



February 17, 2022

Dear Valued Windsor Utility Customer,

Thank you for letting us serve you. We are committed to being transparent about our processes. To stay aligned with this value, we would like to provide a formal update about water rates. While preparing for the 2022 water rate increase, staff identified an administrative error which prevented the 2021 water rates from being applied. As a result, instead of implementing the \$17.52 base rate for potable water for single family homes, rates remained at the 2020 rate of \$16.22.

Windsor's Town Board adopted resolution 2022-06 at the regularly scheduled meeting on Feb. 14 to address this error. The resolution reduced the proposed rate increase for 2022.

Annually, staff works with Town Board to evaluate the water rate structure during the budgeting process. For the last three years, the town has hired Stantec Consulting to develop a rate model to evaluate all the variables required to provide a secure and resilient water supply to residents and businesses. Upon identifying the error, staff reached out to Stantec to examine the issue further in the rate model and presented their findings to Town Board at the January 24 work session.

The Feb. 14 resolution outlined the rate discrepancy and reduced the proposed rate increase. If the original rate increase had been applied as planned, an eight percent increase would have occurred in 2021, and an additional eight percent rate increase would take place for 2022. To avoid increasing rates a total of 16 percent all at once, the town will start billing residents at the \$17.52 base rate for single family homes. This rate is what was originally proposed

**UPDATED: Rates for Single Family Residential
without a Dual-Use Water System**



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for 2021. The rate change went into place Feb. 1 and will be reflected on the March 2022 utility bill.

Although our error did not have a negative financial impact for our customers, we do apologize for the confusion and not properly carrying out the plans we created and communicated. We are reviewing our administrative processes to identify what went wrong and how we can prevent it moving forward.

To view our frequently asked questions sections regarding this rate change and a full chart breaking down how rates are calculated for different facilities, please visit <https://bit.ly/utilityupdate0222>.

Sincerely,
Jessica Humphries
Administrative Services Director