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Managing Your Water Bill: Rates, Prevention, Ordinance Rights, and Assistance Program

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Understanding and Managing Your Water Bill

Water and Sewer Rates (FY 2026)

Water Commodity Rates (Residential)

Tiers	Consumption	Rate
Tier 1	0 – 3,000	\$4.92
Tier 2	4,000 – 8,000	\$10.80
Tier 3	9,000 – 12,000	\$13.52
Tier 4	13,000 – 20,000	\$18.24
Tier 5	>20,000	\$26.48

Sewer Commodity Rates (Residential)

Tiers	Consumption	Rate
Tier 1	0 – 3,000	\$6.59
Tier 2	> 3,000	\$14.57

Estimated Water and Sewer Bill (Residential)

\$5,000 (gallons/month)	Fiscal Year 2025	Fiscal Year 2026	Fiscal Year 2027
Water Consumption	\$33.35	\$36.36	\$39.62
Water Base	\$8.21	\$8.95	\$9.76
Water Fixed	\$4.19	\$4.57	\$4.98
Sewer Consumption	\$44.89	\$48.94	\$51.39
Sewer Base	\$13.05	\$14.22	\$14.93
Sewer Fixed	\$3.46	\$3.77	\$3.96
Subtotal	\$107.15	\$116.81	\$124.64
Utility Tax	\$4.16	\$4.53	\$4.94
Sanitation Rate	\$49.99	\$52.49	\$55.12
Total Bill	\$161.30	\$173.83	\$184.70

*The above structure is based on a 5/8" residential meter with 5,000 gallons of consumption.

Rate Increases and Reasons

Rate Increases

Fiscal Year	Water	Sewer
2025	22.5%	9%
2026	9%	9%
2027	9%	5%
2028 and thereafter	5%	5%

*Tiered residential rate structure.

Utility taxes and service charges applied per ordinance.

Why Rates Are Increasing

Supports infrastructure projects

- Prospect Lake Clean Water Center
- AMI meter replacement
- Water and sewer line rehabilitation

Operational changes to meet regulatory standards



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Common Causes of High-Water Bills

Indoor Causes

- Running toilets (flappers, fill valves, stuck floats)
- Leaking faucets or shower valves
- Water softeners stuck in regeneration mode
- Refrigerator or ice-maker line leaks
- Washing machine hose leaks
- Reverse osmosis systems running continuously

Outdoor Causes

- Irrigation leaks (broken sprinkler heads, cracked lines)
- Overwatering during dry season
- Hose left running
- Malfunctioning irrigation controllers or rain sensors
- Spigot or outdoor shower leaks

Other Causes

- Pool filling or topping off
- Pressure washing
- Guests or large gatherings increasing occupancy

High Consumption & Practical Steps to Prevent High Bills

Indicators of Unusual Consumption



Sudden doubling or tripling of usage



Monitor meter flow during overnight hours



Spikes during months when irrigation isn't normally used



Usage significantly higher than 12-month historical average

Practical Steps to Prevent High Bills

- Regular toilet dye test every 60 days
- Replace old flappers and fill valves
- Monthly irrigation zone inspections
- Install smart irrigation controllers
- Walk property for wet/damp areas
- Use City watering schedule
- Inspect hose bibs and outdoor plumbing
- Install a separate irrigation meter



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Benefits of an Irrigation Meter



Irrigation water is not charged sewer fees



Can significantly reduce monthly bills



Helps isolate outdoor use from indoor use



Supports accurate future investigations



Test and Credits

Meter Testing

Customers may request meter test at anytime

Customer presence not required but, when practicable, may witness the test

If meter passes flow test, original bill stands

If meter fails, bill corrected accordingly



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Consumption Credits

Credit Attributes	Known Leak Credit	Unexplained High Usage Credit
When Applicable	Allowed when leak is documented and repaired	Used when no leak is found
Baseline	Usage compared to prior 12-month historical norms	
Calculation	Tiered usage recalculation performed	
Allowable Frequency	One adjustment per leak event; Can be used multiple times	Can only be used once per account at same address
Applicable Application	Can be used by residential and commercial (sewer) account	Only applied to residential accounts
Applicable Period	Cannot exceed the two (2)-month limit	



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Pool Sewer Credits

Applies to domestic meter sewer charges only

Used for pool filling of 75% or more

Documentation required



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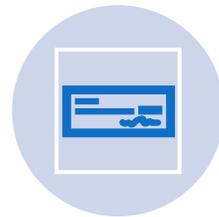


Pay Arrangements and Assistance Program

Utility Payment Arrangements



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Structured payment
plans available



12-month standard
repayment period



Designed to avoid
service interruption



Must be arranged
through Utility Billing

Municipal Services Affordability (MSA) Program



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Up to \$1,000 per rolling 12 months



Income \leq 80% Annual Maximum Income



Must live in City limits



Assistance applied directly to utility account



Required documents: ID, proof of income, lease/mortgage, bank statement



How to Apply: Call 954-828-4527



Advanced Metering Infrastructure (AMI) Technology

Benefits of AMI



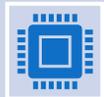
Hourly usage monitoring



Leak and continuous-flow alerts



Reduces the City's usage of estimates for billing



Customer access to real-time data



Faster identification of abnormalities



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AMI Project Status



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Deployment started in mid-December 2025



Started at a controlled installation rate to ensure accuracy and system performance



Gradual transition to scaled implementation of up to 400 installations per day



Neighborhood outreach ongoing via multiple channels



Number of meters installed as of January 31, 2026 is 905



Installation of approximately 65,000 meters anticipated to be complete by mid-2027

AMI Water Meters



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Before



After

AMI Water Meter Installation



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Installation and activation



Completed installation



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Questions