

The Town of Clayton strives to provide our growing community with high-quality, safe, and dependable water, sewer, electric and garbage service. Maintaining those services and ensuring access to these quality resources for present and future generations is our highest priority.

Think CLAYTON. Think Home.

ALL STAR'S 5-STAR SERVICE

Residents say they've loved the enhanced trash services from All Star Waste. This fall, All Star is also taking over loose leaf collection! The Town will now avoid spending tax dollars to pay for 2 new Town staff, \$250,000+ in replacement equipment, plus gas and maintenance. Adding this service to All Star's contract, along with inflation and the rise of recycling costs, are leading to a \$2.43/month increase. Now weekly garbage, recycling, yard-waste, bulk pick-up and 4-months of loose leaf collection are just \$20.50 per month.



This month, we adopted new water, sewer and garbage rates. They go into effect on July 1, 2019.

- Water & Sewer combined will increase 9%.
- Garbage/recycling/yard waste will go up \$2.43/month.
- Electric rates will not change.

Typical Utility Bill will be \$14.15 More Per Month Water & Sewer Increases

Portions of our Town's utility system were built more than half a century ago and we're constantly working to upgrade this system of infrastructure. Our existing wastewater treatment plant was built in 1964 and its ability to expand is limited. We need to build a new plant that can embrace the latest innovations in reducing environmental impacts and maximizing efficiencies. For the typical homeowner using 5,000 gallons of water, your monthly bill will be going up \$11.72 to fund these mandated upgrades.

MONTHLY CHARGES	CURRENT	JULY 1	CHANGE
Garbage, Recycling, Yard Waste	\$18.07	\$20.50	\$2.43
Typical Water/Sewer (5,000 gallons) Includes Base Charge & \$2 AMI Fee	\$73.85	\$85.57	\$11.72
Average Electric (1200 kWh) Includes Base Charge, \$2 AMI Fee & 7% State Electric Tax	\$169.43	\$169.43	NONE
TOTAL	\$261.35	\$275.50	\$14.15



Why do Utility Rates Increase?

Water and wastewater rate setting are two of local government's most important environmental and public health responsibilities. We do not subsidize these systems with tax dollars. They must operate like a business and must be sustained by rates.

Researchers are finding that costs to provide clean water and to treat dirty water are rising faster than inflation indicators. Governments across North Carolina are seeing increases due to federal regulations and decades of under investment. Clayton is experiencing the same pressure that water and wastewater systems across the state are experiencing and we're not alone in seeing rising costs and rates. Raleigh, Johnston County, Smithfield, Selma, Benson, Princeton, Apex, Fuquay-Varina and many other towns are also increasing water and sewer rates in their budgets.

It's these rising costs and the need to pay to design, permit and build a new wastewater treatment plant that are driving this year's increases. Staff and Council recognized the significant impact of these costs on residents, especially those on fixed incomes. That's why they asked staff repeatedly over the course of 6 months of public hearings to continually search for options that would have the least impact on rate payers. They were able to bring a final option that reduced the expected impact on typical customers from what was originally proposed. Rates will likely continue to rise in future years, as they are predicted to all over the county and state. The Town will utilize a new rate model based on meter size that better follows industry standards to guide any rate changes. If you have questions about this new rate structure for residential or commercial/industrial accounts, contact Utilities & Billing Director Ann Game at [919-553-5002](tel:919-553-5002) or info@TownofClaytonNC.org.

WHAT CAN I DO TO SAVE?

Water is one of the most valuable commodities on Earth. Unfortunately, it's also one of the most misused and abused. There are high costs associated with enjoying an overabundance of this resource. Here are some tips to save water and, therefore, money:

TURN OFF WATER WHEN NOT IN USE: If you're brushing your teeth, washing your face, or scrubbing the dishes, don't keep the faucet running! Turn it off, and then when you're ready to rinse, turn it back on. **DON'T FLUSH FOR FUN:** Avoid flushing tissues or other small items in the toilet. If you have an older toilet, each flush can cost you 5-7 gallons of water at a time! Look into low-flush toilets to save up to \$100 a year on flushing.

CHECK FOR LEAKS: Put food coloring in the toilet tank, don't flush, and if that color appears in the bowl within 30 minutes, you have a leak! Check washers in your sink to avoid leaky faucets. **LET THE RAIN IRRIGATE:** If you have an irrigation system, install a rain sensor so your automatic sprinkler isn't unnecessarily watering your lawn. You could save up to \$60 each time it rains! And don't use hoses to clean off driveways or sidewalks, grab a broom.

TAKE SHORTER SHOWERS: Try to take a shorter shower or install a low-flow shower head and you could save up to \$100 a year. **WASH FULL LOADS:** If you only need to wash a few things in the washing machine or dishwasher, be sure turn down the water setting. If you can't adjust settings, wait for a full load so you don't waste water.

AMI

What is this \$2 charge?

AMI stands for **Advanced Metering Infrastructure**. It's a common system used by Johnston County, Duke Energy, Apex, Wake Forest and many other utilities, to record your water and electricity usage. Our current meters are reaching the end of their useful life, so we're replacing them with AMI.

Soon, a meter technician won't need to come to your home. These new meters are read automatically, providing real-time, on-demand usage information.

They're more accurate and can even send you and the Town alerts when water leaks or power outages occur. On May 1, we began charging \$2/month for each meter: electric, water and irrigation.

Those charges will continue for the 15-year life of the meters. Most utilities bury the cost in your base rates. We included a notice in your June bill, but you'll receive more info before the new meters are installed in the next 18-24 months. Learn more at ClaytonNC.org/meters