

2019 Utility Rate Increases



New Wastewater and Stormwater Rates

The City Council recently approved rate increases for wastewater and stormwater utility service. The new rates are needed primarily to continue to fund major reconstruction projects, ensure the City can properly maintain these utility systems and meet all clean water regulations. If you have questions about the rate increases, please contact Utility Billing at 303.335.4501 or CustomerService@LouisvilleCO.gov.

What Does This Mean for My Utility Bill?

The new rates will be effective in May. The table below reflects the anticipated monthly impact for a typical residential customer. The impact on your bill may be more or less depending on how much water is used.

Projected Changes to Monthly Utility Bill for a Typical Residential Customer						
SERVICE	2018	2019	2020	2021	2022	2023
WATER	\$18.99	\$18.99	\$19.49	\$20.00	\$20.52	\$21.05
WASTEWATER	\$28.53	\$30.55	\$31.76	\$33.02	\$34.36	\$35.55
STORMWATER	\$4.71	\$5.58	\$6.61	\$6.87	\$7.14	\$7.35
COMBINED	\$52.23	\$55.12	\$57.86	\$59.89	\$62.02	\$63.95
\$ INCREASE	-	\$2.89	\$2.74	\$2.03	\$2.13	\$1.93
% INCREASE	-	5.5%	5.0%	3.5%	3.5%	3.1%

***This list does not include monthly charges for refuse, recycling and compost, which varies by home based on the sizes of your containers.*

What Is the Basis for These Increases?

City staff utilizes the Utility Financial Model during the annual budget process to determine the rates necessary to collect sufficient revenue to meet each of the respective services operations, maintenance, debt obligations and improvements expenses.

Convenient Ways to Receive and to Pay Your Utility Bill

There are many different ways you can receive and pay your utility bill. Check out the City's website (www.LouisvilleCO.gov) for detailed information or contact the billing department at 303.335.4501. You can...

Receive your bill:

1) *By mail* or 2) *by email* - this email bill will include information on your usage and the amount due but it will eliminate excess paper and envelopes for you, as well as reduce postage, printing, and labor costs.

Pay your bill:

1) *By mail*, 2) *by phone* - 303.666.6565 or 3) *by electronic funds transfer* - this program allows you to pay your City utility bill directly from your bank account or a credit/debit card each month on your normal due date without ever having to write a check.

We Need Your Help for Annual Water Testing

The City, along with other communities, are required by the Colorado Department of Health and Environment to collect annual water samples from residential homes across the City to satisfy State Drinking Water Regulations. The City has already begun testing for 2019. If your home is chosen for this volunteer program, we ask and greatly appreciate your assistance in meeting this requirement. By participating, a free summary of your home's test results will be provided when complete. We value your trust and confidence in us in providing effective, consistent and reliable drinking water. If you have any questions related to this testing or any other aspects of water treatment, please email WaterTreatment@LouisvilleCO.gov.

A Note from City Council on Trash Service

Dear Louisville Resident,

On March 5th, City Council made the decision to award a 5-year contract to Republic Services for the City's refuse, recycling and compost services starting in fall 2019. This decision comes after a year-long process with several public meetings. As part of its purchasing policy requirements, the City is required to issue a Request for Proposals every 5 years for these services (as we do annually for street paving, concrete replacement, etc.) that invites qualified providers to submit a proposal, which is evaluated against review criteria. The City awards a contract based on the most complete proposal for services and cost. We heard from many community members prior to this year's decision and appreciate the input!

The City uses a single waste hauler for the majority of residences to lower service costs, have fewer heavy trucks on streets causing street damage, reduce truck traffic, noise and pollution, improve recycling/composting rates and ensure better customer service. This year the City asked providers to submit proposals with an embedded compost rate, where any size composting container is included in the monthly pricing and can promote additional diversion of waste (like your recycling is now). One of the goals of the Louisville Sustainability Action Plan is to increase landfill diversion of waste products through increased recycling and composting activities. As a result, we continue to be committed to pay as you throw pricing, so your bill will be lower if you generate less trash.

Based on feedback from the community, several factors were highlighted in this year's Request for Proposals, including waste diversion, customer service and cost. The decision to switch to Republic was based on these factors. Almost 75% of customers should experience cost savings through the contract with Republic. In addition to the program that we have now, we will be able to offer some new services starting this fall. A spring and fall curbside leaf/branch pickup event will occur each year on top of the biweekly composting service. In addition to free quarterly bulk item pickups, customers will also have access to an annual bulk item pickup event for up to 5 items. Finally, we will have a local customer service representative who is dedicated to Louisville's service, and for the first time, we will have a mobile application that customers can use.

The City will continue to provide information throughout spring and summer, so that residents are prepared for the transition. More details will be provided with your next utility bill in May and are also available on the City's website at www.LouisvilleCO.gov/TrashService. If you have any questions on the transition to Republic, you can reach out to the Public Works Department at KurtK@LouisvilleCO.gov. If you have questions about your bill, you can reach out to Utility Billing at CustomerService@LouisvilleCO.gov. Thank you for your understanding and patience!

Sincerely,
City Council