



# MANZANITA WATER BILLING CYCLE REFERENDUM

## MEASURE 29-179

### FREQUENTLY ASKED QUESTIONS

#### **What would happen if the proposed measure passes?**

If the measure passes, water service would be billed monthly. The actual billing rate for water usage would not change.

#### **What happens if the measure does not pass?**

If the measure does not pass, water service would be billed quarterly.

#### **If the measure does not pass, would water bills decrease under quarterly billing?**

The total cost of water service would not change whether the measure passes or does not pass.

#### **Is it more expensive for the City to do monthly billing instead of quarterly? Did the change to monthly billing result in more staff time and costs?**

Monthly billing initially required some additional staff time to process bills, but the system is getting more efficient. There are some additional mailing costs, associated with monthly billing. An increase in the number of residents using electronic billing has mitigated mailing costs.

#### **Water rates recently increased. Why?**

The increase in rates is not related to the change from quarterly to monthly billing. The City increased water service rates to cover the cost of operations and maintenance of the water system, fund asbestos water main replacement projects, and to create a reserve fund. The current rates account for the cost of materials, fuel and labor costs. The water rate study was done in 2022-2023 to update the rates.

#### **It's more expensive for a resident to pay a bill monthly, including costs of writing a check and using stamps. Is there a way to mitigate this cost for customers?**

The City offers online payment, payment over the phone and auto payment. Payment also can be dropped off at city hall. The City does not charge customer service fees for paying online. All of the above methods of payment will be available whether or not the measure passes.

#### **Can a customer still get a water bill if they pay online?**

Yes, you can still receive a paper statement in the mail if you pay online.

#### **Why should users conserve water, doesn't the community have plenty of water?**

The community does have plenty of water to account for current conditions, and some future growth. However, the City is required by state law to have a water conservation master plan in place which the City will be updating in the near term that will take into account new laws that impact fish, river flows and seasonal drought conditions.

For More Information Visit the City of Manzanita website at [ci.manzanita.or.us](http://ci.manzanita.or.us) or call (503) 812-2514.

**ELECTION DAY: NOVEMBER 5, 2024**

This information was reviewed by the Oregon Elections Division for compliance with ORS 260.432.