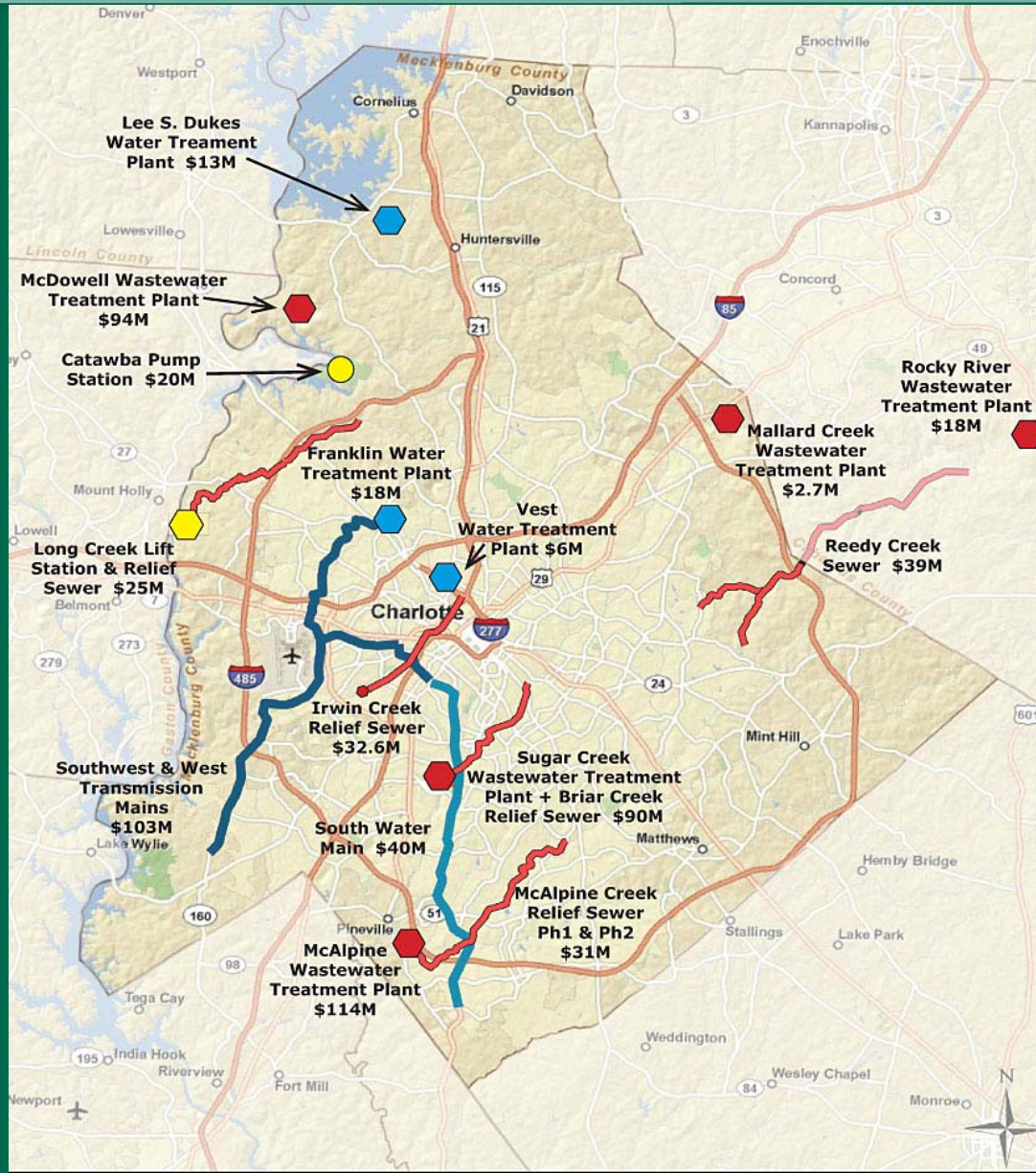
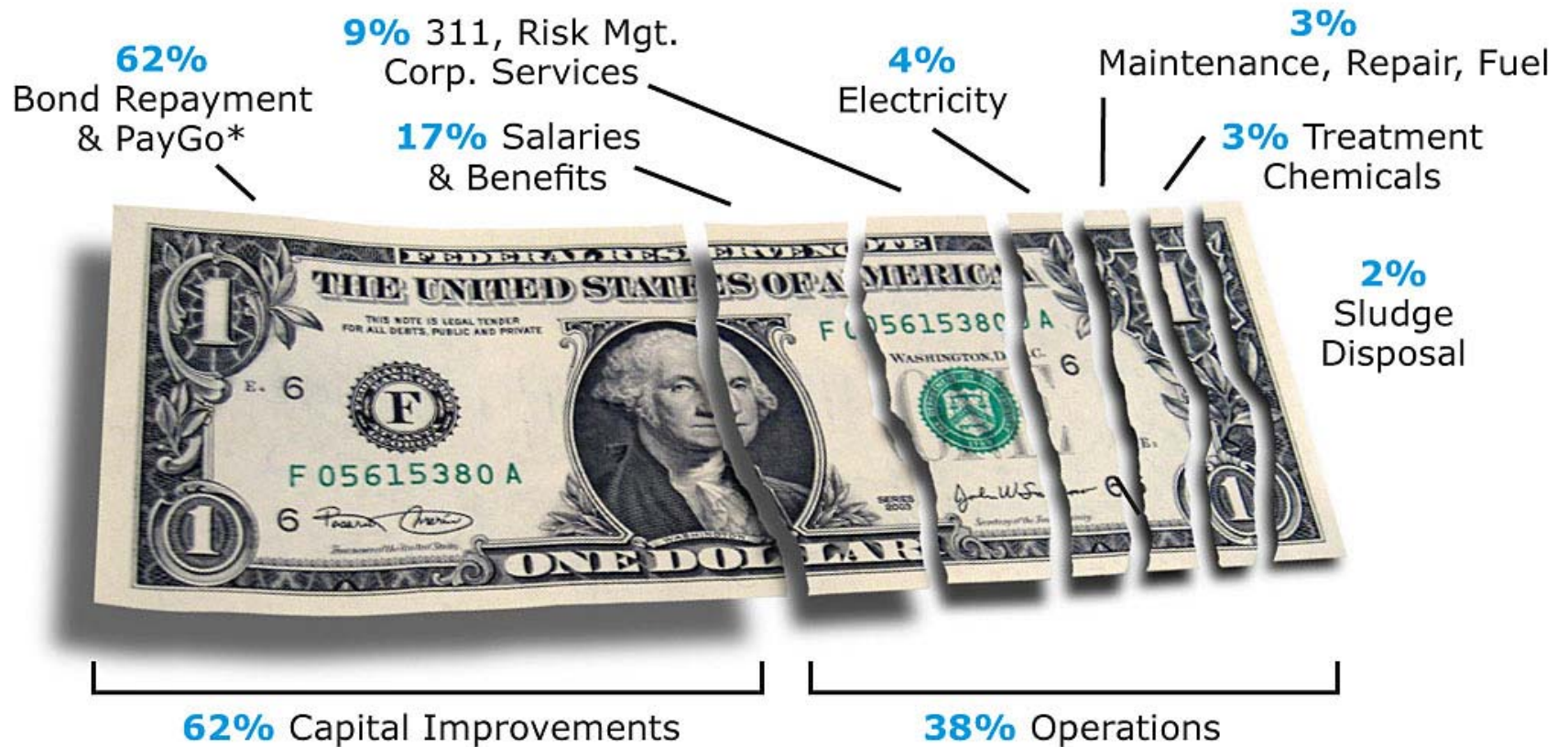


Examples of Key Projects Since 2000



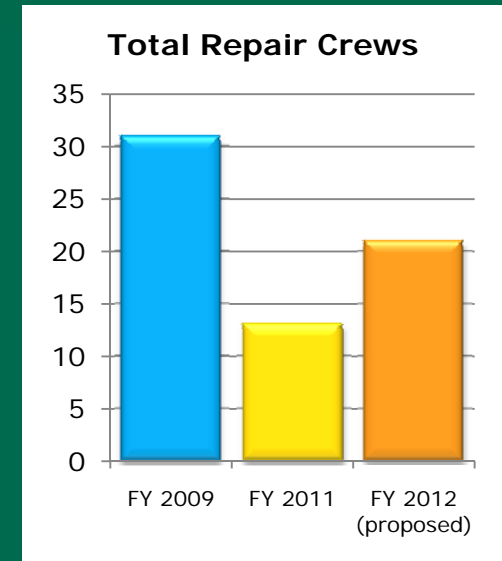
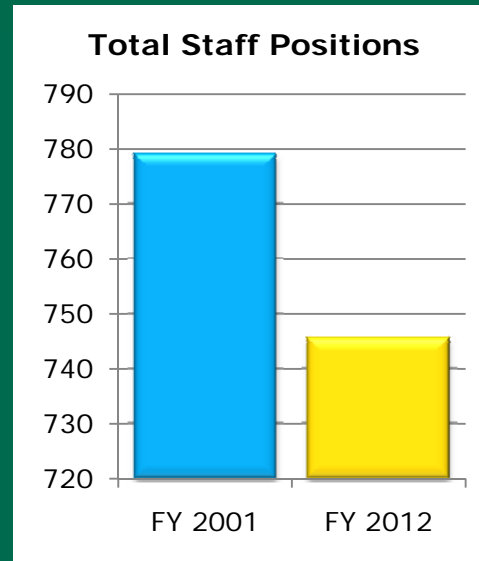
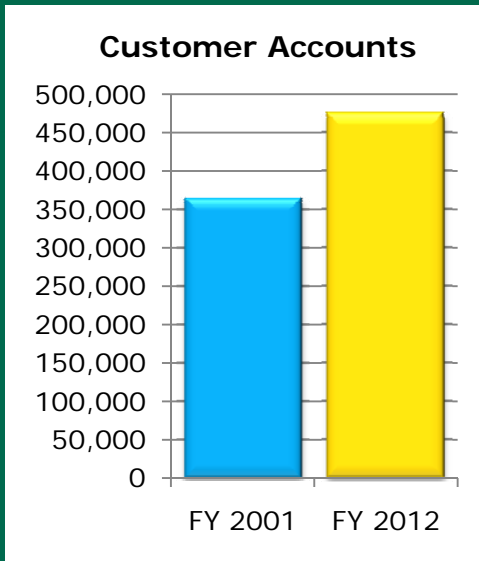


Cost of Improvements and Investments



**PayGo (Pay-As-You-Go) cash used for capital projects*

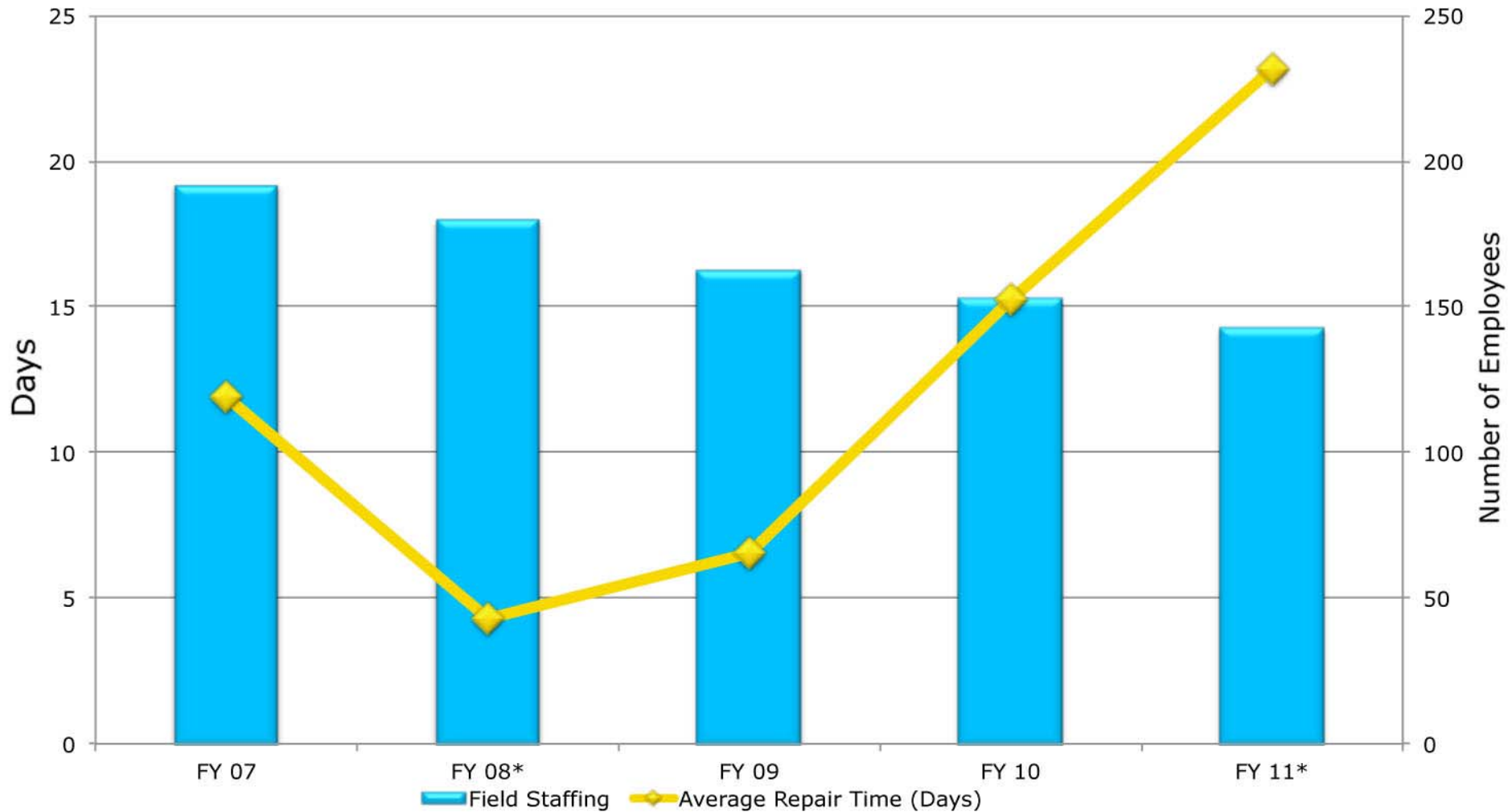
Water and Sewer Accounts and Positions



- Since FY01, water and sewer accounts have increased 30%
- Since FY09, water and sewer line repair crews have been reduced by 58%
- Proposed FY12 budget would increase number of water and sewer line repair crews from 13 to 21

Leak Response Time Increases as Repair Staff Decreases

Minor Leak Average Repair Time (Days)



* Contractors hired to resolve leak backlog.

Water and Sewer Rates 2011 – 2012

Residential Water Rates

	FY 2011	FY 2012
Tier 1 (1 – 4 Ccf)	\$1.45	\$.98
Tier 2 (5 – 8 Ccf)	\$1.64	\$1.96
Tier 3 (9 – 16 Ccf)	\$2.69	\$3.41
Tier 4 (over 16 Ccf)	\$5.32	\$5.32
Sewer Charges	\$4.31	\$4.14

Non-Residential Water Rates

	FY 2011	FY 2012
	\$2.04	\$2.20

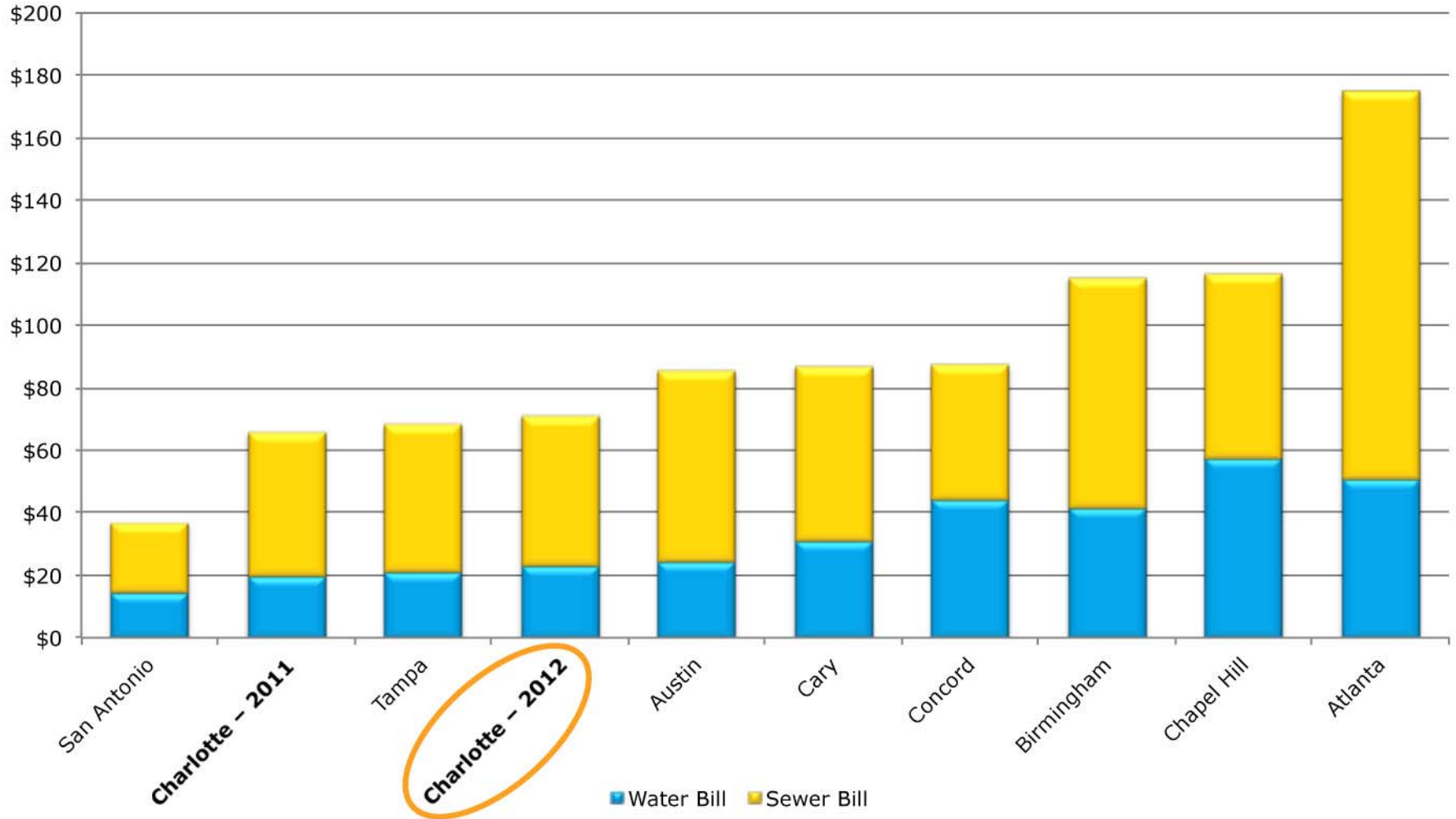


Difference in Water and Sewer Rates for Residential Customers

	Water		Sewer		Difference
	FY 11	FY 12	FY 11	FY 12	
4 Ccf/month	\$8.20	\$8.57	\$19.64	\$23.26	\$3.99
8 Ccf/month*	\$14.76	\$16.41	\$36.88	\$39.82	\$4.59*
16 Ccf/month	\$36.28	\$43.69	\$71.36	\$72.94	\$8.99
32 Ccf/month	\$121.40	\$128.81	\$105.84	\$72.94	-\$25.49

* **75% of Utilities customers use 8 ccf or less** of water each month. The difference in their monthly water and sewer bill will be \$4.59 (an 8.88% increase)

10 Ccf Customer Bill Comparison to Other Cities





Key Distribution Points

- **Newspaper Insert** to 68,000 *Carolina Weekly Paper* Issues
- **Email** Distribute to neighborhood associations and HOAs
- **Email** Distribute to Utilities newsletter list
- **Water Bill Insert**
- Pushed out via the City's **Social Media Apps**
- Distribute to **County and Town Leadership**
- Posted on **cmutilities.com**

