services that are not being used--ie. outside irrigation. Since our area does have periods of drought, in August & September, it is beneficial to water our trees and shrubs, to keep them healthy--thus preserving our green space around our homes. The current rate structure makes it very expensive to irrigate during dry seasons. Arlington County used to provide a separate water supply only meter, for home owners. Please bring that back.

Residential customers should pay at a lower rate than tiered classes of commercial customers who consume and discharge much larger quantities of wastewater into the sanitary sewer system. Commercial and industrial customers like restaurants, car washes, laundries, etc. require that our municipal sewer system must be sized for, and capital improvement funds set aside for handling their large quantities of wastewater inherent in running their businesses. residential customers should not have to subsidize these additional costs that businesses can deduct as expenses when paying income tax. In gas and electricity regulation, it is a cardinal rule that commercial and industrial customers pay at a higher rate than residential customers, since they contribute disproportionately to the sizing and maintenance of infrastructure.

Just charge people for what they use and don't go down some ridiculous social-justice-warrior path for water bills, for goodness' sake!

The framing of this question actually changed my opinion. I started reading with the intent that I would strongly agree that a same rate should be charged per gallon. I would love more information on how customer behaviors/ trends impact demand and burden the system.

Come up with a structure so that people aren't penalized for watering their trees in the summer.

For single family homes, there is only a weak relationship between potable water use and waste water discharged to the treatment system. This discrepancy is seasonal and exists even when landscaping is designed for water efficiency. I suggest separating water and sewer billing to avoid an additional penalty to property owners who support Arlington priorities for green space and tree canopies.

There should not be different rates for customers, unless we want to provide lower rates for the elderly. But there should definitely be different rates, a graduated scale based on usage.

Arlington has the capacity & sophistication to move to a more nuanced rate structure (and to communicate the changes to customers). We can do it!

If you use more water, then you should be charged a progressively higher rate for those additional gallons.

I would like to see the sewer rate based on the amount of water that actually goes through the outgoing sewer pipe. My husband uses a lot of water to water our plants and trees, the neighbor's plants and trees, and to provide water for the birds and other wildlife, especially during the very hot months, so although we use a lot of water, not nearly as much is entering the sewer system as is being drawn, so I'd like our charges to reflect the lower sewer usage.

This rate structure may not encourage water conservation as much as the variable rate structures.

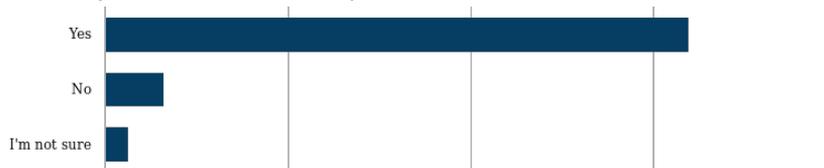
While discussion of breakpoints in levels would be good if a tiered structure were adopted, I still prefer that option to this one... Which does not encourage environmentally friendly practices and results in smaller users potentially a higher rate per gallon which subsidizes those who are water-wasters or careless with water use. A tiered structure would potentially incentivize smart water management like using rain capture to water lawns, etc.

Rate should perhaps consider that sprinkler systems do not also result in wastewater plant usage for homeowners that use city water for irrigation.

My top priority for the rate structure is that the county is able to provide safe drinking water and sanitation, maintain the infrastructure and support future needs.

I want a rate structure that makes everyday uses—drinking, cooking and washing—more affordable.

Do you receive and pay a water and wastewater utility bill (i.e. separate from your rent if you are a tenant)?



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| Yes | 319 |
| No | 32 |
| I'm not sure | 13 |

About how much is your utility bill?

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| 225 |
| 25 |
| 150 |
| 467 |
| 140 |

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|--------|
| 300 |
| 458.30 |
| 300 |
| 450 |
| 190 |
| 260 |
| 100.00 |
| 200 |
| 255 |
| 300 |
| 200.00 |
| 385 |
| 150 |
| 180 |
| 250 |
| 100.00 |
| 175 |
| 275 |
| 325 |
| 150 |
| 300 |
| 175 |
| 200 |
| 300 |
| 250.00 |
| 90 |
| 175 |
| 240 |

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| 120 |
| 445.00 |
| 300 |
| 225 |
| 255 |
| 200 |
| 180 |
| 325 |
| 670.00 |
| 125 |
| 240.00 |
| 200 |
| 250 |
| 160 |
| 45 |
| 880 |
| 120 |
| 300 |
| 250 |
| 185.00 |
| 350 |
| 75 |
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| 280 |
| 400 |
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| 500 |
| 225 |
| 250 |
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| 275 |
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| 350.00 |
| 4500 |
| 4500 |
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| 35 |
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| 400 |
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| 386.00 |
| 200.00 |
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| 260 |
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| 150 |
| 200 |
| 400 |
| 150 |
| 210 |
| 110.00 |

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| 140 |
| 130 |
| 235.96 |
| 220 |
| 370 |
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| 175 |
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| 300 |
| 250 |
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| 70 |
| 500 |
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| 200.00 |
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| 185 |
| 120 |

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| 200 |
| 250 |
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| 295 |
| 800 |
| 400 |
| 245 |
| 170 |
| 150 |
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| 225.00 |
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| 2400 |
| 250 |
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| 289 |
| 130 |
| 496.80 |
| 500 |
| 242 |
| 250 |
| 90 |
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| 350 |
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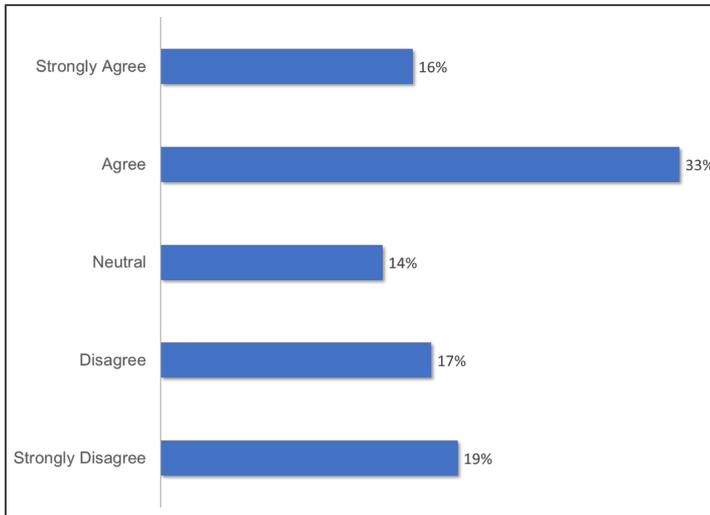
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| 150 |
| 200 |
| 280 |

While rate structures that prioritize affordability also promote equity by providing all customers with basic public health and sanitation needs, they might cause some larger water users to pay a higher rate to make up for lower rates for essential water uses.

Select the level to which you agree or disagree that it's ok if affordable rates are made up for by other customers.



| | |
|-------------------|-----|
| Strongly agree | 67 |
| Agree | 138 |
| Neutral | 59 |
| Disagree | 72 |
| Strongly disagree | 79 |

If you have any other thoughts about affordable rate structures, please provide your feedback here:

I like this idea and would also recommend costs for accountability be included.

In Ashton Heights we have a large proportion of elderly renters, so there should be a basic service which is affordable to fixed incomes and the over 65 group, possibly students, and of course lower income.

I think everyone should aim to use the least water/sewer they can. Beyond that higher rates for more usage can be used to limit peoples use and make them think about how much water they use. The level of usage where the rates change is the difficult thing to decide and needs some time, study, and thought put into it.

Double rate for sewer to water rate? This feels unfair.

I feel the Arlington County charges too much for water

No, I should not be paying more because of other people.
 More importantly, all of this affordability index is useless. You are charging people "sewer" rates on all of it, which means that as a home owner who waters her lawn you are charging me for "sewer" I do not use. Water used to water lawns and gardens does not end up in the sewer, it is naturally recycled - but I am paying for both the water and the sewer. If you want an affordable rate structure, separate out the non household use.

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| <p>You should pay for what you use. Different rates provide "incentives" for using more water and not conserving water.</p> |
| <p>I think there is a disconnect with how customers are billed...At one point when I had a unexpected high water bill and was out of the country, I could not get answers on the state of the Arlington county meter equipment and the technology used to bill us, and a few days later my water meter was replaced. There were no leaks in my home plumbing and I never received any further answers. There were major billing issues in my area of Arlington that caused major dissatisfaction with a large number of residents in answering our billing questions.</p> |
| <p>I want the same rate for nearly everyone. However, elderly fixed-income users, in modest homes [not grand estates] may qualify for a progressive rate. Private clubs and businesses should bear the entire cost, per-gallon, for water/waste.</p> |
| <p>This is probably not a critical factor.</p> |
| <p>Instead of spending \$400K on bus stops, I would prefer the County subsidized essential services like water.</p> |
| <p>Noone should have to pay high rates for water. Water should be subsidized period, not charge some higher. Stop wasting money in other areas of government and then it is not an issue. These are false options</p> |
| <p>This is an interesting idea. The example indicates that the lifeline charge would be LESS than the current standard charge (\$5 per 1000 gallons). This is attractive but means less revenue is generated. If the lifeline were to be set at \$5 (not \$2) and the standard were to be increased, everyone's water bill would stay the same or go up. Not so attractive.</p> |
| <p>This particular value is not well explained and leaves questions unanswered. It's not clear how, when, where, and to whom this structure would apply, and what the impacts would be. More information is needed.</p> |
| <p>I use a lot of water for my outdoor gardens. I noticed my bill due in January 2019 went up be almost \$200 over the previous bill. This is because I watered my gardens in August, September and October. Water for gardens does not use the sewers. But I get charged for sewer usage by the amount of gallons of water I use. I feel home owners should be able to have a meter on the outdoor water faucets so the water we use for the gardens is not charged for sewer usage.</p> |
| <p>I feel like there are plenty of Arlington County residences that can pay \$5. I would more like support lifeline for only low income.</p> |
| <p>Disconnect water and sewer charges. The "large" costs involve sewage treatment, not water usage. Charging for water discourages individuals from watering their lawn -- sure -- but also, discourages the use of gardens, is a disincentive to locally produce vegetables, etc.</p> |
| <p>No discrimination . . . EVERYONE pays the same.</p> |

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| <p>Water used for gardening/yard use should be metered separately from personal use water so that waste water is not charge for since it is not using and systems that require maintenance, updating, etc.</p> |
| <p>Waste Water charges should be based on average winter consumption, NOT during the yard irrigation season. Arlington desires nice trees and vegetation landscapes, but you are penalized with waste water charges based on the consumption of water.</p> |
| <p>If you charge by volume of use, this wouldn't apply.</p> |
| <p>Water necessary to meet basic needs must be affordable.</p> |
| <p>This proposal is a hidden tax. If you want to increase taxes, then make the proposal and see how voters feel. Adopting a differential rate structure for water is a scheme by County government of avoiding transparency with voters!</p> |
| <p>I would like sanitation bill to be separate from water usage bill.</p> |
| <p>All customers should be charged at the same rate. However, clean water and wastewater should be metered and billed as separate services.</p> |
| <p>Everyone deserves to have safe clean water. We must help those who are less fortunate than others. Especially, in Arlington. The daily lives of low-income people should be treated with compassion and they should be given respect because they are human beings. Being poor is not a crime.</p> |
| <p>provide real time meter reading so customers can understand and respond to issues OR cooperate in serving customers</p> |
| <p>Everyone needs to pay</p> |
| <p>You need to separate the metering of fresh and sewer water so that they aren't build at the same thousand gallons. I don't want to pay sewer rates when I water my yard. Fairfax county and almost everywhere else figured out how to do this why can't one of the richest counties in the country figure it out?</p> |
| <p>It should be affordable for all!</p> |
| <p>Higher volume users should pay on a graduated scale, especially commercial users.</p> |
| <p>A gallon of water is a gallon of water. The cost to provide the water is the same whether it's the first or last gallon someone uses. It also the cost to provide the water doesn't vary based on the ultimate use of the water.</p> |
| <p>This compensation comes out of a tax rate that is already too high. Perhaps I'd be more supportive if the County were less extravagant with vanity or grandiose nice-to-have endeavors... the new water park (how ironic!) comes immediately to mind.</p> |
| <p>We pay enough taxes in Arlington county, of course it's managed by liberals. the cost of water and sewage should be - the first \$100.00 is free to everyone.</p> |

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| <p>High water and sewer bills hurt the most neediest in the county. The country has plenty of revenue streams to make this happen without raising taxes, Arlington county government is a bloated machine.</p> |
| <p>Everyone must have access to safe water for essential uses no matter how little they earn.</p> |
| <p>Stop charging the sewage fee in the summer for watering your lawn. You should follow Fairfax and use the spring and fall bills to compare water usage. Watering the yard/garden does not require use of the sewer. You are charging people for a service they do not use.</p> |
| <p>Stop charging the sewage fee in the summer for watering your lawn. You should follow Fairfax and use the spring and fall bills to compare water usage. Watering the yard/garden does not require use of the sewer. You are charging people for a service they do not use.</p> |
| <p>Water use IS NOT A RIGHT. Everyone that uses it for any purpose CHOOSES the use and amount of use. This is not a socio-economic question but what is morally and legally RIGHT. Please stop the social equalizing!!!!!!</p> |
| <p>Watering lawns should not be the same rate as other uses</p> |
| <p>I would like to see the waste rates more disassociated from the water rates. We do organic gardening, including hydroponics for organic vegetables and pay large sewer fees for water that goes back to our watershed. We use low water usage for our yard, and I am fine paying for water that we use, but do not like paying for the sewer costs, which we are not using.</p> |
| <p>Investment in current and future infrastructure needs should be prioritized and not given to some with this type of affordability charity.</p> |
| <p>Who are these "other customers?" Are they homeowners with fewer people in the household or are they businesses? People should not be punished/charged more for less usage. That burden should fall to the businesses that must be opened in all new apartment complexes on the ground floors.</p> |
| <p>Along with ensuring that everyone has access to clean water, the County should ensure that all of the infrastructure is in proper working order and avoid "silent" leaks on its pipes. The County should also work with customers who are seeing spikes in their water consumption that may be attributable to unknown leaks (i.e., underground pipe versus running toilet) or faulty meters.</p> |
| <p>Most County residents fail to understand that their outdoor watering use is the equivalent of flushing all that water into the sewer system. Being more transparent and communicating consistently on how ratepayers are charged for water services will generate more water conservation. Using less water should not automatically raise rates and thus penalize water conservation. Tiered use levels would be more sensible as would programs that provide a safety net use level at nominal charges for those who struggle to make ends meet on limited incomes. The cost of this latter affordability program could be spread over all other ratepayers. There are examples around US of safety net systems. Contact US Water Alliance for more information on water equity.</p> |

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| <p>The cost difference between the lower and higher usage is too much. Also the threshold for the lower cost is too low, is it even possible for a family of four to use less than 12k gallons per quarter? This will impose hardship on families.</p> |
| <p>Water used that does NOT go through the wastewater system should be paid for at a different rate than water that DOES go through the sewer system. The county promotes homeowners planting trees and shrubs and yet in hot summers without rain if a homeowner waters these trees and shrubs they will be charged the same for the water that goes into the ground as water that goes through the wastewater sewer system. This is not fair. Fairfax county has a different method for billing for these purposes.</p> |
| <p>Customers should be charged based on their usage. Customers able to pay should not have to pay for those who cannot.</p> |
| <p>It would be fairer if the water usage was separate from the sewage. That is, water that does not go through the sewage system should have a lower rate. An example would be lawn watering.</p> |
| <p>If you use it, you should pay for it. Its not the same utility source as electricity where those who need financial help to keep warm should receive it.</p> |
| <p>My neighbors who insist on having swimming pools should absolutely be paying more than the rest of us.</p> |
| <p>use of water for lawns, car washing, etc, should be at a higher rate as it's unnecessary and bad for the environment.</p> |
| <p>my answer is largely based on the fact that many homeowners pack their houses with illegal tenants without paying tax on the income, which creates parking issues and extra trash collection, and Arlington County refuses to address the problem. There should be SOME consequences for turning single family dwellings into de facto hotels/apartment buildings/duplexes.</p> |
| <p>Affordable rates should not be made up by other water customers. Perhaps it can be done more broadly with an earned income credit on VA taxes.</p> |
| <p>Special rates for senior citizens</p> |
| <p>County should promote separate metering system for homes that use water in lawn sprinklers and swimming pools</p> |
| <p>There was a significant jump in our utility bill the last two quarters of 2019, roughly from \$350.00 to \$525.00, but no explanation was provided. If an across the board rate change is going to take place, I strongly recommend both a warning before the bill arrives and a clear explanation of why the bill shows such an increase.</p> |
| <p>You should NEVER charge for the out flow of water when one is using the water for gardening....it's not going back out the pipe so you shouldn't charge for that</p> |
| <p>My main issue is that when water is needed in the summer to prevent plants from dying due to drought, it is billed at a rate that includes costs for sewage</p> |

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| <p>and trash and is therefore quite expensive. If some reasonable measure could be taken to reduce the price of this "extra" water, pricing would be fairer.</p> |
| <p>All pay the same</p> |
| <p>I am not in favor of subsidizing water as our county taxes are very high and some of that money goes into subsidies for low income residents.</p> |
| <p>I think the idea of tiers is a good one. A third, highest-level tier, would be able to distinguish between large families, who should pay a bit more, and truly large water users. Those at the highest rate would be the most incentivized to conserve where they can. And since they would be the heaviest users, their conservation efforts would go farther.</p> |
| <p>I don't understand why I pay so much for sewer in the summer when I am mostly using the water to keep my plants, shrubs and those all important trees alive.</p> |
| <p>It would seem like you should pay for what you use.</p> |
| <p>Corporate and business users and large apartment buildings should pay a higher share to promote residential uses in Arlington. Why wasn't this one of the options? There has been too much business development recently and Arlington is losing its sense of community, small business, and residential character. The people who live here, pay property taxes, etc should not bear a disproportionate share of the burden to support wastewater treatment. Corporate uses, including chain restaurants and large apartment buildings owned by corporate conglomerates, should pay a higher percentage.</p> |
| <p>Please ensure that water meters accurately capture usage. Last summer there were several complaints in my neighborhood about impossibly high meter readings and no logical explanation, such as water leaks.</p> |
| <p>Each resident should only pay for the water consumed at their home. Assuming ones water meter works properly at all times, then only water consumed should be billed, no "estimates". Single residents should never be paying as much or more than multi-member households.</p> |
| <p>I think the sewer rate is pretty inflated, especially since it is not meter. Some water doesn't go down the drain, like while watering a lawn.</p> |
| <p>Higher users - pay more</p> |
| <p>The true cost of water and wastewater processing (and all natural resources) should be borne by each household according to its use. If water usage is subsidized, an unintended consequence is those families may use more than they need, undermining conservation efforts.</p> |
| <p>Not only would this approach make living in Arlington slightly more affordable for less well off households but it would also provide an incentive to conserve water.</p> |
| <p>This survey muddles issues without addressing persistent resident complaints. Whatever path is pursued, watering lawns and trees seasonally does not result</p> |

in wastewater and should not be charged as if it does. That's not rocket science, as Fairfax County knows. There is no option here that clearly recognizes or addresses the fundamental disconnect of tying wastewater rates to water usage, much less this specific issue.

The sewer rate is arbitrary and should scale with the season first of all (the summer when we are watering the tree canopy), second not everything that comes out of the tap goes into the sewer so just doubling it seems unfair. Look at surrounding counties and how they scale their billing. Make sure when a water main breaks - which they do - they don't impact the meters of those around it (which we all think it does).

Commercial users pay lower property taxes and have higher water usage. Since residential customers already pay more for real estate, commercial users should be paying more for water and sewer usage.

I like a progressive consumption billing system for all, but it should not be income means-tested.

Also, irrigation water that is used to grow local vegetables/flowers/gardens in the summer shouldn't be billed at the sewer rate - that water fuels healthy local food - it doesn't end up at the wastewater treatment plant. . . .

Amount of water used has little to do with resident's ability to pay. For example, a single person, earning a high salary, living in a condo, and eating all meals at restaurants (a common type of Arlington resident) would be getting an undeserved "lifeline" discount.

I'm fairly liberal and I feel if I've been successful I can pay more so those not as successful can have water.

Do not erect complicated subsidy regimes. They invite arbitrage.

I would like an affordable rate for water that doesn't go down the sewer -- such as outdoor water use and lawn irrigation use.

Couple this with tiers!

Arlington should have a means for customers who use water for gardening should have a mechanism in which they do not have to pay for wastewater treatment. This water does not go through the treatment plant (or the storm sewer, for that matter), but customers have to pay for it anyway, which is not equitable. I understand that this might require a separate meter, but this additional meter would pay for itself.

Residents should be encouraged to save water, and use water wisely, but those of us watering landmark IRREPLACEABLE trees during droughts, should NOT be penalized by the current structure that assumes water in, is water out. NO, it was used to water TREES. Arlington has lost SO MANY landmark trees because of careless development, lack of enforcement of Arlington tree replacement rules for developers (like on Fillmore N). My water bill was ~\$130 Dec last year, and ~\$430 (!!!!) this Dec. I called the county and learned that was probably because of me watering my trees. My water bill was \$132 for water, and \$256 for SEWER, BUT the water went to my trees. OUTRAGEOUS to be charged \$256 on top of the actual water cost of \$132, for

trying to save my trees. At 315 N Garfield, a landmark tree had to be cut down in July, its death accelerated by lack of care by the current owners. CHANGE the sewer billing component!!!!

This sounds like a good idea at first, even as a customer, but then I wonder if this will have a negative impact on businesses. More data is needed. For instance, how many businesses use more than 12,000 gallons annually. I would think lower margin businesses like cafes, restaurants, etc. would pay the most and be least likely to afford the extra cost.

If you move into Arlington County, either you can afford to be here or you can't. DON'T USE MY TAX PAYER MONEY TO SUBSIDIZE WATER!!!! NO, NO, NO!! This is not fair. Lower income people will waste even more water if they don't have to pay for it!! NO, NO, NO ASSISTANCE PROGRAMS!!! ENOUGH IS ENOUGH.

I think the County needs to plan for the future and develop dual systems that separate drinking water from "blue water" that could be used for flushing toilets, watering trees and gardens.

It is ridiculous that water for plants and lawns has to pay for the incredibly expensive sewer service portion and that setting up metering separately for irrigation is prohibitively expensive. I understand what the county is doing, but it's just not right.

Arrange to have the water bill paid automatically by charging it to a Credit Card on the day that payment is due.

This could result in larger families subsidizing smaller families. The rate applied should apply to every gallon consumed. Alternate means of helping lower income individuals exist as exemplified by Washington Gas making an optional contribution available. It is not clear in this questionnaire if residential rates and commercial rates are the same.

I am SO GLAD you are looking at this. I am an Arlington homeowner of over 20 years and am keenly aware of the choice between keeping trees alive during droughts (presumably an Arlington value) and minimizing water use. This is made all the more difficult by the combined water and sewer charge, since sewers are not involved in landscape watering.

Now it may be an "Arlington value" that homeowners bear the cost of maintaining the tree canopy; but it is worth a discussion. I myself would feel far more valued if separate metering for landscaping were an option -- even if there is an installation charge for a separate meter. If yard owners/renters were charged separately for outdoor use it might encourage us to weigh different gardening/yard uses more carefully: cutting back on some uses (green grass, for instance) but giving grown trees the life-giving water they need, even if at our own expense. I've always resented the assumption that my yard use just doubles indoor use. Better data would allow users to make better outdoor decisions. Even if it does not lower our overall bill, it will allow us to know that through this payment we are honoring another "Arlington Value," keeping our trees alive.

Susan Tenenbaum 703 585-8411 SueTenenbaum@gmail.com

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| <p>Water should be the same for everyone.</p> |
| <p>I assume the rates reflect the county's cost of providing the product/service - that the county is not making a profit from same.</p> |
| <p>I would like to see the water and sewer portions separated. Charge a high fee for sewer and a much modest fee for water. Granted, we need both, but some people need water to beautify their yards, to fill above-ground or children's pools, and to provide water play for kids during the heat of the summer. It seems unreasonable to me to charge for the sewer if/when the water is not going into the sewer.</p> |
| <p>Please add environmental stewardship to the list of essential usages. We will not survive without our trees.</p> |
| <p>An fair affordable rate plan would base sewer charges on based on water consumption during the current billing period or the preceding winter quarter billing period, whichever is lower. This prevents residential customers from being charged sewer rates on water used outdoors during the summer. Failing to implement such a standard puts a greater penalty on low-income households that water tree during summer dry spells.</p> |
| <p>I don't understand why each user can't be just be charged just for the amount of water they/their family or home consumes.</p> |
| <p>I pay for 3 households, each is about \$200 per quarter, I believe.</p> <p>I live in Arlington plus have two single-family rental properties.</p> <p>So the sum is 600USD</p> |
| <p>The first part I can follow and sounds fair to all, gives a break for basic water use, and is a simple structure. The second part says some larger water users might pay a higher rate but there is no mention of who they might be and how this higher rate would be determined, making it difficult to give a thoughtful answer. I do believe if anyone cannot afford their basics and family can't help them, the County and State has an obligation in the form of social services. In my opinion, it would be better to address their whole situation rather than trying to tweak how to price basic needs. Utilities should stay reasonably priced, generally.</p> |
| <p>Not fair that sewer is charged 2x</p> |
| <p>The bill is hard to understand. Issues that appear on bills are "old" by the time we see them. Last bill was quadruple regular amount - very difficult to get the county to even engage on why. Never did get a satisfactory answer.</p> <p>Dont understand why sewer costs are so high and if the water usage is high, sewer usage seems to be automatically increased accordingly. Why?</p> |
| <p>Basic public health and sanitation needs should be priority.</p> |
| <p>The structure should not penalize those who use water for keeping trees and plants alive during the summer by charging sewer rates for water that does not</p> |

go down sewers. A system like Fairfax Co, which allows payment based on the lower of the current quarter, or the just-past winter quarter is fair, easy to understand and is defensible since it is already in use in Fairfax Co. Preservation of the environment is also a key value.

Other customers who are not needy or seniors would pay the standard fee. Perhaps a census of the needy and seniors in the County should be taken to determine how many truly need assistance in paying for water and waste assistance. Then the rate schedules can be developed. Does the current rate structure cover all the expenses of providing the water and waste services. A thing to consider will also be, will the different rate structures need additional staffing to implement and maintain?.

This works if we discount the water used for irrigation...

This seems reasonable. Except one wonders to what extent landlords might install low-flow, efficient plumbing vice not. One wonders how this might affect older homes.

The largest water users should pay the highest rates.

Hope for a policy like the one the gas company uses (also Fairfax County) where residents are billed for sewer usage based on water consumption during either the current billing period or the preceding winter quarter billing period, whichever is lower. This approach is easy to understand, easy to administer, prevents residents from being charged sewer rates on water used outdoors during the summer, and will go a long way to help preserve Arlington's trees.

Arlington county used to provide a separate meter for home owners who irrigate during droughts--to keep shrubs and trees healthy--so that home owners do not have to pay the sewer fee for water used, that does not require sewer services. We are very much in favor of this being made available again.

I would like to be able to water my lawn and not pay additional sewer for that usage

Residential customers should pay at a lower rate than tiered classes of commercial customers who consume and discharge much larger quantities of wastewater into the sanitary sewer system. Commercial and industrial customers like restaurants, car washes, laundries, etc. require that our municipal sewer system must be sized for, and capital improvement funds set aside for handling their large quantities of wastewater inherent in running their businesses. residential customers should not have to subsidize these additional costs that businesses can deduct as expenses when paying income tax. In gas and electricity regulation, it is a cardinal rule that commercial and industrial customers pay at a higher rate than residential customers, since they contribute disproportionately to the sizing and maintenance of infrastructure.

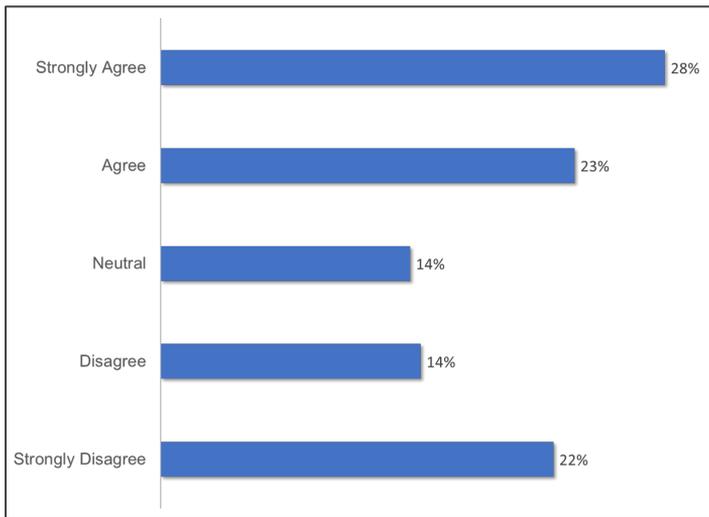
This structure presumes that every gallon of water that is used in each home goes down the drain and is charged as wastewater. What about watering the lawn or garden or washing cars.

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| <p>I would like to see the data on how this actually affects all customers and what the differences are between these plans. I am curious if there would really be a large impact on standard users with this plan. Also, I oppose the use of "standard" in this scenario as it creates the idea that excessively watering lawns is normal. If you really want to impact how people view their water usage, change the term "standard" here to "excess" or "overage."</p> |
| <p>Lower the sewer rate it is way too high!!</p> |
| <p>I think all should be charged the same amount. It is not feasible to set different rate structures for different residential customers.</p> |
| <p>Not a tenant. But I cannot submit the form without responding to tenant billing question.</p> |
| <p>Not a tenant. But I cannot submit the form without responding to tenant billing question.</p> |
| <p>I have a sprinkler system which is actually more efficient than running a hose to water plants. We shouldn't be charged a sewage rate for this water because the water is absorbed into the soil!</p> |
| <p>Don't understand why the full number of gallons are billed for sewer since water is used for other things</p> |
| <p>To the extent possible by law, affordable rate structures and/or assistance to customers, with problems paying there water/wastewater bills, is necessary for Arlington County. The County is one of the most wealthy counties in the U.S. and also has a high cost-of-living. In line with the County's participation in the adoption of MWCOC regional affordable housing targets, adoption of rate structures and/or assistance programs makes housing more affordable in Arlington. The County should also consider implementing conservation programs that target low-income households, including those in multi-family buildings that do not pay for water directly.</p> |
| <p>I would also support a lifeline rate program that applied only to lower-income customers.</p> |
| <p>I think there should be a way that landscape water does not cost the same as the water used inside our house, without us having to pay 1000's to install a new meter to make it possible.</p> |
| <p>it does seem to me this does encourage less water use which may not be good for Arlington water services, but seems to be good for the planet. it does seem to me that an 'affordable rate' would also recognize that there are those who use an 'outsized amount', such as on the lawn during the growing season, and they would would be charged in a third, higher rate category. Most would agree that the cost of service must be covered by users so if less water was used and if costs were not covered the county gov't would raise rates. This would become the new affordable rate.</p> |
| <p>This seems to hard to administer and monitor. I prefer a tiered structure that incentivizes lower usage regardless of how you use the water. Big households</p> |

shouldn't get a break for water usage just because they spend more time showering... Rates should be based on total usage, not how the water is used.

I want a rate structure that ensures costs are spread equitably across all customers.

Select the level to which you agree or disagree that equity across customer categories should be a top consideration in the rate setting process.



| | |
|-------------------|----|
| Strongly agree | 95 |
| Agree | 78 |
| Neutral | 47 |
| Disagree | 49 |
| Strongly disagree | 74 |

If you have any other thoughts about equity across customer categories, please provide your feedback here:

I feel that once we start breaking people into different economic groups and discriminating against some, the end result will be confusion and enmity. This is a bad goal and I don't support it.

Without knowing more details, I wouldn't want low-income communities negatively affected if they are further from the main water supply and thus have to pay more for a basic right (water).

I'm not sure that this question captured "equity" correctly. I'm not sure it would be equitable, for example, to charge some customers more than others simply because of where they live in the County simply because delivery costs might be marginally higher. I doubt very much that "customer categories" could be constructed to capture the way "equity" is used above. There are too many

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| <p>"equitable" factors that influence where and how people live in the County. Users should not be rewarded or penalized because their circumstances place in them in one "category" rather than another. By equity -- when considering rate structure -- I would mean charging users based on volume of water used (the current approach).</p> |
| <p>Since business and institutions are huge water users they should be at a slightly higher rate - entities with swimming pools, showers, kitchens, and grounds watering.</p> |
| <p>I think this method would require too much work. I could see a lot of problems with how different houses, apartments, condos, commercial buildings, etc. are charged with a lot of owners/users objecting and appealing why they are being charged more than others.</p> |
| <p>Water is a basic right...each household should be charged for the water they consume, not how much it costs to deliver that water to their household.</p> |
| <p>I think people ought to be charged for the amount of water they use, not the difficulty the city experiences in providing the water.</p> |
| <p>Given the increasing costs of living in Arlington borne by its residents I am strongly opposed to rate concessions to any commercial customers that would effectively have residents subsidizing commercial activity. Additionally, if any biasing of rates were to be employed at all, given that the residents' ability to afford to live in the increasingly expensive county is paramount, commercial rates arguably should be greater than the rates charged residents.</p> |
| <p>You must pay equally for all users. This "equitable" across all customers is designed to fail and create consternation. For example I live where I live. I can not effectively move to reduce cost of services. HOWEVER, I should be charged for how I use water and how I conserve water. Separate rates for water and sewer. No sewer charges for water that does not go into the sewer.</p> |
| <p>I strongly agree costs should be equitable. However, if a new development is created the costs of extending and improving sewer or water to that project should be the developer's responsibility. Not just to tie-in, nearly the entire cost(s), up and down-stream of the development.</p> |
| <p>At first I thought this was a good idea. But now that I think about it, it could become a divisive issue, as some residents might be inclined to criticize each other's fiscal impact on the cost of providing services and whether someone is "paying their fair share". In principle, this would correct any imbalances based on the true cost of providing water/waste services. But in reality, it would just draw people's attention to the fact that there ARE imbalances. So, as ironic as it might sound, it might be best to not touch this one. The fiscal benefit may not be worth the social discord it would create.</p> |
| <p>It does not make sense for sewer charges to be keyed off of the amount of water consumed. This applies a sewer charge for outdoor irrigation uses, for which the sewer is not being utilized.</p> |

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| <p>This will affect me personally, but I think it's reasonable to charge more for water service to single family homes versus multifamily structures. But how about charging Amazon double for their water? :)</p> |
| <p>Not sure about the importance of this in Arlington, it seems more like the kind of thing a rural water utility would do. Is there really a benefit of increased revenue or fairness, and is it worth the cost of a more complex bill? It seems to me like in an urban and heavily developed environment such as arlington, the difference between communities is marginal. If there is a significant difference in cost for different neighborhoods, I would support it.</p> |
| <p>I couldn't find a more appropriate place to include this feedback, so including it here. I would like to see an appropriate way to bill for wastewater treatment (sewer) that accounts for actual usage and is not based on the water consumption. A significant portion of my water bill in the summer is from irrigation system usage, and more specifically the sewer costs we are assessed but do not actually use. I did find out that it is possible to have a meter installed on the irrigation system supply to address this issue, but the cost of doing this (\$3200) is prohibitive. I would like to see this option be made more affordable.</p> |
| <p>Sewage and refuse costs should not be 2X the cost of water usage. There is not direct 1 to 1 correlation between the amount of water used!</p> |
| <p>Single family homes are synonymous with wealth in Arlington. (This is coming for a SFH renter.) Charge more of it costs more.</p> |
| <p>This will not be equitable. A single person is going to get "taxed" for water usage of families, when families receive enough tax benefits single people are not entitled.</p> |
| <p>People should pay for what they get. If it costs more for one household living in a single family house than they should pay more. If it costs if you live in a multiple dwelling residence that you should not have to pay for the person living in a single family home.</p> |
| <p>Waste Water charges should be based on average winter consumption, NOT during the yard irrigation season. Arlington desires nice trees and vegetation landscapes, but you are penalized with waste water charges based on the consumption of water.</p> |
| <p>This is a bad idea that should go where bad ideas go to die. All users in the County should pay the same rate for water, from the first gallon to the last. Anything else is using the price of water to impose a tax. If you want a tax, go ask the voters to approve it.</p> |
| <p>I generally agree with this. If someone has an uber mansion in a remote area that makes delivery more expensive... maybe they should be subject to a surcharge... but I doubt that happens a lot in Arlington. In general, all participants should be charge according to the same rate structure, regardless of neighborhood.</p> |
| <p>The model should remain understandable and simple to remain an incentive</p> |

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| <p>The rate paid for water should be based on the customers' actual use. Both for incoming clean water and for outgoing dirty water should be metered separately for a fair billing system. In the summer, many customers may choose to water lawns, wash cars, etc. These activities should not be doubled billed as is currently done.</p> |
| <p>Your example is one way. Another equitable way is to calculate the cost per gallon across the entire region, and then bill the same cost per gallon for use. No variation to large or small users.</p> |
| <p>Residences should never subsidize businesses.</p> |
| <p>Charge the same amount per gallon for everybody.</p> |
| <p>I don't see how equity is being defined, whether it is making each citizen bear their own costs vs. some idea of fairness. It is an important principle that all residents should have access to basic quantities of water for sanitation and health, even if cost is more for some sites. (like post office), society needs to make that happen. So I agree with equity of outcome (access for same price to basic service) which isn't exactly equality. Or maybe the reverse of what I said, I don't see the definitions here.</p> |
| <p>Watering yard doesn't go down sewer but rates apply as though it did.</p> |
| <p>This seems overly complicated and I'm concerned about how much work and costs would be incurred to figure this out. Seems more effort than it's worth.</p> |
| <p>Equity to me means that people can afford essential water and sewer services no matter where they live.</p> |
| <p>NO PERIOD!!!! Water is a service, NOT a social equalizer. Charge for what service is honestly used!!! Give welfare where it is warranted using the proper procedures and call it what it is!!!! Water is not a RIGHT that some should pay more than others to receive. STOP mixing social issues with chosen uses of public services.</p> |
| <p>Water is a public matter just like any government service provided to the whole community. It should not be broken down in this manner. We all pay for services equally that are not used equally. For example, fire and police services and schools even if we don't call the police or fire department (luckily!) or send our kids to public schools. That is just part of being a community. Furthermore if we start charging more for single family homes it will just add more problems - harder to sell your home, encourages overbuilding of condos and apartments, etc. which has more negative impact on the environment overall. There are also too many unknowns in this option and it seems to capable of being altered on the whims of the County government.</p> |
| <p>Water and wastewater are a service. As such the price should be that which reflects the cost of providing the service (in a full-costed sense: both current operating costs plus a recovery of capital.)</p> |
| <p>This value is not presented clearly. Are you suggesting that "equity" would entail charging customers the same irrespective of the differences in cost that</p> |

you described, or that customers would be charged for the costs that are specific to their neighborhood or home?

Cost rates should be the same for everyone. I think equity would be not charging sewer rates for water used for watering gardens in the summer. Allow families to install separate water meters for outdoor faucets would not have a sewage rate associated with this water consumption.

I think Arlington should recover the cost of water provision from each of its customers

If you do this you are potentially punishing people who can either afford single family homes or who cannot afford a house or have to live in more remote parts of the county because Arlington is outrageously expensive to live in.

You need to add a category where the county board pays for at least 50% of the storm sewer renovations required to support the runoff generated by all the over building. The other 50% needs to come from contractors who build homes now leaving at least 60% of the lot permeable. The contractors must be required to pay the fine, but not pass onto the future buyers or homeowners.

Arlington Residents shouldn't be paying anymore for water management as we are already paying big \$\$\$ to do our own flood mitigation and cleanup. Since Arlington won't help the residents then Arlington Govt members need to pay for these things out of their own pocket making sure to not use tax payer dollars.

In my mind, equity means if you use more, you pay more. The way the County currently bills for sewer, however, is not equitable. I understand that it is only an estimate, but when I lived in Falls Church years ago, they based the sewer portion of the bill on the two winter quarters water usage because they realized that many folks wash cars, water lawns and gardens or even have ponds and pools that are filled in the spring/summer and this water does not go back down the sewer. It is unfair to charge me a sewer charge for water that never goes back into the sewer but instead adds to ground water and the Potomac River. Of course, I am an owner of a single family home. Apartment dwellers are unlikely to have big divergences in their bills between the winter and summer, so applying this to everyone should not be an issue and would result in a bill that is more reflective of usage of the sewer system.

I would imagine that water consumers don't have much control over how expensive it is for the utility to service their location for water and wastewater, so penalizing consumers for something they don't have control over doesn't seem fair, particularly because it might affect lower income residents more than higher income residents. Costs associated with the provision of the services (infrastructure costs) should be shared equally among all customers and be coupled with affordable rate structures to provide equitable access to water and wastewater services. The utility can then attempt to address the structural issues that make their services more expensive in some places over others separately.

Homeowners subsidize more than their fair of cost for County who has never lowered the tax burden residential homeowners. Everyone should pay their own way

I think there should be meters on the sewage system, and it should not be assumed that water usage equals sewage usage. Watering lawns, for instance, does not contribute to sewer use.

Really? How complicated can you have this?!?

I live in a single family home. Because I have to pay for waste water/sewage rate for all the water I use, I no long water outside plants and trees. This year I did some outside watering and a) my water bill double in price and b) most of my trees died. Can't there be some way to factor in outside versus inside water use? Maybe only bill water, not waste water, for additional water use in the summer? If we want to keep Arlington green (environmental and aesthetic benefits), then there should be some price break.

I have 2 rain barrels but that is not sufficient for trees and shrubs and useless during a drought. For now, I am not replacing any trees including not replacing a 50 foot pine tree--a big loss for all of us. Too costly to water it until it is self-sufficient.

Equity is all users pay the same. Provide details on the utilities costs for each use and neighborhood and let the voters decide in a referendum.

I live in a single family home. I believe the variable cost of water should be similar to all properties, i.e. based on the amount you use. However, if I have 60 feet of frontage and a multifamily residence has the same frontage, then the infrastructure/maintenance fixed cost should be based on or something approaching that frontage, therefore the families in the multi family building would share the 60 foot frontage infrastructure/maintenance costs. I would pay more in my single family house but that is a more equitable sharing of costs and could promote denser development. New houses/buildings should also pay all the costs of the county to supply that property so that the new house/buildings true infrastructure/maintenance cost is included in the builder costs and therefore house/building price at initial ----. Anything that is more aligned to cost would be a benefit. I would need an example on your statement that some neighborhoods cost more to service. If it took more infrastructure to serve one area over another than it should cost more and that could be calculated. Understand the complexity but I don't think that is as much of a problem as going to a different system where there are people that will pay more under a new system. Good luck with that part.

Equity is important. But also excess water use should incur a higher rate to encourage conservation.

I water my gardens and trees during the spring, summer and fall. This watering is also being calculated toward my sewer bill. The water does not go into the sewer it stays in my garden. I should not be charged for sewer usage when I water my outside gardens. I request a separate meter be used next to my outside water faucet so a separate calculation can be made for water not being drained into the sewer but just staying in the gardens. It is unfair to charge sewer charges for watering our outside gardens.

My big problem is the sewer being based on usage - That is fine during fall and winter, but during spring and summer I am gardening, lawn watering, and doing other things with water that does not end up in the sewer

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| <p>Do not give any more breaks to Amazon - they can afford to pay their fair share for everything</p> |
| <p>Users of the system who require larger water meters should pay for that. Nothing in your current 'easy to understand' rate structure considers the cost of equipment used to provide water to that user.</p> |
| <p>An attempted establishment of varying degrees of equity among competing customers would raise numerous issues and disputes and subject the County to court challenges.</p> |
| <p>Don't punish users for things they can't control, like cost of delivery to their particular home. Charge all customers the same rate.</p> |
| <p>It's not the residents' fault that costs to deliver water are higher in some places. This is not something a homeowner or renter would ordinarily consider in finding a place to live.</p> |
| <p>We should differentiate between water and waste water. Particularly when watering lawns.</p> |
| <p>Businesses should pay 60% and residents pay 40%. Condo's and apartments should pay their share consistent with single family homes. Then for each type of user, the volume of consumption should further differentiate.</p> |
| <p>Maybe differentiating by housing type (single family vs. apartment building, for example) might be okay, but it doesn't seem fair to charge people more just because they live far away from the treatment plant, or something like that.</p> |
| <p>I disagree IF the examples you use above are what you mean by equity.</p> |
| <p>nope, not paying for other people's water or anything else...</p> |
| <p>Commercial users should pay more for water and sewer usage because they are for-profit entities. My family and I pay too much (about \$350.00 per quarter). Businesses should bear a higher rate for use - especially since they pay lower real estate taxes than Arlington residents pay.</p> |
| <p>The County should not discriminate among citizens based on where in the county they live. Especially true for basic necessities of life, like water.</p> |
| <p>Contribution to the cost of operations should be factored - specifically with regards to wastewater. If water is being used for irrigation, it should not be charged the same sewage fee as if it were used for a household or commercial purpose.</p> |
| <p>While it may be harder to figure out it seems more equitable. However, if you could tell me the cost to figure it out outweighs the benefits that would satisfy me.</p> |
| <p>The cost of the water per gallon should be the same for all consumers.</p> |

While this matters, it seems like the cost of administering would be greater than the benefit. And besides, residence (likely) don't know the cost of the water when moving it, so it does not drive behavior towards lower costs.

Water should be billed like any other utility - with a significant transmission charge and a separate usage charge. We shouldn't punish homeowners who water their trees and reward those with no yards or plants. The current rate structure is grossly unfair to anyone who wants to grow a garden or plants - actions that improve the environment.

I am a family of one. I should not be charged the same amount for a family of four in any type of structure. TOTALLY UNFAIR!!!!
This will lead to increased water waste since users will not be directly charged for their actual usage. NO, NO, NO.

When I read 'equitability', I believe that all customers should pay for the water they use and the sewer they use (by meter). Piping to a single family residence within such a small jurisdiction as Arlington County should be considered a given and favoritism to higher density buildings should not be provided. Equity should be considered based on consumption not infrastructure.

Charging customers that have irrigation systems the full sewage rate is not equitable. I am charged for the full usage of for water consumption (fair) but am also charged as if all of the water I use for lawn irrigation is processed as wastewater (unfair).

Residents who build huge mansions that cover too much of their property are a major contributor to the runoff and drainage issues Arlington consistently faces. There should be an increasing charge that rises with the % of your property that is concrete or otherwise built up. Since these houses are a direct cause of runoff and wastewater issues, they should pay extra to remedy these issues.

Wow. Pit renters against homeowners. Welcome to Donald Trump's America. Arlington, I thought you were better than this!

Wow. Pit renters against homeowners. Welcome to Donald Trump's America. Arlington, I thought you were better than this!

The way it is now is more equitable than this proposal.

There should be a provision for separate meters for irrigation systems so that consumers do not get charged for sewer wastewater treatment.

Water costs should reflect the cost of delivering water. Wastewater charges in spring and summer should be no greater than in fall and winter. The cost of increased water use by households in spring and summer should be fully covered by water rates and not assumed to increase wastewater use as well.

The structure should not penalize those who use water for keeping trees and plants alive during the summer by charging sewer rates for water that does not go down sewers. A system like Fairfax Co, which allows payment based on the lower of the current quarter, or the just-past winter quarter is fair, easy to

understand and is defensible since it is already in use in Fairfax Co. Preservation of the environment is also a key value.

Mixed feelings about this. I don't want someone who may not have a lot of money to pay more for water because it is more difficult to get water to their neighborhood. However, I understand that infrastructure costs more to go to a single family home versus an multi-family unit. I need more information here.

Equity ensures that all populations have what they need to thrive. Having a rate structure that reflects this value means that all residents, including our lowest income residents, can afford a basic necessity of life: water and wastewater services. If providing these services to multifamily buildings costs less than for single family residences, then the rates should reflect this. Subsidies should be available for those with the greatest need if water/wastewater rates are unduly burdensome. For fee income to fully cover expenses, fees for large businesses or single family homes over a certain assessed value could be higher to cover the subsidy.

Cost of delivery should be considered.

I prefer an inequitable rate which does (1) not reward high-use (by presumably businesses), and (2) equitably spreads the remaining non-business costs per capita

Wastewater needs to more accurately reflect actuals. Those of us that irrigate our lawns are unfairly charged significantly for wastewater that is not collected. What makes this even more frustrating is the extremely high cost of having a second meter added to differentiate between water used in the home and irrigation.

This is absolutely unfair and honestly insulting to the residents of Arlington. The neighborhood association should seriously consider a legal challenge to this type of rate system.

This does not take into account the incentives that developers may have to build one kind of housing stock vice another, and the political lobbying they might do to achieve their objectives. And we would need a whole lot more information on the "costs the utility more to deliver water to or collect wastewater from some neighborhoods than it does others" and why that is.

Stop trying to subsidize/favor individual categories of customers. Our taxes do that now enough is enough

It is inequitable to charge customers for wastewater treatment when water is not discharged into the wastewater system, but is instead put into the ground. Arlington has programs to "save our canopy" and preserve plants and green spaces, but makes it punitively expensive for most homeowners to water greenery. Arlington makes it expensive and difficult to obtain "water-only" billing for separate service used solely for garden watering and drip irrigation. Arlington's website makes mention of the environmental costs associated with irrigation runoff, thus purporting to justify billing practices that discourage irrigation. However, low-volume drip irrigation in a residential setting does not contribute to runoff or pollution, and it is inequitable to penalize this type of

water use in the same way as large-scale agricultural or golf-course types of irrigation systems. Our quarterly water/sewage bill more than doubled in the last quarter of 2019, solely because of our judicious, responsible use of water to counter the effects of the late-season local drought. Arlington should make it easier for customers to pay separately for water usage that does not flow back into the wastewater stream.

Residential customers should pay at a lower rate than tiered classes of commercial customers who consume and discharge much larger quantities of wastewater into the sanitary sewer system. Commercial and industrial customers like restaurants, car washes, laundries, etc. require that our municipal sewer system must be sized for, and capital improvement funds set aside for handling their large quantities of wastewater inherent in running their businesses. Residential customers should not have to subsidize these additional costs that businesses can deduct as expenses when paying income tax. In gas and electricity regulation, it is a cardinal rule that commercial and industrial customers pay at a higher rate than residential customers, since they contribute disproportionately to the sizing and maintenance of infrastructure.

Equity is more than dividing the total cost by the number of users. Equity should take into account all costs, including higher costs to deliver water to some users. They should pay more than a user that results in a lower cost.

Equity means that residents aren't subsidizing commercial establishments.

Don't charge sewer costs for summer watering.

I think that water in and sewage out should be decoupled. If I use more water for one time use (such as landscaping or pool), I should not pay for that water as sewage. Use Fairfax County policy.

Charges should be equitably spread across all consumer bases. I agree that differentials can be made for commercial uses.

This comment is on the lack of relationship between water usage and waste water discharge to the waste water treatment facility.
 We live in a single family home. We maintain large trees on our property and also maintain County-owned green space (between street and sidewalk). We have a vegetable garden, some produce we donate to Arlington County Food Assistance (AFAC) and to elderly neighbors who we believe benefit from it. We have installed water efficient appliances in our house and rain barrels outside. We make an effort to minimize storm water (or any water) runoff from our property. By design we have made an effort to create landscaping with low water requirements and native plants, yet there are times when the property needs watering to maintain the health of the trees, the county owned parking strip (for example, this past summer when homeowners were urged to water trees).
 We understand that there are higher costs supplying water to and piping waste water from residential neighborhoods, and we believe that a pay-as-you-use fee structure is both equitable and encourages water conservation, but we also believe that a portion of our water usage contributes to the community and supports other Arlington County values (tree canopy, green space, minimizing storm water runoff, sharing bountiful harvests with those who need food assistance).

- 1) These efforts somewhat offset distribution costs.
- 2) Our water usage pattern, largely influenced by maintaining a yard that supports other county priorities, has very little relationship to the amount of waste water we produce. Metered water usage is not representative of waste water treatment services used.

After stormwater and sanitary drainage research for my residential exterior waterproofing project, I believe what I pay is strongly affected by a neighboring Fairfax County apartment complex. What is uncertain - thus my vote for equitable costs - is how everything changed once the neighboring complex was completed. I know my water bill went up though I did not change my habits. Given what we have found during my residential project, I suspect the usage and cost allocation was not reviewed and adjusted to reflect the increased usage by the Fairfax County complex.

Sewer rates should NOT be pegged entirely to water usage rates. This disadvantages homeowners/residents who use water for gardens and lawns during summer months but does not use the sewer system. Fairfax County has a rate structure that addresses this inequality. You should consider something similar.

New equipment will be needed to measure different uses (e.g., sewer vs lawn). Make those who want it pay for it. Don't force those who don't want it to pay. That's equitable if we measure the change equity from where we are now. Then each individual can decide if the benefit exceeds the cost of new measurement equipment for them.

This would need to be explained to users with proof offered of the different costs in order for people to accept it.

My wife and I live in a smaller home on a half-acre landscaped lot. We only have a single meter, so we pay for water as if all the water we use for the landscaping [lawns, trees, shrubs] was going through the sewer as well. My guess is that 20% of our water is used in the home, the rest for irrigation. So we pay the same for water as if we were a huge building with many residents and no landscape water that uses the same amount. Obviously, the cost to the Co for our water use is dramatically less than that for a building using sewer for all its water. By the time we learned we could install a separate meter, we doubted we'd live here long enough for it to pay for itself. Literally, it feels like we're being legally scammed. Please figure out a way for us to pay for the water we use in the manner we actually use, without us having to pay 1000's for a second meter. Thanks

Please don't use water rates as a way of taxation. We should pay what the true cost of water is.

I would like to see categories like single-family homes, apartments, businesses. I do not think the rate should be based on the neighborhood where you live.

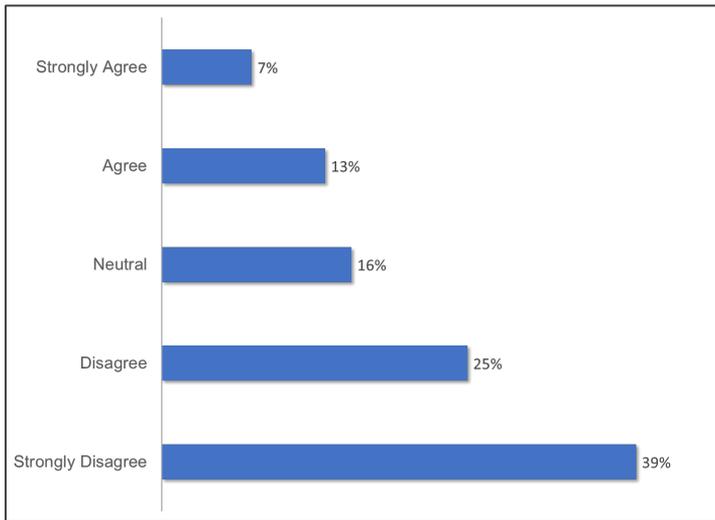
This sounds too complicated and out of the control of the customer.

Rate structures should ensure all residents have access, including providing support for low-income residents.

I want a rate structure that ensures the utility is not financially impacted by periods of lower water use.

Water and wastewater use go up and down at different points in the year. This means that the amount charged to customers and taken in by the utility also goes up and down. One way to make sure that the utility can cover the cost of providing water service in parts of the year where water use is low is by including a charge on every bill that is the same amount regardless of how much the customer used water or wastewater services. These are called fixed charges. Because the charge is always the same even if customers use little or no water, it means customers can only influence a portion of their bill by reducing water consumption. Fixed charges may result in higher bills for very small volume users and slightly lower bills for large volume users.

Select the level to which you agree or disagree with applying a fixed charge.



| | |
|-------------------|----|
| Strongly agree | 17 |
| Agree | 31 |
| Neutral | 36 |
| Disagree | 58 |
| Strongly disagree | 90 |

If you have any other thoughts about revenue stability, please provide your feedback here:

Why would we want this? Having my bill associated with my water consumption does the best job of ensuring fairness. If people want to use less water, they should be rewarded by the resulting drop in price. That price drop should not be an artificial reward to induce overall lower water usage, but I personally like to see what the cost of my water is from month to month because it makes it easier to create a household budget.

Spikes in bills in the summer are hard to handle. Even if you plant native plants and reduce lawn area, there are times when the weather severely impacts the need to water to keep trees and bushes, which improve air quality, alive. A steady dependable bill each quarter would simplify budgeting.

If I understand this correctly, fixed charges could lead to wasting water, and that's not good policy.

Administrative, maintenance and other fixed charges should be able to be included in the "per gallon" rate charge.

Water utilities should plan for low times, and not leverage it on consumers and residents

I think low volume users should be incentivized not discouraged.

One should pay for what is used except that conservation should be rewarded. Use that does not use the sewer should not be charged. But do not charge a set amount. That is an incentive for wasteful use.

This question seems to be phrased in a confusing manner. I think, over a year, averaged over time, the County should know how much it costs for a gallon of water/waste. Set the rate based on the average over time. Don't change the rate in winter [for example, no one waters a lawn in winter] and raise the rate in summer [when landscaping use increases]. Sure, a golf club will see a wildly variable bill. But as a business they should have the skill to plan for this variable cost. A homeowner, however, should be able to generally understand that a five-minute shower costs \$1 and a ten-minute shower costs \$2, no matter the season. [Dollar amount in the previous example is figurative not literal.]

I wasn't aware this was an issue. But either way, as the local water authority, the County should be able to manage this cash flow problem internally.

Using a fixed basis rate to cover the utilities fixed costs is fine. But the utility must justify the rate and not pick an arbitrary fixed rate that it can not justify.

This also runs counter to the idea of encouraging water conservation -- and also just plain seems unfair.

It is important to focus on effective asset management and to have the revenues to support rehab/replacement.

Don't get the value here.

This is just another way for Arlington to jack up the cost of living in Arlington. As a low volume user, I'm tired of paying for everyone else and getting nothing in return. NO to any fixed charges that raise billing for low volume users. This is not equitable. EVERYONE PAY THE SAME RATE FOR THEIR OWN USAGE.

we should have enough historic data to project properly and estimate usage for new developments

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| <p>Imposing a fixed charge is an effort to unbundle the water bill further in order justify charging a higher total bill on customers. This is the same nonsense cable tv and mobile phone companies use to justify their bills. Arlington is a VERY wealthy county, it doesn't need to worry about minor seasonal fluctuations in water revenues.</p> |
| <p>While everyone needs predictability, and I think that tools for that should be built into the rate structure, a fixed charge so high that it penalizes conservation or results in a high charge for meeting basic needs is not desirable.</p> |
| <p>I totally disagree with a fixed rate charge. Customers should be shared for their share of the cost of bringing the clean water they use onto their property and also be charged for the wastewater that is returned to the county for processing. Clean water and wastewater should be metered and billed separately.</p> |
| <p>The utility should not fully rely on their revenue to come through rates though. The municipality should also be providing a reasonable amount to help cover these kinds of things so customers don't have to foot the entire bill. That way everyone can afford their utilities.</p> |
| <p>The utility should plan for periods of lower use by adjusting expenditures or setting aside some income to cover those periods, to the extent practicable.</p> |
| <p>Set the rate so that periods of greater and lesser usage average out over the year.</p> |
| <p>Being transparent about the fixed + usage componets is a good idea. I want a well maintained water line regardless of whether I am a wasteful or conservation user, and understand that I ought to pay for my share of its existence. Water is both a public good (we all need it) and a private good (I can be a water hog if I want to but I ought to pay for that).</p> |
| <p>You need to separate the metering of fresh and sewer water so that they aren't build at the same thousand gallons. I don't want to pay sewer rates when I water my yard</p> |
| <p>Penalizing lower volume users with this "fixed charge" is insane! If the County sets its rates correctly, and manages its fund's responsibly there is no reason for a fixed charge.</p> |
| <p>People should pay for what they use and not pay for what they don't.</p> |
| <p>Virginia Power has been doing this forever. Is there really an issue here - other than why it has taken so long to propose such billing stability?</p> |
| <p>The utility must be able to survive periods of low water usage, but this is not the ways. How about annualized monthly payments so money is always coming in, but with a readjustment to take account of actual usage at the end of the billing year/</p> |
| <p>SO DOES GAS FOR YOUR CAR!!!! That is the free market ----- supply and demand. If it goes up and you don't want to pay a larger amount, use less -----</p> |

----- again, as you do with gas for your car!!! Pay for what you use at the going cost of the time!!!!

Revenue stability is of course critical for the utility but could be addressed by hedging water use or saving revenue from high-demand periods for use during low-demand periods.

The wastewater surcharge should be fairly precise and incorporate the high and low usage periods due to landscape usage.

Um, this does not promote a green county and conservation.

This explanation of the impact of a portion of rate which is fixed does not seem to make sense. Total fixed rate does not make sense but a portion of the monthly/annual rate levied on all service connects to create funding to maintaining basic pipes and distribution system would. Basing rates on use with a tiered structure would make sense on top of this. As indicated in another response, establishing a basic service rate for low and fixed income users would assure access equitably. Higher use levels should require higher fees. Basic service rate might need to be set on size of household, e.g. single parent with two kids would use more than single older person but both ought to have access to water adequate for basic drinking water and sanitation needs.

The county should be able to financially average out low water use (lower revenue) periods with high water use (greater revenue) periods.

You find occupy your time for 6 months and you still get a fixed charge water bill? Really bad idea.

The utility should adapt its operations to the high and low water periods just like other businesses do in the real world. The fixed rate concept on the contrary to your statement works against conservation over time. It also blocks the utility from improving its business model because it rewards the status quo.

Recover base line costs through base charges not tied to water usage.

Why don't you offer an option like some other utilities do of equalizing the payments across the year. This would help homeowners since they could budget for a known payment and help the utility since they'd have set income throughout the year.

The pricing structure should account for generating enough revenue at even low demand periods. Account for excess revenue during high demand periods to balance lower revenue during weak demand periods.

Shouldn't the utility have other ways of covering costs in low usage periods?

Agree as long as the fixed charge is only applied to a portion of the bill.

This is not a for-profit enterprise, each bill should reflect 2 pieces: 1). the fixed cost of having the water system "exist" for that period scaled by the number of households and 2). that particular household's specific usage.

I support a fixed charge that obviously would coincide with a lower marginal per '000 gallon rate structure.

| |
|---|
| <p>Maybe the county should get out of the water business if they can't manage it. The "between the lines" here is that the county won't get its money from us unless they can charge and collect all the time. The rates are already ridiculous and now they want another way/charge so they can get more money. Boohoo for them, their insatiable need for our money is never ending.</p> |
| <p>This would only be a problem if the water utility was poorly managed. Variation in water usage throughout the year is very predictable and manageable. Any manager surprised by this should be replaced by a more competent manager.</p> |
| <p>It's important the the utility has a guaranteed level of income to do its job.</p> |
| <p>I would rather pay for what I consume.</p> |
| <p>This does not seem fair. I do not like it. Instead, consider balancing over the course of a year such that the amount of money that comes in throughout a year is enough to offset costs.</p> |
| <p>There should be NO FIXED CHARGES!!! This will lead to more water waste, as more users will waste water if they don't have to pay for it. I shouldn't have to pay for other's water. NO, NO, NO!!!</p> |
| <p>Water is billed as a user fee. We pay for water we use. If we are paying even if we do not use water, that's a tax.</p> <p>The County Board needs to get some courage and raise property taxes if it needs more money to cover operating expenses. This is a joke!</p> |
| <p>How can the utility be financially impacted in times of low water usage? If people don't use water, then there are no costs associated with providing water. The County need to budget the revenue it gets in times of high water usage to cover costs in times of low water usage. It's called planning. Also, how does this meld with the proposal to encourage reduced water usage? You will encourage people to use less water and then charge them more? I don't think any of this has been well thought out.</p> |
| <p>Fixed charges do not allow for a conservation incentive.</p> |
| <p>Arlington County is affluent enough that this should not be an issue. If income is low for a period, the utility should be able to borrow from the County and then repay as soon as income is higher.</p> |
| <p>Taking a page from electricity distribution, I would support a fixed charge per quarter that covers the cost of the distribution network and a variable charge that covers consumption and treatment of the water for delivery. It's slightly regressive so there should be some guarantees written in that provide for service to Arlington's low and fixed income residents.</p> |
| <p>The utility should be able to plan according to periods of heavy use and less heavy use.</p> |
| <p>This doesn't promote conservation.</p> |

If the utility is under good management, the cost per gallon charged should take in to account the highs and lows in water usage through out the year--so that customers are charged for what they use. Period. This is fair. A fixed charge is not fair.

Arlington is not a seasonal or tourist oriented economy, nor in an area that is subject to winter snow pack storage or other seasonal weather precipitation conditions that impact our plentiful raw water supplies. Water and sewer infrastructure must be designed to provide adequate service during peak periods of consumption, so the ratepayers must be charged to set aside adequate funds as part of their bills to provide for the capital improvement and maintenance to keep reliable service ongoing during peak periods, and growth projections. A fixed charge seasonally subsidizes large commercial and industrial customers by forcing residential customers to pay more to ensure sizing infrastructure for peak demand.

Please come up with a structure that does not penalize people for watering trees in the summer months.

This is a horrible idea that only benefits the Utility and offers zero value to consumers or to conservation goals. Proper financial planning by the Utility will allow it to weather any spikes or dips in funding. The Utility is not the only business to face this issue. Others have figured it out. The Utility can as well.

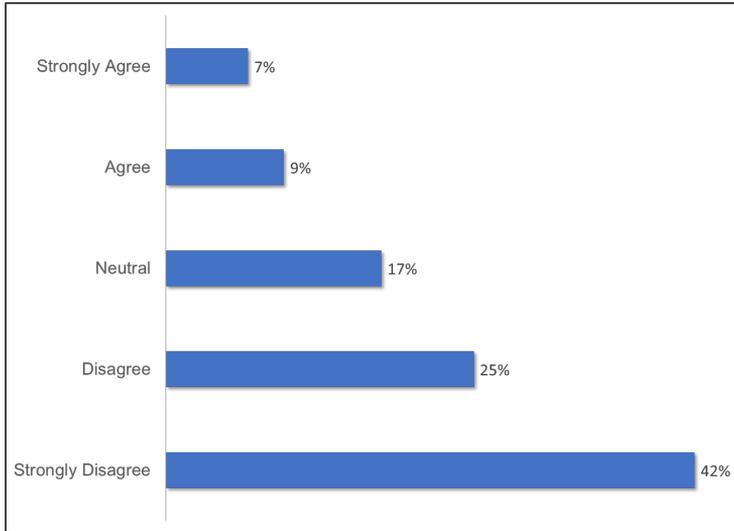
Each household may differ in seasonal use due to variables such as having a pool or hot tub, having a lawn and watering it, having a whole house humidifier, etc. Charge for what people use.

Altho i checked neutral on this, i tend toward DISAGREE because it depends on the period of time one selects ensuring there is no financial impact. i suspect setting a rate that insures no negative financial impact in a year is too short and setting a rate that insures no financial impact for 5 years is too long. Evaluating and quantifying the variables (some which are difficult to quantify) are necessary to decide the timeframe.

I don't want to subsidize water-wasters... And at some level, this disincentivizes water wise practices

I want a rate structure that promotes economic development.

Select the level to which you agree or disagree that economic development should be a top consideration in the rate setting process.



| | |
|-------------------|-----|
| Strongly agree | 16 |
| Agree | 23 |
| Neutral | 42 |
| Disagree | 60 |
| Strongly disagree | 103 |

Please tell us your thoughts regarding economic development.

Though often counterintuitive, an increase in human capital is an increase in human ingenuity. The reason I want to see more businesses and development in Arlington is because they make it that much easier to sustain the infrastructure costs of Arlington, but also because they attract inventive and creative talent that can better help us solve long term problems. An investment in economic development is an investment in the future of Arlington.

Economic development makes Arlington a very attractive and viable place to live. It should be a very important piece in consideration of a rate structure.

Promoting consumption is not the way forward

How feasible is it that a manufacturer will move to Arlington and use that much water? It doesn't sound like it would be, but I'm open to changing my mind given more facts or estimates.

No, because that would requires apartments and single homes and apartment residents subsidizing commercial and larger users.

I think this should really be based on studies seeing if it really does work to bring in additional development. The example above is of a manufacturing facility. While I'm sure there is manufacturing of some sort in Arlington I don't think it's a significant portion of the businesses. Commercial buildings are probably less likely to move somewhere or expand based on a lower water rate though it might still be a consideration. A study or research should be done to

see the effectiveness of lower rates bringing in or expanding businesses and the expected additional income they will bring in (taxes).

I don't think residents should be subsidizing corporate water consumption...that seems like a step too far. We have plenty of other economic development tools that are being effectively utilized. Generally speaking, we should continue to attract businesses to our county, but the net effect should be higher revenues, more services, AND lower tax and utility rates paid by residents.

Residents' ability to afford to live in Arlington should always be the priority. Commercial entities can adapt more easily to increased costs and even if some cannot, Arlington will still have plenty of commercial activity to support the population even if some businesses fail(which they are unlikely to do because of just water rates..).

NO! It is frivolous thinking that water usage costs will enhance economic development. Further, "economic envelopment" does not describe what is meant. Are you talking restaurants or apartment construction/living. The devil is in the details.

I generally disagree that private institutions should have a progressive water/waste rate. If that means a private golf club closes that's fine with me. If that means huge fish farming [perhaps a bad example] doesn't locate in Arlington, that's fine with me. Let private business figure out how to save water/waste costs without having private homeowners bear the costs.

Why should people who use the most water pay the least for it? It's absurd to stick homeowners with the big bills while large organizations pay reduce rates.

We want to incentivize conservation and careful use of resources. This would do the exact opposite. Thankfully, Arlington's economy does not rely much on heavy water users anyway. So this may be a poor choice for a lot of reasons.

If this is in fact economic development; it gives some companies/persons an unfair economic development. Since most of the life line costs need to be born by everyone, this aspect should not receive an unfair advantage.

I don't want Arlington to scare away businesses with high tax and utility rates. But I also don't want to citizens to subsidize business investment. The local taxes I pay are considerable, but I happily contribute because we get so much in return: great schools, playgrounds, libraries, support for bicyclists (I'm a bicycle commuter), etc. I want to be reassured that businesses are paying their fair share too.

This is not in line with Arlington's conservation goals. Im also not sure that Arlington's economic development will be significantly impacted by water rates one way or another.

It makes no sense to charge households more for using more water, but charge businesses less for using more water. In other words, businesses should not be incentivized to use more water.

We are too dense for manufacturing. This should not be encouraged.

Economic development creates demand for water and water treatment. This is undesirable. Those who use more water should pay higher rates, not lower rates.

Businesses aren't coming to Arlington because of water rates. Arlington is not business-friendly which is why they are leaving and we have a high vacancy rate for commercial use.

The citizens of the county should not be subsidizing economic development by the cost of water.

this is not a key economic driver in my view

It should reflect the needs (current and future) of a diverse population; value to expense should be determined before initiated to ensure best use of funds and that expense aligns with community goals.

Businesses in Arlington should pay the same as residential customers. We don't want to attract industrial-scale users of water.

While we want to attract business with reliable services and a sensible rate structure, it is reasonable to ask commercial enterprises to cover the cost of the services that they use. The bigger the use, the smaller the rate? I am having a hard time making sense of that.

In general, all customers should pay the same price for the water that comes into their property and the wastewater that is returned for processing by the county. Therefore, clean water and wastewater should be metered and billed separately.

Why are businesses not charged MORE if they use more water? Businesses would also be incentivized to conserve!

Good and necessary but should not be prioritized at the expense of other values such as equity and conservation.

Billionaires like Amazon can pay for their water just like the rest of us

Economic development is great but new water-intensive usages need to bear their costs. We aren't exactly starting up industrial uses in Arlington, and not even new-economy water hogs like Data Centers, last I saw we don't have land for that. So for normal commercial development, normal rates should apply. If development proffers something like best green practices or other way to contribute to community, then a preferred rate could be considered. Also, there could be components of the rate structure that represent costs: while water supply should be charged full freight, I could see giving a break on admin overhead costs of account management, supply line to the facility noting that they could pay to build it, or there is only one customer to collect from. I think that such large volume customers would induce capacity problems requiring additional capital expenditure. While household accounts can support bonds to pay that back over time, I don't favor increasing county debt to favor large commercial concerns.

You need to separate the metering of fresh and sewer water so that they aren't build at the same thousand gallons. I don't want to pay sewer rates when I water my yard

Why should businesses receive an "incentive" to use MORE water? That just doesn't make any sense in my book. It also is unfair for a business to pay less for any water than a residential customer does.

The cost of delivering the water doesn't change if there's more water delivered. It doesn't seem like the price club warehouse store bulk model makes sense here. If anything, more water costs more (bigger pipes, more maintenance, have to bring water in from a farther away source).

With the exception of that abysmal industrial wasteland that parallels S. Four Mile Run and the crazy quilt that is the Columbia Pike corridor, just how much more economic development can Arlington's infrastructure, density, and quality of life withstand? Amazon's arrival does it for me.

I believe businesses are attracted to Arlington County by many factors other than water rate incentives.

First show me some studies that suggest that water rates affect hiring and location or relocation decisions, and then show me that Arlington is out of line with places e compete against for business locations. Then we can talk about this issue.

Water is a service. STOP trying to use this as any kind of social equalizer OR business tool. JUST STOP.

Amazon should pay more.

Maybe a different rate should apply to entities that use millions of gallons of water, from the rate that should be charged to residences.

Why would you give bulk discounts to businesses but charge homeowners more for higher usage?

Arlington does not have a typical manufacturing environment. I do feel that an industry that documents usage and conservation should have an opportunity for a case-by-case evaluation for cost reduction. i.e. non-contact cooling water

Why do this when rent rate hikes are constant and businesses can only survive for maybe a few years or are being forced to close after 20 years because the rent just increased to an excessive amount. Besides, businesses are using more water, they should pay for it. Stop with the pseudo tax-like breaks. They should pay.

Our local business is at the heart of our micro economy.

The County already subsidizes economic development thru tax relief and other benefits. Large development should be encouraged to conserve water, not use more.

As President Kennedy put it, "a rising tide lifts all boats." To the extent that businesses thrive and prosper and aspire to come to Arlington, this will lessen the financial burden on residents. Greater economic development will expand the tax base and increase the commercial tax flow into county coffers. For this reason, I want a rate structure that promotes business growth, expansion, and economic development.

Let's make the residents a prior for a change.

The cost of water and sewer should be above the marginal cost of producing such water and sewer services, so it results in a sustainable enterprise regardless of water usage. Once above the marginal cost of production (including all costs, including manpower and management), the rate should be competitive or even lower than neighboring counties in VA and MD to attract jobs and industry and promote growth.

Also, water conservation -- in Northern Virginia -- is a complete non-issue. Water is recycled and reused endlessly. Indeed, the whole reason we have a huge water infrastructure is to allow the safe re-use of water for drinking, cooking and other uses. There is no water shortage that requires pricing to penalize excess demand. Calls for higher prices to discourage water use come from either ignorance or ideology -- not practical concerns.

Economic development should not be a top consideration in the rate setting process. Economic development should consider existing water rates and bake it into the cake as to whether to proceed with the project. Incentivizing business based on water rates is government going too far into the weeds.

In a drought, would the company's incentive promote continued high volume while everyone else is on restrictions? Would that use be a legal right of the business? This is already a type of cost-of-doing-business expense, with both customer/client and tax implications. In addition, high volume consumption at one location would likely require the county to upgrade infrastructure to provide the amount required. Would that also be a taxpayer cost, or covered by all residents under a general rate schedule? I do not support using a basic resource such as water as a business incentive.

Economic development should be a top priority. Don't know if the business occupancy rate has improved since last year but attracting new businesses is important to the continued working and growth of Arlington.

Water intensive industry should pay for their costs and not be subsidized

There is not a high level of industrial businesses in this area and it is too expensive. Other businesses do not necessarily use significant amounts of water. Seems less relevant to Arlington.

Charging a lower rate for greater consumption discourages conservation of a limited resource and promotes waste. There probably aren't many manufacturing facilities in the county that use large quantities of water, so economic impact would likely be minimal.

NO

PLEASE.... build it and they will come, they already come so we don't need any more incentives. Just figure out a commercial rate and charge it. They don't need any more enticing.

Decreasing the cost for heavy users would encourage waste and attract users who do not use water efficiently. This would be harmful to all county residents because it would shift costs on to residents who use water efficiently.

the monies generated from this approach should go back into improving out water and water piping. Arlington has a very hard water and this makes it unsafe to drink (regardless if it is considered safe by government standards-we know its not) this should be fixed so fax payers do not have to keep paying money to fix individually.

Residential consumers should benefit by volume discounts as well.

No, AMAZON should not pay a lower amount per gallon than Arlington-based small businesses. This incentivizes LARGE businesses over SMALL ones, and water intense manufacturing over commerce. This is not what we need for Arlington.

Lets not subsidize billionaires at the expense of the working class.

No need to promote economic development in Arlington. Not our problem!!!

This should not even be considered. REALLY ARLINGTON?? NO, NO, NO.

The rate structure proposed seems to encourage businesses to use higher levels of water to get better deals

Water usage by everyone needs to be reduced.

Is this for real? According to the Census Bureau's County Business Patterns, there were exactly 32 manufacturing establishments in Arlington County in 2016. They employed 236 people. Why would you provide special treatment for this group????

The world can no longer afford to promote business at the cost of environmental stewardship. Water conservation must become a norm as well as a necessity, and no one should be encouraged to use more than they need. No free rides for water hogs!

A lower business rate is a good idea.

Arlington County economic development is already excessive. If anything, rates should be at a premium for uses like manufacturing. The County simply does not have land for that kind of use. Users whose excessive new demand may require new mains, or even new sources of water, should pay the full cost of those improvements, not other customers.

Reward economic development that uses water wisely. Consider grey water reuse and how commercial development can benefit from proven wastewater recycling

Conservation is more important to me than economic development.
Businesses like amazon do not need any additional price breaks.

I would think businesses just want simplicity.

Businesses are strong contributors to the county's tax basis. Retaining and attracting more businesses will keep taxes low for residents.

Most of Arlington commercial activity is office or retail space. I do not support a lower rate for businesses, nor is that a significant differential in attracting business to Arlington. Exactly which *manufacturing facilities* are you planning to discount? Amazon? Costco?

Though we are not opposed to economic development... would this increase the cost for single home owners? If that is the case, then we would be opposed to this.

Commercial and industrial customers get to deduct these expenses against revenues to calculate their income taxes. Residential customers cannot. That gives industrial customers less incentives to conserve water, or develop strategies and adopt technologies to reduce consumption. I believe that a HIGHER RATE of consumption over lower tiers of consumption would incentivize large consumption customers to reduce consumption.

Arlington County should evaluate this based upon the demographics. What is the percentage of home users versus business users? Of those users, how much water is used by each type of user? Each user will vote for their own group to pay less . . . Arlington must balance this for us based on the largest user groups and quantity of consumption.

Businesses should not get any special breaks.

Huge potential for water use savings among commercial customers. Their rates should continue to encourage water conservation.

This disincentives conservation and makes basic water use less affordable.

What kind of manufacturing facility are you addressing in Arlington county?
Seriously, if you have a business you should pay the water rates and conserve as you can without being unsanitary.

Arlington can attract business to this area in many ways other than compromising our water values. I would not reward heavy users to promote economic development.