



May 27, 2011

Village of Woodridge

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Dear Customer:

RE: This letter is to inform you that new Woodridge Water and Sewer rates, as outlined below, will be effective with your June 2011 consumption and will be included on the water bill due September 22, 2011 for North side customers and October 20, 2011 for South side customers.

This rate increase was approved to accomplish meeting two major goals of any utility: 1) ensure that revenues and expenditures are in balance; and 2) reinvest in the current infrastructure for future sustainability. Therefore, the rate increases programmed for this year and moving forward are necessary and will increase the monthly cost of water to the average household using 8,300 gallons per month (or 16,600 gallons per bi-monthly billing cycle) by approximately \$7.36 per month, from \$42.42 per month to \$49.78 per month.

Similar to all goods and services, the cost to produce, deliver and treat water, including maintaining and replacing the water and sewer infrastructure, is on the rise. The Village has worked diligently to keep Woodridge rates as low as possible. Over the past fifteen (15) years, the Village has passed along to our customers' water rate increases and decreases that were the direct result of the City of Chicago increasing the cost of Lake Michigan water and increases from the Du Page Water Commission (DWC), the supplier of Lake Michigan water to the Village from Chicago. Moreover, the Village is ever cognizant of the need to keep essential service costs to residents as low as possible, and as such, is only increasing the rates described below after re-examining service costs, contracts, restricting capital and reinventing approaches at maintenance in order to control expenses. Despite these efforts, the same economic and financial pressures that residents are experiencing also have an impact on the Woodridge water and sewer systems. Additionally, reduced consumption due to the economy and the slowdown in new development has led to decreased revenue supporting the system.

- Water Consumption Charge (Water rate): from \$3.66 per 1,000 gallons to \$4.12 per 1,000 gallons: (this \$0.46 / 1000 gallon increase includes \$0.25 for the Woodridge operations and \$0.21 related to the 2011 DWC rate increase);
- Waste Water Service Charge (Sewer rate): from \$0.40 per 1,000 gallons to \$0.50 per 1,000 gallons; and
- Bi-Monthly Customer Charge (Flat Rate based on Water Service Size): the average increase of all customers is from \$15.68 on the bi-monthly bill to \$21.16 on the bi-monthly bill (based on meter size).

Again, these new rates, as outlined below, will be effective with your June 2011 consumption. Successful water conservation can be a key to managing your own water bill and indirectly can reduce the need for certain types of future expensive capital improvement projects. Conservation efforts that can help you to reduce your personal water and sewer bill and conserve this essential natural resource are attached to this letter and posted on the Village website www.vil.woodridge.il.us under the Public Works Department tab.

Please understand that the goal for Woodridge is to maintain the highest level of service for the Water and Sewer system but in the most fiscally conservative manner. The rate increase is only being imposed at this time because it is necessary and we apologize for the additional burden the rate increase will have on you, our customers. Without the proposed increase, the Water and Sewer Fund would have a negative ending balance by the end of the fifth year of our Five Year Budget Plan. Please, if you have any questions, contact us at 630-852-7000.

Sincerely,

Deborah Freischlag
Director of Finance

WATER CONSERVATION STRATEGIES

Successful water conservation can be a key to managing your own water bill and indirectly, water conservation can reduce or maintain water rates as less consumption can extend the life of infrastructure or reduce the need for future expensive capital improvement projects. Conservation efforts that can help to reduce your personal water and sewer bill and conserve this essential natural resource include:

INDOORS

- Install low volume toilets - since the 1990's new toilets have been redesigned to conserve water, using 1.6 gallons of water per flush.
- Find and repair leaks on faucets, sinks, and toilets - leaks are often silent, which allows loss of water to go undetected for long periods of time. An average leaky toilet can waste about 200 gallons of water per day. Dye tab testing for toilets is a simple test.
- Install low volume showerheads - a water saving showerhead should have a flow rate of 3 gallons or less a minute. Standard showerheads use from 5 to 10 gallons a minute.
- Install faucet aerators - the standard faucet flow rate is 5 gallons a minute. A low flow aerator can reduce this flow to approx. 2.5 gallons a minute.
- When you replace your washer, consider a water-efficient model.
- Change water use patterns:
 - ✓ Use the minimum amount of water needed for a bath.
 - ✓ Take shorter showers.
 - ✓ Turn off the water as you brush your teeth, wash your face or shave.
 - ✓ Avoid flushing the toilet unnecessarily; dispose of tissues, insects and other such waste in a trashcan rather than in the toilet.
 - ✓ Operate the dishwasher and wash machine with full loads only.
 - ✓ Select the correct water level for the wash machine, if not a full load.
 - ✓ Use the shortest wash cycle for lightly soiled loads.
 - ✓ When washing dirty dishes, avoid letting the water run continuously.
 - ✓ Do not use running water to thaw meat or other frozen foods, defrost overnight in the refrigerator or by using the microwave.
 - ✓ Fill sink halfway to rinse vegetables and fruit instead of rinsing one at a time under running water.
 - ✓ Store drinking water in the refrigerator instead of letting the tap water run waiting for cool water to flow.
 - ✓ Never put water down the drain when there may be another use for it such as watering a plant or cleaning.

OUTDOORS

- Water your lawn only when it needs it. The amount of rainfall should dictate how often you water your lawn.
- Water lawns during the early morning hours or early evening hours when temperatures and winds are at they're lowest. This reduces losses from evaporation.
- When watering, water low and slow and infrequently to promote good root growth and healthy plants.
- Purchase a rain barrel for outside irrigation use and plant drought-tolerant perennials, shrubs and trees.
- Use mulch around trees and in flowerbeds. Mulch helps retain moisture and moderates temperature.
- Pay attention to your hose. Left unattended, a garden hose can pour 600 gallons of water in an hour.
- Outfit your hose with a shut-off nozzle that can be adjusted so water flows only as needed.
- Use drip irrigation for shrubs and flowerbeds.
- Use a broom to clean leaves and other debris from sidewalks and driveways rather than a hose.
- Use a bucket to wash your car.
- **INGROUND IRRIGATION SYSTEMS:**
 - ✓ For efficient irrigation, zones are critical. Each irrigation zone should be composed of the same kind of emitters throughout.
 - ✓ The rate at which different heads deliver water varies, so for even coverage, head types should not be mixed.
 - ✓ Check for and repair leaks and maintain your sprinkler heads and valves.
 - ✓ Heads should be adjusted to prevent water from spraying onto streets, driveways, houses, or other obstructions.
 - ✓ Avoid oscillating sprinklers and sprinkler heads that produces mists or fine sprays. These devices result in evaporation losses.
 - ✓ Mark your calendar to adjust your irrigation controller at least once a month to account for changes in weather.
 - ✓ Install a rain shut-off device, soil moisture sensor, or humidity sensor to help stop irrigation when it is not required.
 - ✓ If your irrigation controller offers the feature of multiple start times, use this to your advantage. Shorter run times will reduce runoff and water losses.