

# **Big Park Domestic Wastewater Improvement District, aka Big Park Sewer, Newsletter**

**June 3, 2024**

## **Rate Increase effective July 1, 2024**

Increases are normally due to a higher cost of doing business - increased prices in products, wages, and insurance for example, and sometimes because companies want to see an increase in their revenue. The Big Park Domestic Wastewater Improvement District (aka the Big Park Sewer District or the District), is a governmental entity and therefore not in the business of making a profit. The goal of Big Park Sewer District is to raise only enough money, through user fees, to support the sewer plant, lines, administration, and infrastructure to keep everything working smoothly. There is no profit built into the budget.

The Big Park Sewer District has not raised rates in the last 9 years. In addition to the normal increase in expenses, we are now faced with equipment whose usability is expiring and needs to be replaced. To shield the customer from paying the full brunt of these expenses, the Big Park Sewer District applied for and won two grants to cover two large equipment replacement projects. This saved the end users almost one million dollars. However, to cover the balance of higher expenses and purchasing equipment in the future, we will be implementing a rate increase effective July 1, 2024.

The current rate is \$113.40 per ERU (ERU = estimated residential unit). ERUs are the basis for all rates within Big Park Sewer District. Any home within the District that is three bedrooms or smaller (90% of the customers within the District) is billed one ERU per quarter which has been \$113.40 since 2015. Effective July 1, 2024 the rate will increase to \$137.00 per ERU **per quarter**. For most residents, this will equate to an increase of \$0.26 per day.

### **Important Notice - Keep Your Sewer Bills Current**

As with all communities, there are a few customers that do not give prompt attention to paying their sewer bills. It has always been the practice in the past that sewer cannot be disconnected. Times have changed and the District now has a policy to disconnect the sewer lines of customers who do not pay their bills. Please note that there are collection fees for past due and delinquent accounts. See our website for more information at BigParkSewer.com.

The District mails all sewer bills to the legal address of the property. This is the same address your property tax bills are mailed to. Since the District hands their quarterly bills directly to a Federal Postal worker, the Post Office is the responsible party to deliver bills. If you are having an issue with not receiving your bills please speak directly with your postal carrier.

Your quarterly bills are due on the same day each year, Quarter 1 (January – March) is due in our office by March 1<sup>st</sup>, Quarter 2 (April – June) is due in our office by June 1<sup>st</sup>, Quarter 3 (July – September) is due in our office by September 1<sup>st</sup>, and Quarter 4 (October – December) is due in our office by December 1<sup>st</sup>. By keeping note of these due dates, even if the post office fails to deliver your bill, you still know when your payments are due by.

### **Methods of Payment**

The District offers several methods for you to pay your sewer bill. Using the Square program, we can now accept credit and debit card payments over the phone. This method has a convenience fee of 3.5% + 15¢. Another new method is the automatic withdrawal. Upon signing up for the program, customers' checking or savings account will be automatically debited for the quarterly sewer bill. To enroll, please fill out the ACH Deposit sheet available on our website: [www.BigParksewer.com](http://www.BigParksewer.com). Please note this form must be received 15 days prior to the next bill date and there is no charge for this service.

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