

FAQ – 2019 Rate Increase

Frequently asked questions about the WBWD 2019 Rate Increase

Why are West Boylston Water District's water rates increasing?

West Boylston Water District is undertaking several new projects that are essential in order to meet our commitment to public health and to maintain a high level of reliability. They include \$3.0 million in water main/service line replacement, \$3.0 million for a Treatment Plant, and \$0.25 million for tank maintenance. As is the case for all water utilities, regulatory requirements and other factors have caused our operating costs to go up.

How much is the increase?

The cost of water will increase 20% for all water users. For a typical residential customer, using 10,000 gallons of water per quarter, the current bill totaling \$71.00 per quarter will increase by \$19.00 for a total of \$90.00 per quarter.

Why is the increase so large?

The District's rates were in the lower third of water providers in the region, and the water District's board felt that undertaking these improvements now rather than later would ultimately keep rates lower than they would have been over the long term. Although the increase is sizeable, WBWD's rates will still be less than about a third of other utilities in the region.

Did you consider phasing in these investments more slowly to avoid such a large increase?

Yes. The decision to move forward with these projects now was driven by several factors. First, the projects we are undertaking are essential in order to meet our commitment to public health and to maintain a high level of reliability. Second, our rates have been lower than those of many other water providers and will continue to be lower

even after the increase. Finally, while making these improvements more slowly would have made the increases more gradual, it ultimately would have increased the overall cost, resulting in higher rates. We concluded that because our rates are still relatively low, starting these projects now will ultimately be in the best interest of our customers.

Will rates continue to increase, and if so, by how much?

It's nearly impossible to predict what the cost factors will be in the future. The answer to this question is most likely Yes as the water system is over 80 years old and many of the systems components are beyond their life expectancy and need to be replaced.

What can I do to reduce water consumption?

Fix leaks, use low-flow faucets and toilets – there are all kinds of relatively inexpensive ways to use less water. You can Google “how to reduce water consumption” to find many tips and ideas. Some helpful hints are also listed on our site. Click below to review them.

[Water Conservation Helpful Hints](#)

Who is West Boylston Water District accountable to?

West Boylston Water District is a publicly owned, government entity, and our primary obligation is to our customers and the community. Our board of water commissioners are made up of members of the community. We are also accountable to the MassDEP for the staying within regulatory requirements and these upgrades are part of what is being required to make sure the water is within the standards of both EPA and MassDEP.

For more information or to answer questions you may still have regarding this rate increase, please call West Boylston Water District at 508-835-3025 during normal business hours.