



GREY FOREST UTILITIES

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Excellence
"Real People Who Care"

NOTICE OF CHANGE IN WATER BILLING RATES

Dear Grey Forest Water System Customer,

This notice is to inform you of an upcoming change in your billed water rates that will take effect July 1st, 2024. On May 28th, 2024, an ordinance (2024-05-058) establishing the new rates was approved by the Grey Forest City Council. Prior to this rate change, rates for customers had not changed since August of 2008, approximately 16 years ago. In that time, as with almost everything, costs of operating and maintaining Grey Forest's Superior rated water system have steadily increased. The new tiered usage rate structure is designed to cover these costs, encourage conservation of a vital resource for the community, and manage future needs of the system.

The new rate structure can be found in the 2024 ordinances that can be viewed at the following City of Grey Forest website link <https://greyforest-tx.gov/government/ordinances.php#outer-3sub-1700>, in particular the rates are addressed in **APPENDIX "A" FEE SCHEDULE ARTICLE §A5.002 WATER RATES (Adopted by Ord. No. 2024-05-58 on May 28, 2024)** item (a) **Rates for retail water services per billing period:**

The following table summarized the new five tier rate structure:

Total Amount of Water Usage	Base Rate	PLUS Volumetric Rate base on Usage
Minimum Bill (0 gallons used)	\$25.00	\$0.00
First 5,000 gallons	\$25.00	\$3.25 per 1,000 gallons
5,001 to 10,000 gallons	\$25.00	\$3.60 per 1,000 gallons over 5,000 gal.
10,001 to 15,000 gallons	\$25.00	\$4.00 per 1,000 gallons over 10,000 gal.
Over 15,000 gallons	\$25.00	\$9.20 per 1,000 gallons over 15,000 gal.

The following examples are included to help customers understand the impact of the new rates:

Example 1: Water customer who uses 5000 gallons per month

- Previous bill using the old rate structures would have been \$23.00 base rate for the first 5000 gallons usage. Total customer bill would be \$23.00.
- The new bill using the new rates would be \$25.00 base rate plus \$3.25 for each 1000-gallon increment used. Total customer bill would be $\$25.00 + (\$3.25 \times 5 \text{ increments of } 1000 \text{ gallons}) = \underline{\$41.25}$

NOTE: based on a 2024 Texas Municipal League analysis for water rates, the average bill for 5000-gallon usage in the population category in which Grey Forest falls is \$51.75 as opposed to the new Grey Forest rate of \$41.25.

Example 2: Water customer who uses 10,000 gallons per month

- Previous bill using the old rate structures would have been \$23.00 base rate for the first 5000 gallons usage. The next 5000 gallons of usage would be billed at a rate of \$2.00 per each 1000-gallon increment. Total customer bill would be:
 - $\$23.00$ (first 5000 gallons) + $(\$2.00 \times 5 \text{ increments of } 1000 \text{ gallons} = \$10.00) = \underline{\$33.00}$ Total billed to customer

- New bill using the new rates would be \$25.00 base rate plus \$3.25 for each 1000-gallon increment used up to 5000 gallons. Usage between 5001 gallons to 10,000 gallons would be billed at a rate of \$3.60 per 1000-gallon increment. Total customer bill would be:
 - $\$25.00 + (\$3.25 \times 5 \text{ increments of } 1000 \text{ gallons} = \$16.25) = \underline{\$41.25}$ *First 5000 gallons of usage*
 - $\$3.60 \times 5 \text{ increments of } 1000 \text{ gallons} = \underline{\$18.00}$ *Second 5000 gallons of usage*
 - *Total of \\$59.25 billed to customer ($\$41.25 + \18.00)*

Grey Forest Utilities is committed to providing excellent service to its valued customers. If you have any questions, please contact our customer service team by telephone at 210-695-8781 or via email at billing@gfugas.com.

Sincerely,

Erik Rimmert

Erik T. Rimmert
General Manager and CEO
Grey Forest Utilities