

Tips to Manage Your Utility Bill

Sign up for a home efficiency audit.

Reduce utility costs and increase the comfort of your home with a \$60 home efficiency audit (\$400 value). You'll receive a report with recommended upgrades and information on rebates in more than 20 categories. *Details: fcgov.com/home-efficiency*

Receive a rebate. Rebates are available for recycling your old refrigerator or freezer and for purchasing qualified ENERGY STAR® dishwashers and clothes washers, and WaterSense® high-efficiency toilets and showerheads.

Details: fcgov.com/rebates-programs

Save year-round with efficient lighting.

Receive in-store discounts on energy efficient LED bulbs and select dimmers and occupancy sensors. *Details: fcgov.com/residential-lighting*

Pay less for wastewater year-round.

Wastewater charges are based on the average water consumption billed during January, February and March (winter quarter average/ WQA). These months represent the amount of water that ends up in the wastewater system. By conserving water, residents can reduce their WQA and pay less for wastewater year-round.

Sign up for a free sprinkler audit.

Residents can sign up for a free sprinkler audit next spring/summer at 970-416-2666 or fcgov.com/sprinkler-audit.



Utilities' Affordability Programs

Need help paying your bill?

- Call (24/7) 866-HEAT-HELP.
- Call United Way 2-1-1 (970-407-7066).
- Visit fcgov.com/paf for a list of assistance agencies.

Electric rate discounts are available to qualifying households for medical equipment or air conditioning. Call 970-212-2900 or visit fcgov.com/medical-assistance.

For information on ways to make your utilities more affordable, visit fcgov.com/utilities-affordability.

To donate or for more information on Utilities' Payment Assistance Fund, visit fcgov.com/paf.

Contact

fcgov.com/utilities
utilities@fcgov.com

970-212-2900
V/TDD 711

*Aids and services are available for persons with disabilities.
Esta información puede ser traducida, sin costo para usted,
970-212-2900.*



2017 RATES

TIPS TO MANAGE UTILITY COSTS

Monitor Your Use

You are in control with Utilities' free online tool.

Log in now:

fcgov.com/monitor-my-use

2017 Residential Rate Changes

It is Utilities' rate philosophy that adjustments should be gradual and modest (5 percent or less per utility per year) in order to avoid large increases in any given year.



Electric: 4.2 percent increase (an average increase of \$2.86/month) for operational improvements to generation and transmission facilities through Platte River Power Authority, Utilities' wholesale electricity provider, and additional solar incentives, energy efficiency programs and capital infrastructure investments within our community.

The Colorado Association of Municipal Utilities (CAMU) compares electric rates among municipalities, as well as investor-owned and cooperative utilities. Of the 58 utilities surveyed in July 2016, Fort Collins Utilities is ranked 8th lowest in the state for residential rates.

Details: fcgov.com/electric-rates-comparisons



Water: 5 percent increase (an average increase of \$2.18/month) to support improvements from source of supply to tap, including new infrastructure and upgrades to aging facilities throughout Fort Collins.



Wastewater: 3 percent increase (an average increase of \$1.05/month) to allow for infrastructure improvements for wastewater treatment and the replacement of aging pipes throughout the collection system.



Stormwater: 5 percent increase (an average increase of \$0.71/month) for the completion of major stormwater infrastructure improvements over the next 15 years and to continue to minimize flood hazards.

Electric, Water, Wastewater and Stormwater Rates

Fort Collins Utilities regularly reviews its rates and makes adjustments to reflect the costs of providing reliable and quality electric, water, wastewater and stormwater services. We realize rate increases impact our customers and work diligently to manage the costs and financial integrity of each utility. Typically, City Council approves rates by ordinance in November and new rates go into effect in January.

Utilities across the country are faced with common challenges — aging infrastructure, keeping up with technology, and meeting the evolving priorities and needs of our customers — while providing reliable, affordable utility services.

Meeting these challenges without overburdening our customers financially is another complication.



MONITOR YOUR HOME'S ENERGY AND WATER USE.

Use our free, online tool to track daily, weekly or monthly energy and water use and costs.

Login: fcgov.com/monitor-my-use

As a municipal utility, one of our roles is to ensure our rates remain fair and equitable. We accomplish this through bi-annual, cost-of-service studies to identify operational costs associated with the delivery of services.

Typically, Utilities spends 2/3 of its annual budget on operations and maintenance and 1/3 on infrastructure renewal. Utility rates provide the long-term revenue required to meet the continuing needs of each utility.

Utilities offers many programs and services to help customers offset costs and lower monthly bills.

Learn more at fcgov.com/conserves, email utilities@fcgov.com or call 970-212-2900 to talk to a representative.

COMMERCIAL CUSTOMERS

Letters will be mailed in early December outlining specifics for commercial rates. Find details on rates and information on how to manage utility costs at fcgov.com/utilities/business.

Residential Comparisons

Given the 2017 rate changes, a typical residential customer, based on average annual use for a month, could expect to see an increase of \$6.80/month (see chart).

Additional rates information is available at fcgov.com/residential-rates.

	2016 RATES	2017 RATES	% INCREASE	\$ INCREASE
Electric 700 kilowatt hours (kWh)/month	\$68.21	\$71.07	4.2%	\$2.86
Water 10,000 gal/month	\$43.57	\$45.75	5%	\$2.18
Wastewater 4,800 gal/month WQA	\$35.07	\$36.12	3%	\$1.05
Stormwater 8,600 sq. ft. lot, light runoff	\$14.26	\$14.97	5%	\$0.71
\$ Total Estimated Average Monthly Utility Bill	\$161.11	\$167.91	4.2%	\$6.80