

## Online Questionnaire Summary Report

### “Share Your Thoughts on the County’s Proposed Water and Wastewater Utility Rate Structure”

The “Proposed Rate Structure” questionnaire launched on February 10, 2021 and closed on February 28, 2021. This report provides a summary of data and individual comments collected during that period.

#### Active Participation

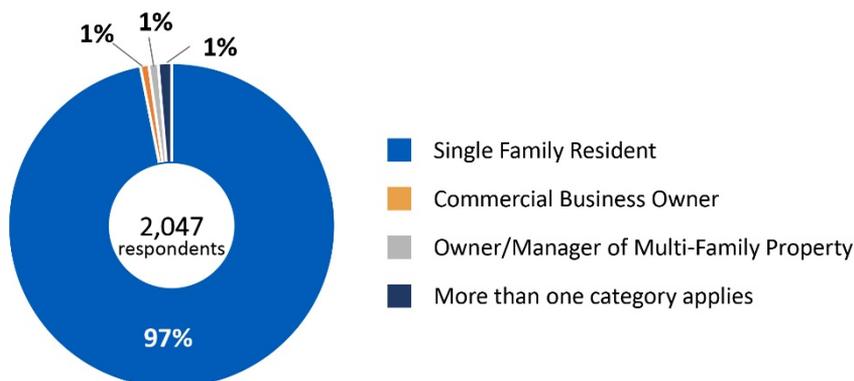
A total of 2047 responses were received: 2046 from the English version of the questionnaire and 1 response from the Spanish version of the questionnaire.

#### Approach and Limitations

The questionnaire was not a statistically valid survey. Respondents were **required** to select their customer category: single-family resident, commercial business owner, owner/manager of multi-family property or more than one applies. They were then directed to explore the appropriate rate(s) and bill impacts for the category selected and provide feedback. Submissions to the remaining questions were optional, to include demographic data collected to help the County understand the community reached, evaluate outreach efforts and identify areas for improvement.

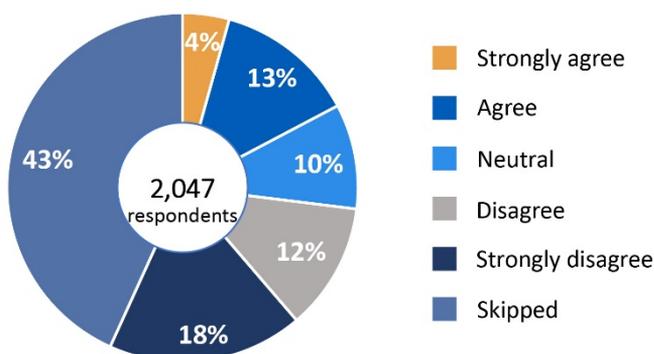
#### Question 1

Select the customer category that best applies.



#### Question 2

Do you agree that the proposed rate structure is aligned with the community's prioritized values of conservation, affordability, equity across customer categories and revenue stability?



#### Question 3

Question 3 provided an opportunity for participants to provide open-ended feedback. The top three themes from the 666 comments collected on the proposed rate structure were:

- affordability
- burden shift to single-family residents
- impact on large households

A complete listing of individual comments follows.

#	RESPONSES	DATE
1	Proposed rates penalize small households on fixed incomes with low quarterly water consumption ( 7 to 9 units per quarter)	2/28/2021 11:47 PM
2	It is unclear from the materials provided as to why there are different rates as between the three categories. You need to provide an explanation as to why the base rates and per unit rates are different for the same gallon of water/disposal of sewage.	2/28/2021 11:18 PM
3	We would like to share concerns and issues highlighted and discussed in the 2/17 briefing call. The typical customer uses more than the 9K gallon threshold amount defined for the tier level increase. In reality, typical single family home uses in the range of 11K gallons. So this will not be revenue neutral, since the county is essentially programming in an increase in water rate for the majority of households. In addition in the call, the county speaker and contractor explained that: - The county needs to recover cost of billing for the single family home accounts. ~ 5 years ago, they upgraded all the meters to new technology, including wireless meter reading technology. Why is there not at least a stabilization of costs for billing, now that the county's level of effort for the activity is decreased and automation has taken over? Electronic billing to facilitate lower cost of billing? Why are the improvements being made not helping to stabilize the fixed or other costs? - Upon a question from an attendee on 2/17, Mr. Mike Collins, Dep Director of Operations and contractor confirmed "valid" that a normal single family home could expect 15% -30% increase in their bill as a result of this rate structure? How is this fair or appropriate? The contractor performing the assessment agreed that fee structure is essentially shifting costs to the single family as there are way more single family homes than commercial. Essentially, it was confirmed this is a subsidy. - This rate structure and increase is disingenuous to Arlington residents/owners and should not be approved to move forward.	2/28/2021 10:44 PM
4	they is only conservation incentive in single family rate and not in commerical or multi-family rates	2/28/2021 10:43 PM
5	The proposed rate structure is unacceptable. Single family home owners are being penalized with a tiered rate structure. Various issues are shared below. • This rate structure institutes a tax charged for 0 usage, that's correct 0 usage and your regular bill will increase. You are guaranteed to pay more when using absolutely 0 water and 0 service. • As a conserving water users, we will also be penalized by the new quarterly base rate charge • Rate structure will not be revenue neutral as projected. Flat tax/fee without offering balanced reduction elsewhere cannot possibly be revenue neutral. The county statements made are not accurate.	2/28/2021 10:35 PM
6	I wish there was a way to determine water usage per person and price accordingly. We are a multigenerational family of 6 using an average of 57,000 gallons a year which I see is the average yearly household use in Arlington. I'm assuming the average household size is fewer than 6 people, so on a per-person basis we're using less water than average. But I recognize this would be impossible to regulate and enforce.	2/28/2021 10:18 PM
7	it is clear that the County talks a good story about being "green" but really doesn't care about nature, tree preservation, or preserving green space. Your presentation implied that single family homeowners use more water in the summer only to keep their grass alive. How little you know! Lots of people grow trees for their beauty and their environmental benefits. Lots of people grow plants to encourage and help the pollinators we need for life to continue on this planet. Too bad you have so little understanding as to how County water is used and so little interest in finding out. You guys just know everything and you'll "tell" us what is best for us. Save yourself some money and effort. Skip the "listening" sessions. It's a waste of your time since you don't listen anyway!	2/28/2021 10:09 PM
8	If equity means that each category covers its costs, then it seem residential bills would need to increase by ~8% (using \$ values on pg 16). My bill would go up by more than 20%, per the calculator, mostly due to the quarterly base charge (which is a regressive tax). I disagree that multi-family housing providers would pass through any cost savings to tenants. Arlington has not maintained its infrastructure. It is not clear where unscheduled maintenance (which will go up as more water and sewer lines break) is covered, under cost of service or with bond money.	2/28/2021 9:28 PM
9	The proposed FY2022 residential rate structure is biased against households of 3 or greater and results in these households paying a premium for portions of their water and sewer even if they are very diligent in their water conservation. The proposed FY2022 rate structure has lower water and sewer rates for multi-family units, but this does not necessarily result in cost savings for apartment or condo dwellers. DES acknowledged during the 2/17/2021 online meeting that landlords of the multi-family units are often the responsible party in terms of	2/28/2021 8:46 PM

billing for water and sewer. Generally, apartment dwellers rarely see a water bill; the charges are included in their monthly rent. This lower rate looks a bit like a financial windfall for landlords, with no quantifiable way to measure the financial impact of the lower multi-family rate structure for water and sewer on the families living in these units. NOT EQUITABLE FOR ME TO PAY MORE THAN LANDLORDS AND COMMERCIAL. TAXES HIGH ENOUGH TO OWN A HOME HERE.

10	I don't see how a 20% increase in my quarterly bill contributes to affordability for me. Whose bill payment will I be subsidizing and why?	2/28/2021 8:41 PM
11	I hope this will not result in a marked increase of the quarterly bill. We use water conserving appliances and are careful about using our non-low flow toilets. Our water readings don't always comport with our sense of how much water we have used, especially in the winter months, when we have seen an increase the last two years. We'll be interested to see how the rates are set for the new approach.	2/28/2021 6:28 PM
12	The proposed FY2022 residential rate structure is biased against households of 3 or greater and results in these households paying a premium for portions of their water and sewer even if they are very diligent in their water conservation. The proposed FY2022 rate structure has lower water and sewer rates for multi-family units, but this does not necessarily result in cost savings for apartment or condo dwellers. DES acknowledged during the 2/17/2021 online meeting that landlords of the multi-family units are often the responsible party in terms of billing for water and sewer. Generally, apartment dwellers rarely see a water bill; the charges are included in their monthly rent. This lower rate looks a bit like a financial windfall for landlords, with no quantifiable way to measure the financial impact of the lower multi-family rate structure for water and sewer on the families living in these units. NOT EQUITABLE FOR ME TO PAY MORE THAN LANDLORDS AND COMMERCIAL. TAXES HIGH ENOUGH TO OWN A HOME HERE!!!	2/28/2021 4:18 PM
13	Arlington should permit a separate outside meter at a *reasonable* price, as other communities do. It is unfair to charge for sewer usage when irrigation does not require sewer treatment, unlike toilet and other indoor uses.	2/28/2021 3:32 PM
14	Like the tiered approach. Lower rate for up to 9000 gal	2/28/2021 3:03 PM
15	I found the proposed rates a little hard to understand.	2/28/2021 2:59 PM
16	I would like to understand how the changes will change revenue for Arlington and how any excess funds will be used.	2/28/2021 2:34 PM
17	Changing the sewer rate based upon winter consumption will make people feel better, but will lead to lower income from sewer rate. The costs of the sewer won't go away, so Arlington will have to make those costs up by increasing other fees. I think you should just leave that part alone - it only makes people feel better, not solve a problem. It also does not lead to conservation in any matter which should be a higher goal than equity (I'd order my priorities conservation, then costs of upkeep, then equity). Also for the consumption rate structure (which I like overall), using 2.18 people per household to get to average US residential consumption is pretty low...how did you get to 2.18? I listened to your explanation of how you came up with the consumption and think you're greatly overestimating the number of people with extremely low-flow toilets...most houses were built 70 years ago and probably only half the toilets have been updated since 1990. The DES website says the average household uses 15k gallons per quarter, not the 9k you want to change to. My family of 4 uses rain barrels and don't wash our cars often, yet pre-pandemic, used 10-15k/quarter.	2/28/2021 12:18 PM
18	Any rate increase is unacceptable when the county is wasting money on art facilities; , logo and name changes. Get your priorities in order	2/28/2021 11:52 AM
19	Efficiencies of scale and automation are never achieved. Why is a base charge, essentially a flat tax, required? The county invested in automation of meter reading for example, removing the tedious manual and time consuming reading process. In the technology business, Arlingtonians already paid for automation technology, thus costs should decrease. However, costs only continue to increase why? If technology is not providing at least a stabilization of costs, then there is a problem with the approach. Every government agency and personal household continues to have to do more with less. That seems to never be the case in the Arlington approach. The water usage estimate of 9k gallons is not appropriate for a normal family of 4. This will immediately place a burden of cost on families, with respect to existing water usage, and a tax that will be incurred no matter what the usage.	2/28/2021 10:31 AM

20	Residents should pay for the amount of water they use, not based on what kind of home they live in.	2/28/2021 9:24 AM
21	Looks good.	2/28/2021 12:00 AM
22	I was happy to understand that water conservation efforts undertaken by my family may result in keeping our water usage in tier 1.	2/27/2021 8:00 PM
23	I've been saying this for decades that it is unfair that we pay for sewer costs when we water our gardens. Thank you for fixing this in the new rate structure.	2/27/2021 4:51 PM
24	Looks like you are shifting the cost burden onto residential customers. Not what I would consider to be fair and equitable.	2/27/2021 4:02 PM
25	This plan reflects a lack of equity. Property owners - both commercial and residential - pay ever increasing property taxes - thus they finance most if not all of Arlington County's costs including for its water system. So they should get LOWER water rates. Meanwhile, occupants of multi-tenant properties - who rent - pay NO property at all. It is not fair and equitable when people who pay more taxes have to pay higher water rates than people who pay NO taxes at all.	2/27/2021 3:15 PM
26	I can find no rationale for water and sewer base rates for single-family that are so substantially higher than those for multi-family and commercial. In fact, all the stated rationales support their being the same. The "savings" in tier 1 that might offset those higher rates do so only for users that blow through tier 1, thus punishing lower usage.	2/27/2021 3:06 PM
27	Bias against single household residences with three or more people in them. See Arlington Forest Citizen's Association critique.	2/27/2021 2:49 PM
28	The Arlington water and sewage rate proposal runs contrary to equity and environmental protection in Arlington. It is regressive in two ways: 1.All residents pay a base fee for administration. Under the new proposal, whether you have a McMansion or a cottage, you pay the same fee. This so-called administrative fee should not be a separate fee; those funds should be raised as part of the water rate. 2. The sewer rate is based on how much water you use. Those who water their cars, lawns, etc. in the summer should pay the full sewer rate even though the water is going into the ground. The new charge for the sewer is based on the amount of water used in the winter, not the amount used in this excess summer watering. Residents should not be watering their cars and lawns in the first place, and if they do then they should consider using rain barrels....or pay for the sewage costs. Watering cars and lawns is harmful to the environment, so why should the county be subsidizing wealthier residents who carry out such practices? Poorer residents will be hit with proportionately higher rates.	2/27/2021 2:19 PM
29	The proposed rate structure benefits our 2-person household. It would be more equitable, however, if the rate structure encouraged water conservation in multiunit dwellings.	2/27/2021 1:32 PM
30	I think that the new rate structure will help encourage water conservation and help raise revenue from customers that will likely be able to afford any increase in costs. I also think that Arlington County needs to provide attractive salaries so that we can attract the best wastewater professionals in the Region. Any increase in funds should be dedicated to ensuring competitive salaries and for infrastructure improvements.	2/27/2021 12:35 PM
31	Somehow there must be a way to encourage conservation even if people do use more water in the summer for watering gardens or lawns. Excessive washing of cars, filling of pools, excessive watering of lawns, etc. do not strike me as thoughtful uses of our scarce water resources. I think there should be an intermediate solution, maybe not charging for a third of water use that is above winter use, but charging for more than that that would encourage some sense of conservation. Encouraging recycling of water from showers or other sources to water lawns, etc. Sometimes I also tire of paying the same rates as neighbors who overuse trash pickup and other common goods or county resources, when I as a single person place much less demand. I do agree on paying for schools and parks and infrastructure that helps us all and the next generation, but lifestyle choices sometimes could use some encouragement to be resource thoughtful.	2/27/2021 12:02 PM
32	Single families with 3 or more children have high water usage especially during the pandemic. We struggle with these utility bills at baseline and cannot imagine if rates somehow increased based on this proposed structure. The calculator suggests our rate would increase.	2/27/2021 9:59 AM

33	The proposed increase is going to negatively impact my budget and quality of life.	2/27/2021 8:19 AM
34	The rate is too high	2/27/2021 7:58 AM
35	I strongly favor charging summer volume of waste water (due to sprinkler systems) at winter rate	2/27/2021 12:10 AM
36	Given the tax rate increase on property already, as well as the growing real estate value of homes in Arlington, this rate increase should not be implemented at this time. Heard the term "blood from a turnip"?	2/26/2021 10:11 PM
37	I looked over this for a good while and it just seemed like prices are going way up. I hope that improvement of pipes delivering and draining water will improve. I think builders need to contribute more to this as replacing a house with 1 1/2 baths with one with 6 is putting a strain on our system.	2/26/2021 6:14 PM
38	Not sufficient information provided in the online survey to evaluate and comment	2/26/2021 6:11 PM
39	Winter quarter usage for sewer is far better than the existing scheme.	2/26/2021 6:10 PM
40	These are not everyone's values. Prices should be the same for all.	2/26/2021 5:38 PM
41	Why increase the cost for single family homes. Can't we keep the current rate or lower it?	2/26/2021 5:12 PM
42	I couldn't read the rate structure infograph because it is too small and pressing "+" only made it smaller...	2/26/2021 5:05 PM
43	Base charge for water is too high - is more than what I currently pay in total for water. If must use tiers, add a new tier that focuses on TG 0-4 at a much reduced rate from what is proposed.	2/26/2021 5:03 PM
44	Rate structure should not favor single family residences over multi family residences by allowing the former to use a "winter average" for accessing wastewater, but not allowing such an adjustment for multi-family buidlings.	2/26/2021 4:55 PM
45	~100 gallons a day for a family of 4 as a "baseline" seems quite low	2/26/2021 3:18 PM
46	Affordability has been under-weighted. Equity, the latest buzzword, has been ill-defined and its relevance has not been demonstrated. The system charge has been vastly increased with no demonstrated value for the money. The alleged consultation of the community as to its priorities was not wide enough. The suspicion is that the consultation and survey have been reverse engineered to support the proposed rate increase. What possible relevance can there be in asking questions of race and gender when discussing sewer and water usage?	2/26/2021 1:08 PM
47	People of different incomes live in both SFH and multi family residences. This rate structure hurts those of modest means who live in SHF, or rent rooms in a SFH. Bad idea. Not equitable.	2/26/2021 12:25 PM
48	I want the billing to stay the same. I have experienced a recent increase nearly 4 times as much water used this last billing cycle. My bill went from \$120. to \$403. I am trying to deal with that and do not want a further increase in my bill.	2/26/2021 12:16 PM
49	Currently i am renting my house out and these increases may cause me to reconsider and sell my house.	2/26/2021 10:29 AM
50	Equity: Single family residences make up the majority of utility customers and have the lowest annual consumption in terms of TG. It is not equitable to inflict a higher fee schedule to the LOWEST consumer while giving a break to commercial and multi-family owners (not tenants directly). Affordability: Raising rates on SF owners assumes that disadvantaged/low-income consumers only live in multi-family or apartment communities, which is short-sighted. The tiered rates for SF homes does not account for multi-generation households or larger families that reside within a SF residence, which would increase total TG consumption, but not necessarily per person. Conservation: This seems to reward commercial & MF customers, one of the largest consumers, with decreases at the expense of SF owners. How does this encourage conservation?	2/26/2021 10:12 AM
51	I endorse the winter rate for sewer calculation.	2/26/2021 9:52 AM
52	The cost will increase based upon usage for everyone. That doesn't add up to work for anyone.	2/26/2021 8:13 AM
53	This proposed billing structure does not make sense and should not pass. It unfairly charges	2/26/2021 7:42 AM

single family home owners more than commercial or multi family units. It's just another way for the county to tax residents without calling it a tax.

54	As an Arlington county resident we already pay so much in taxes. Rates should go down specially during this pandemic that has affected many people's income.	2/26/2021 7:24 AM
55	The wastewater rate has seemed very high compared to the water rate - many people don't understand why. And I COMPLETELY AGREE that seasonal use of water is something that needs to be considered - we should not be paying a wastewater fee for water use like watering a garden, filling a pool, etc. Please fix this! Thanks.	2/26/2021 6:54 AM
56	We pay for sewage even when we water our vegetable garden or use a plastic pool for the kids, which is not fair. Water bill is always very high.	2/26/2021 1:19 AM
57	Still doesn't account for getting charged "sewer" for watering grass	2/25/2021 9:06 PM
58	It looks like our general bill will go up a bit	2/25/2021 9:05 PM
59	It'd be helpful to understand how the tiers were created. Is <10TG the normal for residential customers? How much do non-residential customers use? Like that it encourages conservation, but I don't have a good way to track my daily usage so I don't know if I'm doing better or worse on meeting my conservation goal until I get my bill.	2/25/2021 8:32 PM
60	It's a rate increase under the guise of "the community's priorities...". You must think the public is ignorant.	2/25/2021 8:04 PM
61	Isn't there room for a senior citizen discount?	2/25/2021 6:38 PM
62	I am planting and watering trees for everyone's benefit. A 25% increase in my water bill by your calculations is too much!	2/25/2021 6:20 PM
63	The fixed rates negate any decrease low water users will have. Get rid of the fixed fees!	2/25/2021 3:55 PM
64	Unbelievable rate hike, particularly since the county expects residents to water plants on easements and exhorts us to water during drought periods.	2/25/2021 3:32 PM
65	This does not appear to be fair.	2/25/2021 3:09 PM
66	The proposed rate structure seems an improvement over the current one, especially regarding the treatment of water used for irrigation.	2/25/2021 3:08 PM
67	This plan discriminates against households with more people (children, elderly, etc.).	2/25/2021 2:46 PM
68	Summer sewage charge should be adjusted to winter water usage. Charging sewage rate for watering grass and garden is obscene.	2/25/2021 1:55 PM
69	For just the two of us, our water bills in Arlington County have been extremely high. We had the County office do an analysis and we cannot support the tremendous increase in fees with the new plan. We vote NO	2/25/2021 1:36 PM
70	The proposed per thousand rates are OK. I like the breakpoint cost difference for under 9 TG and over. Combined, both represent a modest 2-5% inflationary increase in cost for water and sewer. That makes sense. HOWEVER, the base charge is crazy. It is a 14% increase of what we pay today (there is no base charge currently). Drop the base charge and keep the proposed rates where they are and you are good.	2/25/2021 1:30 PM
71	We would prefer that affordability be the first priority, with conservation the second priority.	2/25/2021 1:08 PM
72	The proposed changes do not necessarily improve the bottom line on invoices, which is why I neither agree nor disagree with the proposed changes. Is the sub-metering of irrigation systems and water supply that does not have to be treated under consideration for multi-family dwellings so that it can be discounted from the consumption figure used to bill? Wastewater has the highest dollar amount for treatment, making it most beneficial for multi-family dwellings if their water consumption for irrigation systems is excluded.	2/25/2021 11:32 AM
73	Honestly, what has race got to do with any of this, except as a critical theory cudgel?	2/25/2021 11:23 AM
74	The proposed rate structure over-penalizes water usage over 9000 gallons. The rate increase is greater than would be reasonably expected.	2/25/2021 10:39 AM
75	Not sure why Cherrydale doesn't have at least one auto car wash. Must be something with the	2/25/2021 10:37 AM

	water prices because there is demand	
76	I use 4000 gallons per quarter. Calculating my costs under the proposed structure results in an increase of \$21 per quarter more than I pay now. I thought it wasn't going to increase my costs. How is this equitable??? It reduces the costs for a homeowner with a large lawn or pool, not the average household.	2/25/2021 10:23 AM
77	Given that only single family homes get a "bonus" for conservation, that leads me to believe our rates will be adjusted higher than the other two categories. And secondly why isn't conservation a priority for all residents?	2/25/2021 10:09 AM
78	I'm not exactly sure how this is anything but simply increasing the cost of Water utility rates.	2/25/2021 9:31 AM
79	I support the tiered system as that promotes conservation. I consider the base rate too high and disagree that it promotes equity. Lower use residents are burdened with administration costs caused by higher use residents. Perhaps the base rate could also be tiered based on size of the property or number of bedrooms. I do not support basing charges on winter use, though admittedly do not completely understand the concept. This approach seems to penalize residents who use less water in the summer and is a disincentive for water conservation because things like irrigation are being rewarded.	2/25/2021 7:35 AM
80	Water bill continues to go up.	2/25/2021 7:32 AM
81	I strongly believe that the County should maintain the existing simple rate structure.	2/25/2021 7:15 AM
82	re: affordability - we're seeing a LARGE increase re: conservation - I can't see how this educates or promotes conservation (other than a general hyper-awareness of a giant bill coming)	2/25/2021 7:02 AM
83	The new rate structure seems to inequitably hit single family residents. The surcharge threshold of 9k gals is way too low.	2/25/2021 6:57 AM
84	The winter rate doesn't make sense to me. I fully agree that we should pay less in wastewater fees in the summer when much more usage is outdoors, but the new fee structure just seems to make it more complicated and shifts the fees around instead of accounting for that. The tiering does make sense. I think this is not getting at wha people are really looking for.	2/25/2021 6:52 AM
85	Fees are too high. Should have fundamental threshold of water for use at very low rate followed by increased fees for higher use.	2/25/2021 6:35 AM
86	Single family home owners are the backbone of the neighborhood yet continue to pay for or subsidize the large developers that continue to waste resources and destroy the infrastructure. They should pay their fare share and stop having the single family home residence support them.	2/25/2021 6:23 AM
87	Water use by single-family dwelling residents is predominately lawn/outdoor plant watering. This DOES NOT feed into the sewage system. Rates should reflect that. Not true for apartment buildings or commercial/office/retail buildings, which mostly flush consumed water into the sewage system. Similarly, their rates should reflect that.	2/25/2021 6:21 AM
88	too much of an increase	2/25/2021 5:28 AM
89	The rates are already high and the sewer rate being excessive and higher than the actual water. It is becoming too expensive in Arlington to raise a family.	2/25/2021 4:55 AM
90	It doesn't make sense that single family homes increase significantly.	2/25/2021 3:05 AM
91	I spent well over \$6000 in the last two years improving the water efficiency of my house to help with conservation as well as affordability, and this rate structure negates all the savings I created. No good deed goes unpunished in Arlington, eh?	2/25/2021 2:58 AM
92	I disagree with the plan to charge a higher base rate for home owners; this particularly affects retired seniors on fixed incomes, who are already dealing with higher residential taxes.	2/24/2021 11:31 PM
93	The proposed rate structure basically places greater financial burden on those with larger households while only providing marginal benefits to those with smaller ones. The problem is the numbers designated in the tier system, they are flat across the board and not based on the number of people in the household. For a family of 2 to use less than 9TG per quarter is quite easy while being impossible for a family of 5 that showers regularly. The real issue that needs to be addressed is the waste water billing. Houses are being unduly charged "waste water" for	2/24/2021 11:26 PM

water used to water plants and wash cars because of a lack of separate metering systems for waste water vs. Supply. The system incorrectly assumes that supply=waste which is resulting in significant extra charges to households (as waste water costs double what supply costs). The proposal related to waste water is a good solution given the limits of the metering that are in place - however the right solution would be to meter waste and supply separately to provide accurate usage and billing numbers to residents. Failing that, the current proposal makes some sense but is ripe for abuse - for example if a family takes a vacation in winter their water usage will be artificially lowered and thus their bill for the rest of the year will be much lower under the assumption that the difference is from agricultural usage and not regular usage. Using the calculator - cutting the usage during winter by 5TG will result in a \$55 savings (approx 33%) per quarter over the current structure for each other quarter during the year.

94	Base way too expensive with the add on!	2/24/2021 11:19 PM
95	Looks like a way to ensure support of the infrastructure.	2/24/2021 10:45 PM
96	I strongly disagree to pay higher rates as a resident with current proposed rate structure.	2/24/2021 10:35 PM
97	This proposal has a perverse incentive to use more water given every single scenario (MFD, Commercial, and SFH), and appears only to serve as a way to veil a heavy increase of costs for county residents and companies. For MFDs, there is zero incentive to save water as the cost per 1k gallons decreases as more water is used, when counting the base fee, it shows a 'break even' point of ~46k gallons when compared to the existing structure (based on 2022 example rates). For Commercial accounts, small consumers of water are going to see cost increases starting at 116% (\$31.71 for 1k gallon) while large consumers of water see ever decreasing costs per 1k gallons. Last but not least, SFHs are going to be impacted in an outsized manner as they have no discounts as provided to MFDs, no deductability of water expenses or high volume provided for or likely in Commercial accounts, and have a base increase of 123% and a 19% increase at 9k gallons of use (my household average); decreasing as more water is used as the base fee is diluted. So given the above, instead of a 4% increase across the board, based on usage, the proposed solution increases the costs dramatically for SFH households and small companies, and gives a hand out to what I could only presume are apartment buildings and large Commercial users of water (which I doubt any exist in Arlington any more). You know, maybe I should get that landscape irrigation system I never put in because I wanted to save water.	2/24/2021 10:29 PM
98	The proposed rate structure appears to nearly triple the estimated water bill without describing why rates are increasing so much. That is not equitable or affordable, especially for families with limited incomes.	2/24/2021 10:27 PM
99	It doesn't make sense that a one-person single family household uses significantly more water resources than commercial entities or larger multifamily households. You have not explained, demonstrated, nor documented this in your information online.	2/24/2021 10:23 PM
100	I have no history or context to be able to answer the question above. No explanation at all! All I see are higher rates being proposed with no explanation. This makes no sense to me. Poor job of communicating here.	2/24/2021 10:20 PM
101	No need to change rate structure, we live by a large river. No shortage of water. Advise you don't have employees working in Hawaii that deal with residents. Poor communication and low customer care in your offices. I have nothing but problems with my water bills. No resolution and months of erratic calculations. No respect for your department. No reason to make a change, other than to contract out the business to a more responsible vendor.	2/24/2021 10:19 PM
102	Just because someone lives in an apartment, a condo, or a single family home doesn't correlate to "equity" issues.	2/24/2021 10:03 PM
103	Why should single family homes shoulder the increase in costs vs commercial and multi units. The proposed structure also doesn't encourage conservation. It only penalizes those with more people in their households. A one person household could waste a lot of water and say under the lower rate threshold, where a family of 5 could really actively conserve and still wind up in the higher tier.	2/24/2021 10:03 PM
104	I agree with prioritizing conservation, however the mass development within the county is placing the burden of clean up and conservation on single home owners.	2/24/2021 9:53 PM
10	This doesn't encourage conservation: the rate is always higher under the new system, and the percent increase is higher as you try to go to 0 TG usage. Lets ignore the strange "winter	2/24/2021 9:49 PM

sewer" billing (if that makes a difference, then it seems to encourage watering the lawn and having a pool -- again, I don't see the conservation or equity aspects there), the payment is also ALWAYS higher under the new system. I don't see how this is better for equity, conservation OR affordability. It's less affordable, less equitable and does not encourage conservation. Here are the relevant equations you should put in, they are very simple (TG== thousands of gallons used) Old system charge:  $14.70 \cdot TG$  New system charge:  $24.56 + 13.62TG$ : (TG<9): always greater than  $14.70 \cdot TG$  for TG<9 (TG would have to be 24.56(!) to be the same). New system charge (TG>9):  $3.86 + 15.92TG$ : always greater than  $14.70 \cdot TG$  (FWIW: our usage has been between 6-9 TG for the last few years)

106	This is a substantial increase that is not well explained as to why you want to increase the price of utilities for SFH owners. There is no way to spin this besides a huge tax on SFH owners.	2/24/2021 9:39 PM
107	its going to heart people to live in Arlington County.	2/24/2021 9:39 PM
108	I should not have to pay more because I live in a single-family home, and I strongly object to paying higher rates for using over a certain amount of water. All water should be priced the same for all consumers as it is now.	2/24/2021 9:34 PM
109	We pay too much in Arlington for water and wastewater. Stop funding other projects and lower water and wastewater bills! It's ridiculous how much everything is skyrocketing in taxes with less and less services in Arlington for regular people.	2/24/2021 9:28 PM
110	Low income does not necessarily mean low usage. Will the county be offering affordable conservation measures (shower heads, faucet aerators) to help households conserve?	2/24/2021 9:27 PM
111	I don't understand why single family home owners will be paying more while multi-family residents will pay less and commercial will not pay more.	2/24/2021 9:24 PM
112	My household is extremely low usage. According to the estimator, my bill will go up 30%. Why is this structure targeting me? If this scheme is supposed to be revenue neutral it does NOT achieve its objectives. I have seen analyses that show that the lowest increase would be for usage typical for a 4-5 person household. Why? It is not clear what the objective is with this repricing effort because the outcome clearly does not align with the stated objective. The county needs to re-work its proposed pricing scheme.	2/24/2021 9:22 PM
113	Keep water and sewer separate but decrease the rate Get rid of the base rate	2/24/2021 9:18 PM
114	It certainly isn't affordable, since it will increase most everyone's water bills. Most of the Greater Washington Metro Area only needs about 2 hours of the Potomac river flow to produce the water needs for the GWMA community. And I don't understand "equity across customer categories"? A gallon of water is a gallon of water, processed the same for all customer, who pay according to their water usage. Yes, no? And revenue stability? What does that mean? Your revenue isn't stable? People use water all the time, where's the lack of stability? You state in your own report that "Residential customers have a fairly uniform water consumption patterns .....". I would take it, under normal circumstances, so do commercial operations, as I have worked in a high water consumption industry. And, as far as revenue stability, are we talking top line revenue, or net revenue? If net revenue, what's the problem? I understand upgrading equipment, infrastructure, etc., but that should have been priced in a long time ago. Or is everyone new at this? A gallon of water is a gallon of water. The words above are just another way of saying "we need to increase your water rates". AT LEAST BE HONEST ABOUT IT! And, yes I have read the reports and the FAQs. For instance, the "different classes ..... which addresses the value of equity among customer classes". A gallon of water is a gallon of water to process for customers. If a customer demands more, they pay more for the utilities used. Correct? As for the base charge, isn't that already in the gallon rate charge as an overhead item? Or again, is everyone new at this? As far as the customers complaining that irrigation water is charged a sewer fee, so be it. Figure the water either goes into the sewer, or may, and I understand may, go into the storm drains, which also need such things as upgrades, maintenance, etc. Use a gallon, pay the water and the sewer fee. I can't believe you have many complaints about this on file from many customers. Enough said, you get the point. Nobody is fooling anyone.	2/24/2021 9:16 PM
115	The water bill should not have a base structure. If usage is based upon sewer and water services then they can be billed separately. The base structure is too high. Please consider lowering.	2/24/2021 9:05 PM
11	happy to finally see the recognition and adjustment for summer usage	2/24/2021 8:55 PM

117	This is a tax on single family homeowners pure and simple. And my age, gender or race is irrelevant for my water or sewer usage.	2/24/2021 8:55 PM
118	You missed on affordability and equity. The 9000 gallon lower limit is absurdly low, and your proposed structure is just a rate hike for most of Arlington.	2/24/2021 8:51 PM
119	I'm very cautious about "studies" from the County.	2/24/2021 8:48 PM
120	I never water my lawn or was my car yet my consumption is greater than the first tier price. I can only imagine the hardship this change will place on the county's lower income residents.	2/24/2021 8:28 PM
121	Charging homes who use more a higher rate per unit does not seem fair to families. They automatically use more because they have more people. They are already paying out more to take care of children, now they get charged more for their water?	2/24/2021 8:21 PM
122	Question is self serving and of no value to discussion	2/24/2021 7:58 PM
123	Water increase is 3.5% to 4.8% per year past few years - higher general wage increases. Agree with tiered system and also accounting for not-treated wastewater. Would be interested in getting our meter checked; we have unbelievably high usage for NO reason (e.g., known leaks, left hose on overnight) in some quarters. Also need to do the same for trash collection - costs us avg of \$4-\$6 per bag for weekly disposal. See others commonly have 2+ full cans and a pile beside that...	2/24/2021 7:53 PM
124	Price should reflect cost increases. No such information was provided. Provide cost analysis to citizens.	2/24/2021 7:46 PM
125	Seems to match conservation goal and affordability, but, obviously a progressive scale is not equitable by any means (since a person using more water already pays more by virtue of using more water in a flat scale) and I am not sure about revenue stability since this progressive scale increases revenue dependent upon fewer "super" users. Again, biggest contradiction is equity.	2/24/2021 7:38 PM
126	Huge increase in cost for no increased service.	2/24/2021 6:58 PM
127	You should've allowed irradiation water to be on a separate meter, it goes right back into the environment... not the sewers	2/24/2021 6:55 PM
128	Please provide 1+ more years of 2020 rates so all are able to get back to speed/normalcy. Increasing the rate at this juncture may hurt more than help.	2/24/2021 6:41 PM
129	I will pay roughly \$20 more per month for water/sewer. Seems like a steep increase just to align our values...when it really doesn't. 5 people using 20 thousand gallons a quarter reflects conservation more than 1 person using 9 thousand gallons...this tiered system doesn't reflect that...nor does it address income differences. In my opinion it punishes families and multigenerational households who by the nature of their large size will use well over 9 thousand gallons. Maybe tier the rate by the amount of people in the household...or the level of income?	2/24/2021 6:35 PM
130	Hi. In some ways I agree with the structure. But, not sure about the actual rates. With 4 of us in the house, we will always be in top tier. Seems like water rates and property taxes continue to increase.	2/24/2021 6:34 PM
131	I can see the connection to equity across the 3 customer classes, but it's not clear how the proposed rate structure addresses conservation or affordability. The base charge might be related to revenue stability but if so it's hard to make that connection.	2/24/2021 6:25 PM
132	This rate structure does not take into account how many people are living in a single-family home. Also this does not take into account that most low income housing in Arlington has a centralized water meter for the entire complex. The county board constantly talks about increasing single-family housing and encouraging families to live in the county but once again The County board punishes current families and future families out of the county. In 2020 The board has already increased my trash pick up and also increased my taxes ( assessed value) on my property. With all of the high-rises going up in the county. My taxes should stay flat or decrease with all the new revenue the county is receiving with these high-end developments (AKA Amazon).	2/24/2021 6:25 PM
133	I appreciate a rate structure that aligns with the values of conservation and equity.	2/24/2021 6:18 PM
13	I wish I had time to inquire further re the rate structure. However, I do want to express great	2/24/2021 6:13 PM

appreciation for our excellent utilities and waste management services and note that many historians have found good sanitation practices to have been the greatest contributor of all to modern improvements in public health. THANKS!

135	The break point for increased pricing is too low.	2/24/2021 6:03 PM
136	If there continue to be real estate tax rate increases, appraisal assessments, and utilities continue to go up the county needs to consider a local sales tax or cutting services/staff to better manage the budget.	2/24/2021 5:43 PM
137	My water bill is going to double. You're putting too big a burden on single-family home owners and not enough on big-money corporations and apartment owners, who likely waste far more water on the whole because their tenants don't see/pay their water bill for the complex.	2/24/2021 5:42 PM
138	You propose tripling the water fees!! That is irresponsible.	2/24/2021 5:42 PM
139	There is no justification for the drastic increase in water bills. I tried to use the calculator and it did not work with my account number as shown in the system.	2/24/2021 5:30 PM
140	The existing rate structure is aligned with community values and has been so for decades. Don't try to fix what isn't broken, please.	2/24/2021 5:21 PM
141	(1) This jargon-laden explanation is hard to understand. Is "Sewer" and "Wastewater" the same thing? My bill says "Sewer." (2) This shows a marked increase in my bill, by nearly 10%. This is a tax increase, and I'm a retiree on a fixed income.	2/24/2021 5:16 PM
142	The new rates are harder on single family homes. We are a family of 4 and are very careful with water usage-few showers, no car washes, no lawn care, and are consistently at the 10-11k gallons a month. I do not know how we could conserve more since we already upgraded all of the toilets and shower heads.	2/24/2021 5:13 PM
143	Finally, relief for those of us who water our plants and yards!	2/24/2021 5:12 PM
144	Without seeing proposals that were aligned with different priorities it's not really possible to determine if the advanced proposal is fairly aligned or not.	2/24/2021 5:07 PM
145	Strongly agree that water used for gardens and irrigation should not be assessed for wastewater.	2/24/2021 5:05 PM
146	I don't know what all this stuff means.	2/24/2021 5:03 PM
147	Doesnt promote conservation. Merely creates an opaque structure which appears to majnly benefit high density builders.	2/24/2021 5:03 PM
148	This is NOT the time to increase WATER UTILITY costs. PEOPLE ARE STRUGGLING. At the very least kick the can down the road 24 months so we see what Covid does. Because ARLINGTON COUNTY SCHOOLS ARE CLOSED my household is using far more water with my children stuck at home. Where's my retro-active school water credit per child per household??	2/24/2021 4:58 PM
149	This is robbery.	2/24/2021 4:52 PM
150	I'd think Nov -Jan would be a better basis than Feb-April during which time planting season will have started.	2/24/2021 4:49 PM
151	I'm not sure how this would work for condos/apartments - but assume the same as SFH. And we're all tired of Arlington's equity nonsense. Cut it out.	2/24/2021 4:48 PM
152	People are hurting because of the pandemic. You have a loot of nerve. To raise rates. Rates should be frozen fora year	2/24/2021 4:44 PM
153	How can I make any sort of judgment when the comparison tool you provide doesn't even recognize my account number. I know that Arlington County has been overcharging me for years, I object to any solution without first being able to understand it and I strongly object to this process. You can't send out a comparison tool that does not recognize individual account numbers. This is exactly the approach the Arlington County has taken to water and wastewater overcharging for years. You are perpetuating the kind of deception that you claim you are trying to fix. It is disgraceful.	2/24/2021 4:44 PM
154	It seems that the proposed rate structure penalizes larger families.	2/24/2021 4:41 PM

155	Raising prices is not aligned for a service where there is no increase in cost-basis per as stated in voice over information provided. The calculator provide a false "current rate" lower than any we have paid in the previous 4 quarters. Even if we take the calculator at face value, it indicates a cost increase of 11%.	2/24/2021 4:40 PM
156	Arlington County has the highest rates in northern Virginia. The goal should be to lower rates, not raise them. Also, the giant hike between gallon usage disproportionately effects larger families.	2/24/2021 4:34 PM
157	Affordability needs to be addressed, especially in light of the effects of COVID19, loss of jobs, death in family, etc.	2/24/2021 4:31 PM
158	Persons who water large lawns or have pools should pay more than others who don't.	2/24/2021 4:26 PM
159	This would increase my bill without any good coming out of the change	2/24/2021 4:25 PM
160	not understanding the benefit of the change	2/24/2021 4:23 PM
161	A lower rate for water that is not classified as sewage is a step in the right direction.	2/24/2021 4:21 PM
162	The concept of using Arlington treated water for outside purposes is not environmentally sound. There are other avenues for using available water resources for outside use. See the DES Environmental Services office. I use no Arlington treated water for outside use. I collect rainwater and use that to water all outside needs including my gardens and potted plants. Treated water is not good for outside plants. You invite me to a forum on this subject below. That forum happened 7 days ago. Not a very timely invite.	2/24/2021 4:12 PM
163	As is typical with Arlington County tax and rate increases, I did not see any evidence of efforts to reduce operating costs. The proposed increases for single family consumers would be much more palatable if even a token effort were made to contain or even reduce your costs.	2/24/2021 4:01 PM
164	This is an 8% average rate increase being masqueraded as some kind of progressive "equality for all" plan. Anyone who looks at the numbers can see what you are trying to pull off here. Leave well enough alone. If you are going to raise the rates, call it what it is - a rate hike at 6 times the rate of inflation.	2/24/2021 3:58 PM
165	The equitable thing would be to charge me for what i use, not a flat rate for everyone that uses under 9k gallons.	2/24/2021 3:56 PM
166	We are being taxed in a way that we will probably not be able to afford to live in our house when we retire. Our home assessments/taxes keep rising, the federal income taxes cap our deductions at no more than \$10,000, and Arlington wants to keep taking more and more while we pay more and more in taxes. No one in my family before me has had to move because they couldn't afford to live here in retirement. I was born and raised here and you are trying to drive me out of my home.	2/24/2021 3:54 PM
167	Arlington County is nothing but a rotten cesspool of morons.	2/24/2021 3:52 PM
168	You charge too much	2/24/2021 3:51 PM
169	9TG seems very low for the cut off. Few customers will be able to reach that threshold.	2/24/2021 3:50 PM
170	I do not see any rationale for the changes. I see that my W/S bill will go up ~\$20/quarter (single-family home; 4TG/quarter); is that an inequity that is being addressed? If so, how? Are multifamily and/or commercial users being penalized under the current system?	2/24/2021 3:47 PM
171	Because you're raising rates, this looks like a shell game in an attempt to minimize the true cost.	2/24/2021 3:44 PM
172	I believe the rate is too high, it is a burden on my financial picture.	2/24/2021 3:42 PM
173	Having a flat rate for multi-family and commercial and not single-family homes encourages waste on a systemic level (for large corporations that own retail businesses and rental properties) and puts all the pressure to conserve on individual homeowners in Arlington. Why is there not a higher cost for large amounts of water use for these properties? Is it because of political donations and pressure? It's obscene.	2/24/2021 3:42 PM
17	This rate structure penalizes single family residences and families (anyone with over two people in the household). Multifamily dwellings contribute a significant portion of water usage but the base charge results in single family dwellers paying most of the increased financial	2/24/2021 3:42 PM

burden. During this global pandemic, this proposal places a larger financial burden on families who have taken in family members and have additional persons living together for safety. Not to mention the increased residential burden on water use that would normally be paid by schools or businesses while everyone is stay-at-home during the pandemic. You should be ashamed.

175	I have acted to attempt to restore the Arlington tree canopy on my property and this change helps to balance the water bill when I need to irrigate those trees.	2/24/2021 3:41 PM
176	It seems equitable to divide water consumption into tiers and charge higher tier users more than lower tier users.	2/24/2021 3:37 PM
177	I see it as another way to increase rates using an "equity model"	2/24/2021 3:35 PM
178	The information provided does not allow one to assess equity across customer categories. (I will be charged as a single home residential customer and can't compare to commercial customers, for example). Further, when using the calculator provided, increased water usage in the summer is not greatly discouraged (i.e., no conservation encouraged) -- the fees are not noticeably more expensive in the new regime than in the old, so there's no incentive to change summer usage. (This is because savings in the new structure comes from the changes to the wastewater fees.) Because my bill would only go down modestly (less than \$20 per year), I don't see the new structures aligned with affordability -- it's over-priced now, so a \$20 annual savings does not address affordability.	2/24/2021 3:35 PM
179	Will not make my bill affordable. Will increase by 20%	2/24/2021 3:34 PM
180	This two tier rate structure is fundamentally unfair and inequitable to families with children and even more so to multi-generational families living in single family homes. It benefits wealthy singles and wealthy couples living in single family homes who can afford this type of housing as they use less water simply because there are less people living in the home.	2/24/2021 3:34 PM
181	The new structure should be an incentive to high volume users to reduce their water usage	2/24/2021 3:31 PM
182	It looks like my bill will be about the same or just a little higher. This seems like a reasonable approach. No complaints.	2/24/2021 3:30 PM
183	To be equitable, shouldn't usage be measured per person, not per household?	2/24/2021 3:29 PM
184	It is impossible to make an assessment without seeing a comparison of how the revisions affect other user categories.	2/24/2021 3:25 PM
185	If I read the proposed rate structure correctly, the cost of water doubles over 9 TG used. However, the rate for wastewater stays the same regardless of usage. Shouldn't there be some rate increase wastewater? This way you don't have to double the cost of water, you can spread out the cost to wastewater usage as well. Both water and wastewater are valuable resources (water reuse) and valuable services.	2/24/2021 3:24 PM
186	Makes so much sense - much fairer.	2/24/2021 3:22 PM
187	Consistency in billing and meter reading; Incorrect meter reading has caused several billing issues	2/24/2021 3:22 PM
188	It is NOT EQUITABLE to charge a multi family users a different rate than single family users. It is the same water for the same purpose!	2/24/2021 3:20 PM
189	It is very difficult to answer the above statement. I do like the idea of lowering rates in the summer as I am an avid gardener -- and also use a rain barrel. I like the idea of a base rate for all accounts -- I think it is especially important to bill vacant homes/buildings.	2/24/2021 3:19 PM
190	Seems as though the plan is to charge single family homes a higher rate, if I understand correctly.	2/24/2021 3:18 PM
191	There is no equity in making people pay different rates for the same unit of measurement.	2/24/2021 3:18 PM
19	Although I'm happy to hear that you are finally doing something about my having been charged for sewage treatment for 27 years at my current home for my pool and irrigation system, I would like to know if you will go back and recapture what my normal winter usage is and refund me the difference for the last 27 years. It has to be in the thousands of dollars that you overcharged me and others like me. I would also like to suggest that you allow for a separate water meter to be installed off the main unit. That separate unit would then be tied into my	2/24/2021 3:18 PM

swimming pool and irrigation system directly. You could then subtract that water usage from the main meter and charge me accordingly for sewage use and non sewage use. Long ago when I asked about this, the only option provided was hooking up a completely separate meter from the street to the cost of \$5,000 or more to do that, which didn't make any financial sense at the time. With the modern technology that we have today, you could easily do what I suggested since you receive the information wirelessly from the meter. And you could set up a person's address to automatically adjust the sewage charge or non sewage charge by matching the two meters at a person's home. Please feel free to call me at 703.819.4419. Michael Gibbons, 2619 N Pershing Drive

193	This does not take into account single family homes that are rented out by multiple adults. It penalizes them for living in a single family home with others rather than in a smaller single family or multifamily unit.	2/24/2021 3:17 PM
194	Those who have paid what to me seems to be an exorbitant amount for a second irrigation water meter are not accommodated in this proposal. This was a HUGE outlay for me and I have been saving on spurious sewer charges for irrigation since installation. If this new rate structure is imposed, you should refund the approximately \$5500 I paid Arlington County for my second (irrigation) water meter. The proposal lacks any discussion for those of us that have borne the cost of installing an irrigation meter.	2/24/2021 3:16 PM
195	You are gouging the residents. We already pay too high a rate on our water and sewer bills.	2/24/2021 3:14 PM
196	Trash seems to be equal price regardless of amount. A proposed increase in waste removal for large goods, couches and dresses, could help mitigate rising trash costs through COVID along with this influx of spring cleaning	2/24/2021 3:12 PM
197	I heard that it will dramatically increase our bills. As a residential customer we're already paying \$300-\$400 per quarter, which is too high.	2/24/2021 3:11 PM
198	I think we need to focus on affordability more and that will improve all the other areas. I don't understand the need for conservation. I don't feel that residents in their own homes are generally wasting water or are being wasteful. People use water to do dishes, bathe, shower, wash the dog, laundry, water plants. I'm not sure that should be a problem. We live in one of the rainiest areas in the United States. Close to a huge watershed. We don't live in the desert. We pay a lot in taxes and home values. Please don't add to our expenses in increasing the cost of utilities. Especially during a pandemic when everyone is home all the time and there is nowhere else to go. Nowhere else to shower, use the bathroom, nowhere safe to travel or vacation. Please do not raise water costs during a pandemic. If people use more, they should get charged more. Period. No need to worry about pools or hot tubs, those are not very common and if people are using that much extra water to fill those uncommon things, then they should pay for it.	2/24/2021 3:10 PM
199	The proposal is said to be both revenue neutral and to correct for billing residents for water that does not find its way into the sewer system such as watering grass and washing cars. It is mathematically impossible to do both. If you reduce charges by eliminating or reducing charges on water not returned to the sewage system, you need to make up the loss someplace, otherwise revenue will decrease. I've used the calculator on my water usage and the difference is negligible indicating that new system does little or nothing to reduce what I pay for sewage on water used on my lawn and plants during the summer. It is clear revenue neutrality is more important to the county than eliminating sewage charges on water that doesn't go through the sewage system.	2/24/2021 3:08 PM
200	The new sewage rate structure is a great innovation!	2/24/2021 3:07 PM
201	I don't really understand but it looks like it more than doubles in cost	2/24/2021 3:06 PM
202	charging a flat fee not related to consumption is equitable	2/24/2021 3:04 PM
203	rate seems more equitable for singles or couples with plants to water without producing waste water	2/24/2021 3:04 PM
204	Seriously, in the midst of the pandemic of the century that has disrupted personal and economic life, you are considering a rate increase. Take the funds from surplus. Shameful and tone deaf.	2/24/2021 3:01 PM
20	I already find the water bills steep and potentially incorrectly calculated. I was away from my home with nothing running—I even turned the toilets off—and was still charged for 3000	2/24/2021 3:01 PM

	gallons of usage, which would literally be impossible.	
206	Resulting rates are too high. I agree that outdoor water use should not be included in sewer charges, but the tiers are draconian to the elderly. Some of us are at home all day and must toilet frequently. Others use employer or school water, but we don't.	2/24/2021 2:59 PM
207	Even though I live in a townhouse I'm going to be classified as a single family residence, and pay an extra \$100 in quarterly base charges for no reason.why are you charging me more than a multi-family! I have people on both sides of me I feel like I'm in an apartment building, and you're going to penalize me? And charge everyone else less? I don't agree with this at all! This just adds to my desire to leave Arlington along with my tax dollars.	2/24/2021 12:24 PM
208	I see no justification for the base rate for residential users being higher than for other classes. Also because the rate does not take into account the size of the family, a large family might be subjected to a higher rate for usage than a small family like mine even though they might be less wasteful in their usage.	2/24/2021 12:01 PM
209	The idea that a "average" family water use is 9,000 gallons per quarter is ludicrous. If conservation is a goal, there would be actual incentives for commercial and multi-family users to conserve. These are completely lacking. Conservation seems to be aimed only at single family home owners. You've screwed up big time here.	2/24/2021 12:15 AM
210	This is not an "inclusive" policy move -- it actually serves to alienate a large portion of your tax base. If you are looking at equity, perhaps consider the inequity between SF and commercial customers your are creating.	2/23/2021 8:13 PM
211	Creating equity in utility rates across customer categories is not appropriate for the county to impose on its citizens. This is forced philanthropy, if some vocal groups of lawyers or lobbyists wish to donate funds to support others in their community than the county could simply include a donation line item in the billing. This is making it less affordable for those stuck in the middle already barely able to sustain a single family home in Arlington due to taxes funded other forced philanthropy and vanity projects. Since no one expects staff nor any county board to actually listen to folks like me, at a minimum the Tier 1 upper volume limit is too high and should be lowered and the Tier 1 rate should be increased and the percentage difference between the two rate should be no more than 25%.	2/23/2021 7:52 PM
212	The rates are already very high - this proposed increase is ridiculous	2/23/2021 4:01 PM
213	Unclear how the rate structure promotes conservation or affordability. Affordability and Revenue Stability seem to be at odds in this plan. I am extremely interested in conservation but the summer vs. winter structure makes little sense to me. Additionally, we will have 4 children come June. We are very conscience about water/wastewater usage - i.e., we run one bath for the kids in the evenings, do not flush the toilet every time one tinkles, have purchased water efficient appliances - our new proposed rate will increase our water bill substantially. Our water usage per person is probably lower than other households, but we have more people here. Not sure how we could cut back more or make other choices. This increase will hurt families like mine. Lastly, the base charges may make sense if they are applied to fixing/updating the infrastructure - still more money per household than I think is affordable, but at least the argument could be made to rational people.	2/23/2021 3:29 PM
214	I am widowed senior citizen only living on social security and savings, this changes are very complex and hard to understand. I use very little water and sewer and I can not afford these higher water and real estate assessments rates. Please do not continue to penalize us.	2/23/2021 11:33 AM
215	This is a form of dynamic pricing where classes of people are charged more for the same commodity. It is not equitable to charge different classes of people. This would be similar to charging different rates for the ART bus based on the types of housing served on the routes. The "value" of the commodity or service is the same, but you live here so you must pay more. I noticed that you've tried to soften the blow on single family homes by offering a token tiered structure. If you were serious about equity, the base rate would be the same for everyone and everyone would be offered a two tiered structure to encourage conservation. However, due to your high fixed cost of operation, conservation would actually mean less revenue generated. Affordability in Arlington is in serious jeopardy and this new rate structure does not align with that. Regarding question 5 below, the options increase by \$25K until you get to \$100K which jumps by \$50K. This means if a respondent earns only \$102,000, they are placed in a category where they look to be earning 50% more than they are. This would not be an accurate comparisons to the other income categories.	2/23/2021 10:14 AM

216	I cannot fathom how a tiered rate structure can further equity. It certainly discourages excessive use, but the reality is that larger families will be hit hardest by this, many of whom are multigenerational minority ethnic-group households. A caucasian binary-parents-with-one-child family earning \$300k AGI living in a new-construction 4000sq ft home will wind up paying less *per person* than a hispanic multigenerational family of grandparents, parents, and three children earning \$80k AGI living in an original 1950s 2000sq ft house, because the former will inevitably and invariably have significantly less usage (and possibly no usage) in the higher-rate tier assuming roughly equal per-person usage. That seems to me to be exactly the opposite of equity.	2/22/2021 10:34 PM
217	This is just another way to increase my taxes.	2/22/2021 9:58 PM
218	This rate increase will negatively affect families living in older houses with older infrastructure. This is an unfair attack on the middle class - we are active duty military family that can only make so much income. Unfortunately, our income will not increase with your increase.	2/22/2021 6:56 PM
219	We pay the same flat base fee regardless of whether we waste or not. Then there are 2 fee brackets. We should be able to do better than this.	2/22/2021 5:18 PM
220	Happy to see Winter Quarter billing	2/22/2021 3:25 PM
221	The "Multi-Family" rate structure doesn't impose a household usage component. That is an important aspect because that is needed to limit the wasteful use of the Arlington resources.	2/22/2021 2:18 PM
222	Seems high.	2/22/2021 12:19 PM
223	My bill is set to double under the proposal, which is ludicrous. Especially as my property taxes skyrocketed this year.	2/22/2021 12:07 PM
224	In my mind, the most equitable thing to do is to charge the same rate to everyone. If you use more water, you pay more. If you conserve water, you pay less. Charging less to certain classes, like commercial, does not encourage conservation in those classes.	2/22/2021 11:45 AM
225	In the current pandemic. environment, affordability rises to the top f the priority list.	2/22/2021 10:14 AM
226	This structure will reward the wealthiest and Home Depot by making it a no-brainer to install high water efficiency devices throughout the house while penalizing those who cannot afford such modifications (and making such modifications further out of their reach). If Arlington's mission is high efficiency homes, allow people varying levels of rebates and tax incentives to make the conversions, then phase in disincentives with water and sewage rates in a year or two (maybe give us a chance to recover from the pandemic). Schools have failed us, small businesses are struggling to stay alive, heating bills are high, and we have been generally one of the most responsible cities in the nation while watching people frolic in Florida. The wealth disparities will more than render this a self-righteous poverty tax and home improvement incentive for the wealthy.	2/22/2021 9:22 AM
227	There is nothing affordable about this plan when you more than double the price for those who consume more than the proposed tier 1 system. You are PUNISHING FAMILIES that have more than 2 people living in them. How does this align with the missing middle conversation the county is trying to have. If people can afford utilities they'll leave or put a higher demand on social services. I don't think this is a wise solution to conservation.	2/22/2021 8:49 AM
228	The rate should be consistent for all users. Why should single family home be charged more.	2/22/2021 8:45 AM
229	The rates will be too high for single families with more than 2 people. The rates in Arlington are already too high. Add this to increased real estate taxes living in Arlington is becoming harder to financially manage	2/22/2021 8:39 AM
230	You need to remind everyone that having safe drinking water is a shared financial "responsibility". The threshold for minimal water consumption should recognize that everyone contributes to the current and future infrastructure challenges for Arlington. Everyone using more than the minimum threshold are already being charged for the water they consume.	2/22/2021 7:55 AM
231	I didn't have my account number, so it estimated what our bill should be. Our bill is \$500 a quarter, not the \$160 estimate. Our bill jumped from \$200 a quarter to \$500 for absolutely no reason. We don't water our lawn, wash cars, etc. We don't have any reason that this should have happened, but no one at the county wants to listen.	2/22/2021 2:54 AM
232	Raising utility rates during a pandemic is criminal. People are struggling enough.	2/22/2021 1:45 AM

233	Taxes are already high and the tax revenues generated by the growing residential and commercial development and property values is huge - not to mention the growing economies of scale that should be happening. The County should be able to manage on the current level of revenues.	2/21/2021 11:07 PM
234	Due to the pandemic and unemployment across the county, Arlington County should not be raising fees on water and wastewater this year.	2/21/2021 9:06 PM
235	You proposed rate structure would increase my bill by 148%. I am a low usage single family household. According to your calculator my bill would go to \$70.55. My current bill is \$28.40. The proposed rates are not revenue neutral as you claim. You are sticking it to residential users. In your presentation you said that multi family and commercial used the most water. Yet they are benefiting from lower or neutral rates. They are not incentivized to conserve water. They have no tiered structure. The base rates are too high. Your methodology for making the rates revenue neutral is faulty. You did not explain that. You just keep saying this is common in the industry. That is lazy analysis. This is too large an increase and too convoluted a pricing structure. It punishes households that have low usage.	2/21/2021 5:03 PM
236	Lyon Park has lost more tree coverage than any other neighborhood--this structure penalizes watering trees (so more will die) My water bill will go up, despite me being a water conserver, and I have a pool, so when it's filled in spring I'll be killed by the bill.	2/21/2021 4:16 PM
237	This is ridiculous. I pay a ton of money for infrastructure that is pathetic and a sewer system that can barely handle a heavy rain. I shouldn't also face higher utility costs while apartments get their charges reduced	2/21/2021 3:19 PM
238	The initial tier of water usage at 9K is too low for most residents, especially if the assumption is that this is based on just over 2 persons per household. While not trying to complicate this, does it make sense to create a separate tier for SFH vs. those in condos/apartments, where the per unit population is likely closer to 2 persons per unit, where I expect SFHs are likely closer to 4 persons per home.	2/21/2021 2:36 PM
239	It is grossly unfair to impose such a sharp increase on single family households, especially during the pandemic when so many are working from home or out of work. Please consider a less complicated, straightforward structure- pay for what is used.	2/21/2021 2:27 PM
240	The new rate structure shifts burden to single family homes with no actual justification for the shift. At the end of the day, a flat, across the board rate for use properly allocates the cost burden to those responsible for consumption. This rate structure provides a discount to commercial and multifamily residents with no justification.	2/21/2021 2:22 PM
241	The new rate structure places an extremely unfair and disproportionate burden on single-family home owners. To truly make conservation a priority, then EVERYONE needs to be incentivized to conserve water. Why on earth would you propose lowering the water bills for commercial use? I'm infuriated that you are putting rate increases only on home owners. We already pay very high property taxes and this unfair water rate structure on top of that shows that Arlington Co mgmt is out of touch. I live in a townhouse and don't have a yard or a pool, yet I have to pay higher rates than people who live in high-rise building with pools and automatic sprinklers? This proposal is very unfair and I am outraged by this. I have lived in Arlington county for 20 years and have voted for every tax, bond and levy that the county has proposed. If this water rate structure goes into effect, I will not vote for another tax, bond to levy. I'm happy to pay my share to support water conservation but I will not tolerate being taken advantage of with something so unfair. Water conservation rate structures need to apply to everyone, not just home owners!!!	2/21/2021 2:09 PM
242	all classes of users should have a tiered structure based on usage or none should.	2/21/2021 1:35 PM
243	Rate structure should favor single family residential users as single family homes are the backbone of the community.	2/21/2021 1:27 PM
244	The proposed rate structure is unacceptable. Single family home owners are being penalized at the benefit of multifamily and commercial properties. As a low water usage household, we are now being penalized with the new base rate charge rather than being encouraged to conserve. The county continues to find ways to increase the cost of living in Arlington. The county board needs to cut costs rather than continue to pass the increasing costs along to the residents.	2/21/2021 1:16 PM
245	Stop taxing us to death.	2/21/2021 12:46 PM

246	It is definitely not affordable	2/21/2021 7:40 AM
247	The rate level seems arbitrary and is steep at the trigger point.	2/20/2021 9:18 PM
248	Again it appears that the single family resident is asked to bear a greater burden than businesses. With COVID 19 impacts many of us are now working from home so water use has increased at the residential level since most offices are now closed.	2/20/2021 7:47 PM
249	I think tiered is the way to go.	2/20/2021 7:46 PM
250	My rates will increase significantly. Please keep the current structure	2/20/2021 5:16 PM
251	Glad you found a way to account for the water that likely does not go to the sanitary system, because of car washing, lawn watering and pools, in the summer.	2/20/2021 4:04 PM
252	"Winter rate" for sewage should be based on the water consumption for Jan-Mar, not Mar-May.	2/20/2021 4:01 PM
253	I place affordability above conservation, but if conservation leads to affordability in the long term then I'm in agreement with prioritizing it.	2/20/2021 2:25 PM
254	The new rate structure clearly subsidizes commercial real estate interests while penalizing single family home ownership with more than two resident households.	2/20/2021 1:55 PM
255	affordability for who? equity for who? I only see revenue stability and possibly conservation, except for the rich who will pay whatever it takes.	2/20/2021 1:35 PM
256	This plan is bad and inequitable, possibly discriminatory. (1) It makes no accommodation for high water usage due to family members with disabilities, who are incontinent and have many laundry loads daily, and use ADA faucets that can't be adjusted. In that way, it discriminates against disabled people. This is our major concern. (2) It also harms large families, as is typical of immigrants, who because of family size use more water. (3) Or those with lower incomes, who cannot buy new appliances or redo older plumbing. (4) This proposal seems to favor small families or singles, in costly new town homes, able to afford the latest appliances. That's not equity. That's a desire to attract different kinds of people to Arlington. (5) The plan may also cause people who currently use washable products to instead by disposables to avoid water usage (diapers, incontinence pads, disposable styrofoam dishes and cups, paper towels (in place of cloth rags), etc.) Instead of protecting the environment, it harms the environment. For those consumers at the edge of this price structure, the incentives are to use cheap disposables to stay under the limit and thus worsen the environment.	2/20/2021 12:12 PM
257	1) I am in a single family home and water my trees, which should have a positive impact on Arlington. But I will have to stop that practice given the new rate structure. 2) Why is the rate overall lower for multi-family and business. Residents in multifamily do not have a tiered rate and can use more than "their fair share of water" with no penalty. Business frequently provide gyms and showers and also do not have a tiered rated for overall usage. Does this mean the county wants to eliminate single family homes and the ecological benefits of large trees and tree cover? I thought Arlington wanted to be more green? I thought wrong.	2/20/2021 12:03 PM
258	Unsure why there is a base charge that essentially negates any conservation efforts -- our family of five that typically uses 11,000 gallons per quarter can not possibly lower our bill under this new structure. Our account number (copied and pasted from myutilities) isn't recognized in the calculator, a problem dozens of other people also complained about.	2/20/2021 11:00 AM
259	This doesn't take in to account houses with multiple generations. This appears to be shifting costs from commercial to residential - just as you've done with real estate taxes.	2/20/2021 10:11 AM
260	This new rate structure was not appropriately communicated to residents. This is the first I have heard about it and communications were not clear.	2/20/2021 8:21 AM
261	This feedback doesn't matter, its just a farce to deceive your taxpayers their opinion actually matters in the face outrageous water bills.	2/20/2021 7:32 AM
262	"revenue stability" - maybe, the rest - not sure at all	2/19/2021 11:57 PM
263	This is making water less affordable, even for a small household that already works hard to conserve water. This is not OK.	2/19/2021 10:39 PM
264	This is not affordable at all. We already have some of the highest water bills in the area.	2/19/2021 10:02 PM
26	Our water is already too expensive. Please adjust for summer usage and reduce the sewer	2/19/2021 8:45 PM

fees in the summer

266	Updated rate structure seems to be increasing rates to single family homes while making it more affordable for multi-family units and apartments. Everyone should pay the same rate (per TG) for what they use. City already charges sewage based on amount of water consumption to discourage excessive use (this would be as compared to surrounding counties where there are caps on waste water charges; i.e., water usage beyond a certain point is people watering their yards which doesn't create as much burden on waste water system as compared to black water). I am not advocating for a policy which discourages water conservation, but I also don't support a policy which continues to attempt to shift financial burdens more towards north Arlington.	2/19/2021 8:16 PM
267	Considering every year there's a hike of sorts this is slowly becoming no longer an affordable place to live. There is absolutely no reason for this massive hike.	2/19/2021 7:51 PM
268	Rate increases should be applied equally among houses, apartments, and businesses. Everyone should pay for what they use, not where they live.	2/19/2021 7:44 PM
269	Not clear why commercial or multifamily establishments will see a lowering of rate	2/19/2021 7:05 PM
270	I don't see why the flat rate would be double for single family homes versus commercial facilities. There is no justification offered for this discrepancy, nor the doubling of this base fee for single family homes compared to current rates, considering what is being covered with these charges.	2/19/2021 6:25 PM
271	We pay already lots for the water and sewer in Arlington. Annual income has nothing to do with consumption of water, nor my age and ethnicity and race. Water does not discriminate.	2/19/2021 6:08 PM
272	This will raise prices too much, especially for lower income homes. Keep the current structure in place	2/19/2021 5:52 PM
273	Your FAQs and documents fail to explain how "equity" is achieved when the single family homes are the only ones subject to a drastically higher rate structure when they hit a certain water usage. There is no incentive for the largest users of water and wastewater to decrease their usage to stay within a lower rate structure. It's staggering how much higher the water bills will potentially be for single family homes when some of the water is billed at nearly \$2.50 when you hit the threshold.	2/19/2021 5:09 PM
274	Please don't raise our water/sewer rates they are already way too high.	2/19/2021 2:25 PM
275	Seems like a huge rate increase under the guise of community values.	2/19/2021 2:14 PM
276	Tiered rate is good to address different uses. Underlying rate is still too high given that sewer rate still increased. Business will simply pass on the increased Cost to customers/residents.	2/19/2021 2:05 PM
277	I fail to see that it is affordable and equitable. Come on... we are in an economic downturn! People have lost jobs. We are using more water because we are home most of the time. Please show some empathy!	2/19/2021 1:05 PM
278	The rate structure for apartment buildings, etc. should bear a larger share of increase. It is human nature if one doesn't actually see the amount of water used there is little incentive to conserve.	2/19/2021 12:56 PM
279	I think the "Winter Season" treatment for estimating waste water volume is fair and the two-tier structure should encourage conservation (reduce sprinkler system use). Not enterely in support of flat rate fee.	2/19/2021 12:53 PM
280	It seems like a sudden, drastic increase in rates for me. If any increase is warranted, it should be phased in gradually and over time.	2/19/2021 12:06 PM
281	As a retired couple, we spent 4 weeks of winter in Florida. Consequently our water use was half our median use. The proposed rate structure is great for us but is it equitable?	2/19/2021 11:53 AM
282	Wondering how the 0-9 tier was determined. After living in Arlington for 41 years my lowest regular water bill was for 17k gallons.	2/19/2021 11:33 AM
283	Those living in condos and apartments that have their water billed through rent or condo fees have no incentive to conserve! For the proposal as is, savings go to the landlords and are not passed on to users. Homeowners are already paying high taxes and should not also bear all the increased costs.	2/19/2021 11:22 AM

284	Water consumption is water consumption, people should pay for what they use at the rate they use it.	2/19/2021 11:21 AM
285	I previously thought I was paying way too much for water given that I don't water my garden, mostly shower at the gym and only use my dishwasher about once every other month. Now you're going to charge me EVEN MORE!? this is CRAZYYYYYYYYY.	2/19/2021 9:09 AM
286	How would a homeowner certify they have the shower head and toilet water-conserving models?	2/19/2021 9:08 AM
287	Massive rate increase. Typical idiot govt thinking. Raise taxes during a global pandemic and economic hardship. Who are you idiots?	2/19/2021 8:24 AM
288	A high base charge discourages conservation	2/19/2021 6:29 AM
289	How is this going to be affordable to many people. Retired home owners in fixed income will find this a real challenge. Just makes Arlington County more and more unaffordable for more people at a time when there are efforts to expand affordable housing.	2/19/2021 6:23 AM
290	As a PhD economist, I disagree that the rate hikes apply appropriate incentive to promote conservation. Clearly based on the statistics presented in the online Community Forum, the majority of water usage is from commercial and apartment users. Thus, to promote conservation as proclaimed in your values section you should increase the cost on those segments relative to the single family homes which use a smaller fraction of water. Additionally, the SFH users bear a much greater cost for supporting high property taxes...so in a way the commercial and apartment segments are "free-riders" within the system. Let's remember that equality of opportunity is the overriding goal...not equality of outcomes. By increasing costs for SFH you actually keep disenfranchised communities in their current high density living conditions. Noble intent doesn't equal optimal outcomes. As many noble African American economists have pointed out, equality of treatment is the best cure.	2/19/2021 12:36 AM
291	The current rate structure--everyone pays the same rate--is much easier to understand than the proposed rate structure. The current flat rate structure is also EQUITABLE in that everyone pays the same rate. Given that the two structures are revenue neutral, I do not see the need to fix something that isn't broken.	2/19/2021 12:16 AM
292	The bill estimator showed me my projected bill, compared with my current-structure bill. I really can't tell from that information whether the proposed system is equitable or not, I'd need more data on whose rates went up va down, etc.	2/18/2021 11:00 PM
293	The proposed rate structure actively discriminates against larger single family residential households. An average family of 4 in Arlington will consume 20 gallons per 1000 and so will pay significantly more under this proposal. Essentially this proposal forces large families to subsidize the water and sewage bills of everyone else in Arlington. The tiered pricing of below 9 gallons and above 9 gallons is not realistic. The tiering should be based on average water consumption and not some arbitrary minimum domestic consumption figure. The average water consumption is 80-100 gallons per day per person. If you then multiply this by the average Arlington family size, and 91 days per quarter you get 18-22 gallon usage per household per quarter. Your tiering implies that you suggest that households are on average consuming 50%+ more water than they need and will pay more unless they reduce their consumption by 50%. + Further, I disagree with your fixed cost recovery plan. While I understand utilities have large fixed costs it is important that any cost recovery fee be accompanied by measures to limit growth of fixed costs. I note that 46% of fixed costs are personnel and non-personnel related. What measures are being taken to reduce growth of fixed costs? Will decreases in the fixed cost base be passed on to customers?	2/18/2021 10:21 PM
294	This penalizes larger, multigenerational families — even those that do actively work to conserve water. Hiking up the bills of working families in the midst of a pandemic is wrong.	2/18/2021 10:08 PM
295	This is effectively a tax hike on all customer classes shielded by your unexplained claim of prioritizing conservation, affordability, and equity.	2/18/2021 10:03 PM
29	The county should not change the current rate structure. Additionally the charge for sewage should be separated. I believe the county should publish the true cost for sewer water treatment and not tie it to the regular water consumption. The entire survey is skewed in the county's favor. It does. It does not ask enough questions from the homeowners or provide any other alternatives reviewed -(if any) by the county. For example: world homeowners prefer to have a separate rate for sewer? Would the homeowners like to opt out of the recycling since	2/18/2021 10:02 PM

the county has decreased the types of recycling allowed? Would the homeowners like to opt out of the lawn refuse collection? The county is purposely skewing their answers so they can interpret them in their favor. It would be better to use a linkert scale of 1-7 to get a better pulse reading of honest questions. Also what does income, age, race or gender have to do with this survey? A catch all of "prefer not to respond" should be included in every question.

297	Wow! The difference between the 2021 and 2022 base rate is +174% for water and +19% for sewer. What's up with that? What process improvements will reduce G&A expense?	2/18/2021 9:41 PM
298	I would caution the county against using 2021 data for any purpose, but especially revenue projections. My family's December quarter water usage is up almost 50% from the 2020 quarter because we now have 3 people home full time that used to leave the house during the day for school and work. I like the part about using winter usage for sewer costs to avoid billing for sprinkler usage without requiring a second water meter.	2/18/2021 9:27 PM
299	I have not seen how the numbers were calculated to focus on conservation and it doesn't seem like affordability was addressed if there is a flat fee that counteracts the drop in rates for smaller homes. Based on the information and numbers I have reviewed even those in a lower income bracket end up paying more because of the flat fee that is added to their bills. So not sure how affordability is addressed.	2/18/2021 9:23 PM
300	It appears totally counterintuitive to be raising billing rates for water and sewer during a period of such economic instability and uncertainty. Furthermore, the apparent inequity between single-family home charges and multi-family (apartment/condo) resident charges is nothing short of discrimination. How can a county that prides itself in its diversity and inclusiveness condone such an egregious act of discrimination?	2/18/2021 9:00 PM
301	This is not the time for a rate increase.	2/18/2021 8:17 PM
302	Please stop raising taxes on me.	2/18/2021 8:07 PM
303	Commercial properties should pay more. There should be a progressive system. Property taxes are already too high.	2/18/2021 7:59 PM
304	It doesn't do that. There is nothing about equity built in. It's just charging more for using more water. The doubling of the rate seems excessive. Maybe a 25-50% increase but not 100% increase.	2/18/2021 7:58 PM
305	Please stop gouging residents with all sorts of taxes and fees. Gradual increases are reasonable and understandable. This is not acceptable.	2/18/2021 7:26 PM
306	I think the rate increase is absolutely astronomical!	2/18/2021 7:19 PM
307	I think this is a way to pass on increases to consumers couched as "more sustainable" and "economic".... there are too many increases for services/taxes in Arlington County	2/18/2021 7:10 PM
308	Hard to tell what our bills will be which likely means a rate increase. Rates went up substantially a number of years ago to pay for facilities and now more closely resemble a tax rather than a payment for services.	2/18/2021 7:01 PM
309	I love how Arlington County increases taxes and fees in a down economy.	2/18/2021 6:55 PM
310	single family is at a higher rate than commercial and multi family. Why?	2/18/2021 6:49 PM
311	I think that this rate structure penalizes families. Multifamily accounts for majority of the consumption and cost in the county but the increase gets passed to families. Can't wait to see people water their lawns midday moreso given the seasonal credit. Great choice Arlington. :-/	2/18/2021 6:45 PM
312	Raising bills doesn't promote equity in a just manner. You'll simply see people move away from the area. Conservation of water can be dealt with in other ways from water sourcing, not taxes. This is silly.	2/18/2021 6:20 PM
313	The new structure penalizes single residents who already conserve water. The new system will force single residents to subsidize larger families and residents who do not conserve water. The new system is inequitable to single residents just like the trash fee structure.	2/18/2021 6:00 PM
314	I am strongly opposed to imposing additional water costs on residents. These are vital, basic services that should not be impacted by ulterior conservation goals regardless of the value of those goals. The County should seek other means to achieve conservation goals through direct County actions rather than severely impact a basic necessity for all residents.	2/18/2021 5:56 PM

315	This new structure seems to "punish" those of us with larger families in SFH's. You need to reconsider the impact of this rate structure for families.	2/18/2021 5:54 PM
316	Equity is dumb people should pay for what they use.	2/18/2021 5:46 PM
317	Our water bills are already too high, and wildly inconsistent. We can't afford to live here as it is!	2/18/2021 5:37 PM
318	glad to see you are taking the irrigation water out of the equation. the water bill in the summer months can be extremely high when trying to keep landscaping alive.	2/18/2021 5:37 PM
319	What input was sought for these "community" prioritized values.	2/18/2021 5:36 PM
320	To assume that 100% of water intake goes directly to the sewer is 100% wrong. As an avid gardener, much of my summer water intake goes back to the ground and not the sewer. What happened to the concept of conservation by using water for plants and edible gardening? Our water is not wasted by outputting only the least amount to the sewer.	2/18/2021 5:36 PM
321	The base charge should be worked into the water usage. It seems the charge to keep the door open is rather steep. If water usage drops the rate would be adjusted to keep the door open.	2/18/2021 5:34 PM
322	I am glad that there is a two tier rate for the amount if water used so it encourages people to conserve water and pay a lower rate for it.	2/18/2021 5:32 PM
323	As someone who grew up in a large family and raised a large family, I find your "equity" based price structure offensive and can see that it will clearly be discriminatory to large families. Large families might consume more water, but we also pay for it. There is no way you can justify raising the rates on large families, who already have high expenses for housing, etc. Of course, this price structure will also be challenged in court (maybe even by me) because a government cannot treat one "class" of water user (Tier 1) differently than another class (Tier 2). I will say that i am often offended by the letters that utilities send saying "you are using more than your neighbors," as if that is the only metric by which to compare. Let's say I have raised 6 kids who have all grown up to be productive, tax-paying, contributing members of society, supporting Social Security payments through their good paychecks. It is patently absurd for you to say it is more "equitable" for Arlington to determine which "class" of customer deserves a lower rate for the utility. Life is more complicated than this. Learn some economics before you start imposing equity based utility price reform, please.	2/18/2021 5:32 PM
324	You should consider implementing a frontage charge, such that wider lots (which are more expensive to service and lengthen the distance that must be traversed to reach other customers) pay more than narrower lots.	2/18/2021 5:28 PM
325	Stop trying to make this fancy. Just implement the rate increase and allow for low income families to apply for a lower rate.	2/18/2021 5:27 PM
326	I checked "Strongly disagree" because the survey results summarized in the 1-14-20 presentation (i.e., "community's prioritized values") did not align with the proposed rates. Revenue stability is the priority of the proposed rates. The most conservation-oriented rates are the current rates and the introduction of any fixed charge reduces the impact of a customer's conservation efforts. The proposed rate reflects the internal stakeholders' (i.e., the County's) priority. County staff should be upfront the Board and Arlington residents that Countystaff's desire for a move towards more revenue stability is driving the change in rates. Most utilities do have customer charges to more closely align rates with the cost-of-service. And there is some justification for customer charges on an equity among customers basis -- low- orno-use customers pay more for fixed costs. However, customer charges hurt the affordability of water for low-use customers. So, yes, the establishment of a customer charge does improve revenue stability and some aspects of equity, but it also also partially disincentivizes conservation and may lead to some, hard-to-identify, low-income customers to pay more for water. I recommend County staff more fully explain the trade-offs of the	2/18/2021 5:25 PM
327	Houses bad, apartments good. Equity=Families bad..	2/18/2021 5:22 PM
328	I understand the tiered rate structure is designed to have heavy users pay more. However, I would argue that a house with a single occupant using 8 thousand gallons is a "heavier" user than a house with 6 occupants using 18 thousand gallons. (8 TG per person vs 3 TG per person). Without knowing the number of occupants a tiered structure does not make sense to me. I do like the winter usage metric for sewer rate, this seems very logical. Thank you.	2/18/2021 5:20 PM

329	Something must be wrong, if an area with a large river next to it and plenty of rainfall should have high water bills and encourage conserving water. These higher bills don't help the middle class either. I do realize our water comes from the reservoir on MacArthur Blvd. Is it too small to handle all the growth that is happening? Do we need another resource? Will we need another waste management plant and is there space for one?	2/18/2021 4:51 PM
330	WATER -- If you want to establish a "base charge", that's fine. But the volume charge should go down, substantially, to reflect the collection of revenue via the base charge. The real kicker here is the new \$13 base charge combined with setting the "tier" break point so low. If a "tier" approach is needed, the break point should be set in the 11-13 TG range. Given that Arl Co buys it's drinking water from DC and Fairfax, please don't pretend you generate it yourself and propose a rate structure that mimics that of a utility that actually produces drinking water. WASTEWATER -- As a sanitary engineer, I'm not going to argue about needing a funding stream that increases, modestly, with increasing costs. But the proposed new base charge is mighty steep. Taken together (water + wastewater increases), this just reinforces the feeling that many Arlingtonians have that the county feels completely unrestrained about squeezing its captive audience. (We haven't forgotten the million-dollar bus stop.) You could do better. For what we're paying, why don't you?	2/18/2021 3:55 PM
331	no new anything unil schools are opened. That should be the sole focus of all county leaders at this time. Reopen in person learning. Our kids are suffering and falling behind.	2/18/2021 3:26 PM
332	I think the rates are way too high and need to be lowered.	2/18/2021 3:25 PM
333	I already felt that the water/utilities bill was high and not understandable based on the ups and downs of the bill. I think there needs to be improvement but I don't think this plan is it.	2/18/2021 2:56 PM
334	The change seems like a good idea - fairer to single-family homes that do try to conserve water a bit.	2/18/2021 2:15 PM
335	This sort of thing will further push out families and disrupt communities. You can't be hiking prices during covid when people are still not getting unemployment, and thousands are dying every day.	2/18/2021 1:26 PM
336	Tiered structures seem to penalize certain groups of people, simply for having different circumstances. If it costs Arlington DES the same to deliver a gallon of water to one customer in all parts of the county, then the price/gallon should reflect that. I didn't agree with it when telecommunications companies proposed similar tiered structures for internet on the same basis, a public utility shouldn't play favorites. Alternatively, in the interest of equity, if there are persons in need assistance to pay their water bill, I fully support efforts to provide relief and assistance (to include taxpayer dollars), to help them. But I don't support the county charging more for families with more people in them for the same gallon of water.	2/18/2021 1:11 PM
337	what the hell is wrong with you? People are home more than ever because you ass-hats won't open schools due to COVID. Therefore, families at home have to use more water. Some folks are now single income instead of dual income as a parent is now teaching their kids and can't work, while some families are hardly generating income at all and you're looking to spike water prices?!?!? Fuck off. This is nothing more than a money grab. Fix your infrastructure, produce stable billing for residence and you may receive a warmer reception from Arlingtonians. Until then, do better than this. How about offer a substantial credit for folks who are actually demonstrating conservation with low flow toilets, diminished usage below the 9k threshold for a consecutive period of time. What you are proposing is a lazy route, imposed on citizens, to fix a problem that starts with you, the County, and your fucked up infrastructure.	2/18/2021 12:46 PM
338	This is a joke, you are just doing price gouging on single family homes water and sewer.	2/18/2021 12:33 PM
339	Arlington is already very expensive for families. The proposed rate structure will obviously disadvantage families and other households with more members, while favoring individuals living alone or couples. It will also favor commercial interests. Arlington should keep the current structure or raise the 9k price spike to a level above what an average family of 5 would use.	2/18/2021 12:24 PM
340	Why are you targeting single family homes. Arlington apartments and condos are the fastest growing and most prevalent type of housing.	2/18/2021 12:03 PM
341	It's an abuse of the term "equity." You are just trying to sell the idea of pickpocketing residents by implying it's fair. It's not fair. Was this proposed by lobbyists working for real estate developers? What on earth are you thinking.	2/18/2021 11:59 AM

342	Not sure about meeting the affordability goal, but I like the summer capping approach in terms of fairness in seasonal use and I also like the tiered approach to encourage conservation. It's hard to afford living in Arlington on fixed retirement income!	2/18/2021 11:47 AM
343	The calculator doesn't work for my account # so I can't get an idea of what the cost difference is. I have no idea how to estimate the new line item for winter rate, so can't use the sample tool either. Also, my usage is fairly high for a house with only one bathroom. I don't think 2020/2021 winter rates can be used considering most people are all working/schooling at home driving usage up. This is not equitable structure for people in side by side homes who probably make far less than those in detached homes. Further, we rarely use water for irrigation so I can't see that as being any factor in estimating sewage use	2/18/2021 11:45 AM
344	The new structure creates savings for users of higher amounts (over 10K gallons) and places higher charges on smaller users (7K gallons). Perhaps the base charges should be proportional to usage as they are now. I think the new system does not favor conservation as much as currently.	2/18/2021 11:41 AM
345	This increases taxes for the many Arlington room renters that pay their proportion of a utility bill. With many people living in the home much of the bill will be at the higher rate. This is also true for the predominately minority/latino households that have more people living under one roof. Meanwhile it cuts rates for the wealthy renting single bedroom apts and for the people that can actually afford to have an entire house to themselves.	2/18/2021 11:27 AM
346	A more detailed explanation is needed. Most people aren;t aware of how to analyze this sort of info.	2/18/2021 11:26 AM
347	it imposes a minimum on two person households like seniors who don't need the extra expense and it dramatically penalizes families or singles in a shared household. Why the flat rates and how does any of this address the failing infrastructure.	2/18/2021 11:22 AM
348	Restructuring during a pandemic, when our use patterns and behaviors are not typical (and when families are coping with financial stress) is not the best time for this.	2/18/2021 11:15 AM
349	An almost 50% rise is unreasonable.	2/18/2021 11:02 AM
350	Games. Stop it.	2/18/2021 11:01 AM
351	Using the calculator, I am quite appalled at the rising cost. It surely does not address affordability! It appears that it would penalize low users! That surely would be another thing that would push seniors out of their homes!	2/18/2021 10:10 AM
352	This structure penalizes single-family home owners that have more than 1-2 people in their house. There is no way that even with low flow faucets, reducing water consumption normal families will be penalized under this new system.	2/18/2021 10:07 AM
353	I think the proposed rate structure does an excellent job at incorporating the community values prioritized by Arlington County residents. The tiered rate structure helps to incentivize conservation, which is a incredibly important value to incorporate into any utility structure. I think it's remarkable how comprehensively the new structure addresses equity between customer classes. I had no idea that single family residents are such a high cost on the system, yet do not have that cost reflected in their rate structure. I really appreciate that the proposed rate structure addresses the previous inequity to better balance the rates among customer classes. Even though I will see an increase in my bill, since I am a single family resident, that is a small price to pay for greater equity across the entire water and wastewater system. Finally, I strongly agree that the proposed structure aligns with the County's prioritization of revenue stability. Incorporating this value into the proposed structure through a base charge is fiscally responsible to ensure the continued stability of the utility over time. Thank you!	2/18/2021 9:43 AM
354	I am a low water user, but am being "punished" by the new quarterly base charge. This is yet another up-charge that will have the effect of driving seniors from the Arlington community.	2/18/2021 9:41 AM
355	The current set up is already priced by usage. The result of this proposal would not result in equity across customer categories and losers would be found in the lower tier and disproportionately affect them.	2/18/2021 9:24 AM
356	By capping the summer bill at winter levels you are begging people to waste water in the summer	2/18/2021 9:16 AM

357	A solution in search of a problem...You already have rates that are fair, though among the highest in the region. There is no reason do to this other than to take more money from taxpayers. With property taxes surging, with people losing jobs due to covid, with all the other priorities -- now is not the time to slam middle class taxpayers yet again.	2/18/2021 8:41 AM
358	The multifamily units you allow to build all over the county should pay much more	2/18/2021 8:22 AM
359	Lower income residents who struggled to get into the housing market typically have to purchase older homes with older fixtures. This new rate structure will punish them and benefit the wealthy who can afford to upgrade to more water conservative options.	2/18/2021 8:19 AM
360	Contain your expenses by looking within and stop passing on higher rates	2/18/2021 7:37 AM
361	Don't know why you chose 9K as the amount and not 10-12K since that is most likely the average amount used.	2/18/2021 7:04 AM
362	IF the County truly prioritized "values of conservation, affordability and equity" they would (1) focus on conservation measures homeowners could take, and not just the expensive ones (i.e., replacing toilets), and (2) enable homeowners to install at REASONABLE prices split water meters (as they do in Fairfax County) so that those of use who water the County trees adjacent to our properties don't have to pay for it at the ever increasing rates imposed by the County. The County should encourage those of us who are trying to grow carbon consuming plants, shrubs and trees by making it more affordable. Heck why don't you go back to rain barrel making seminars post pandemic? That would be a water conservation method that almost every home could install. Of course the down side is that all those gallons of water would not generate revenue as sewer charges. And to reduce commercial establishment rates? Robbing Peter (homeowners) to pay Paul (commercial buildings).	2/18/2021 4:52 AM
363	how many more dollars can you suck out of retirees bank accounts	2/17/2021 11:12 PM
364	A rate hike of up to 20-25% for some residents (and not for others) is horrendous and completely insensitive to the current environment. With people working from home and kids learning from home, people are spending much more time at HOME consuming all utilities. And let's consider our neighbors who may be out of work as well. Please do not pass this proposed rate structure!	2/17/2021 10:59 PM
365	You are continuing to squeeze the elderly and middle Class out of the county with ever increasing taxes and ever increasing service fees. Leave the rates alone	2/17/2021 10:57 PM
366	If I wanted to live under the policies of California, I'd just move to Mexico.	2/17/2021 10:34 PM
367	Stop charging us for irrigation water at same rate - this is insane.	2/17/2021 10:27 PM
368	We already do a great job of conserving water. Stop increasing the rates on us. Just because COVID is squeezing the commercial market you shouldn't have to go after the residential one. How about Arlington not spend as much money on unnecessary things?	2/17/2021 10:20 PM
369	The proposed rate structure prioritizes conservation over affordability.	2/17/2021 10:09 PM
370	Charging me more money when we can barely afford to live here now to try and force conservation of water makes no sense. It is an insane idea. I'm not sure how it makes sense.	2/17/2021 9:39 PM
371	Poorly timed. Many families are hurting. Businesses can write off expenses. Raise commercial rates. Lower or maintain residential rates.	2/17/2021 9:37 PM
372	I support the "average winter consumption" sewage billing strategy.	2/17/2021 9:13 PM
373	First of all, thank you for the calculator. My concern is that the proposed rate structure will hit water-based radiator heating more than other homes that rely on heat for water heating but only water heating. I just purchased a home in Arlington and the heating systems is a combined water and radiator heating system which relies a lot on water. The higher rate certainly gets me thinking about conservation but at the same time, it is more a stick than a carrot. I would appreciate a report from the County to help show average water use by end use. I think this will help focus residents on where they really need to conserve.	2/17/2021 8:28 PM
37	I question the application of the census bureau data for residences as a factor for determine the point of rate adjustment for a single family house. My understanding of census bureau data is that they do not differentiate between single family and multi family dwellings. If true I am concerned that incorporating a figure of 2.18 persons per household in determining the breakpoint for consumption rate adjustments sets an unreasonable expectation for what is	2/17/2021 8:16 PM

realistically achievable for an average Arlington single family home. I believe the census bureau data include multi-family dwellings in Arlington which I suspect, but have no data to support, are intentionally built to accommodate smaller families at higher densities. From a fairness and conservation standpoint. Starting at a higher rate adjustment point more in line with current average single family usage of 48,000 gallons/year or 12,000 gallons seems a more fair starting point for single family homes.

375	Single family residential customers will see a sharp increase in cost. This is not a revenue neutral approach.	2/17/2021 8:07 PM
376	No one wins except the county with the proposed rate structure.	2/17/2021 6:41 PM
377	I am concerned with how my water bill will increase. Money is more uncertain during the pandemic.	2/17/2021 6:39 PM
378	I support conservation and equity and charging more for watering lawns, pools, etc. However this proposal penalizes large families such as ours.	2/17/2021 6:37 PM
379	It is pity that Arlington has no plan to deal with runoff caused by increased lot coverage. It would seem to me that this 'gray water" could be a resource rather than a burden on the community.	2/17/2021 4:15 PM
380	Don't change the rate structure, please.	2/17/2021 1:46 PM
381	My bills will double, Not sure under what world that's affordable.	2/17/2021 12:27 PM
382	water usage should be billed according to water usage not burdening home owners ..... people need to pay for what they use	2/17/2021 10:45 AM
383	The proposal is thoughtful and responsive to the feedback you received. I appreciate the inclusion of equity and conservation values. Two-tier consumption pricing is a good fit for Arlington.	2/17/2021 9:04 AM
384	Seems fair. Although our bill goes up slightly, it does give more of an incentive to reduce water use.	2/17/2021 8:17 AM
385	Really concerned that this reflects families and the fact that more of us are at home until COVID concludes. I am grateful that it is being considered by consumption will go down once we return to a normal structure.	2/16/2021 5:11 PM
386	There is no reason to charge people who live in a single family home A DIFFERENT RATE for water usages...the overall water usage should determine what a resident pays.	2/16/2021 4:38 PM
387	If I use 10K gallons of water, will I pay $(10 * \$6.14) + \$13.47 = \$74.87$ ? Or will I pay $(9 * \$3.84) + (1 * \$6.14) + \$13.47 = \$54.17$ ? It would be helpful to provide examples of how the new price structure would work.	2/16/2021 3:41 PM
388	I think for people who already try and conserve the proposed rate structure could hike their bill. For instance, during the summer don't water their lawn/have a pool and are generally outdoors more their winter bills may be slightly higher due to being at home more or having kids in sports who shower more often after practices at home. We also tend to have more family visiting during the winter period as well. Realize this is probably the minority, but worth a mention.	2/15/2021 10:24 PM
389	I disagree with using winter average for the stormwater charge in order to reduce the financial impact on people who use pools and lawn watering. These are not activities we should encourage as they are wasteful of water. Even assuming this water does not go directly into the storm drains, we don't need to encourage these wasteful activities. Otherwise, it's a good plan.	2/15/2021 7:42 PM
390	not sure how I am supposed to make that judgment. The calculator shows my bill going up \$20/quarter.	2/15/2021 5:35 PM
391	A larger user could simply be because of more family members and lower efficiency fixtures, not simply "they are bigger homes with more money". You are likely to punish people who can't afford it, while people with more money will pay less due to being able to afford more efficient fixtures.	2/15/2021 4:01 PM
39	I have 2 water accounts; neither was working in your tool, so it was not helpful to see what the difference was. Can't tell impact. Not pleased with the every month increase in fees. The only	2/15/2021 3:47 PM

part that seems helpful is using a winter based waste water level.

393	The base rate is claimed to recover billing, meter reading, etc. but has a rate applied to both water and sewer. I get only one bill, one meter read, etc. So a separate rate for the two components makes no sense. Also, the costs will probably raise significantly for most users. Nowhere do I see information about when the last changes were made to the costs (but it is probably annually, like scheduled to occur between 2021 and 2022), or the need to recoup expenses that are vastly higher than current receipts. You need to better explain WHY there needs to be such an increase.	2/15/2021 3:01 PM
394	Everyone residential user should pay equally for the water they use PERIOD!! No special treatment for different types of residential customers.	2/15/2021 2:55 PM
395	the first 9 thousand gallons should be charged at a lower rate regardless of how high over 9 thousand you go/quarter .... Then you can make the after 9 thousand gallons rate even higher!! It may be set up that way but its unclear to me	2/15/2021 2:10 PM
396	this is a bad idea we have large family living in a single home and will be charged significantly more for using the same amount of water we require for cooking and bathing	2/15/2021 1:48 PM
397	We are retired seniors on fixed income, we save rainwater in barrels to reduce our water consumption and wastewater. Our quarterly rates would increase from \$14.20 to \$36.77, a more than doubling or cost at no improvement of water products. This proposed changes penalize customers who conserve and have reduced water consumption and wastewater needs.	2/15/2021 12:43 PM
398	I agree with the two tier structure for water usage and with the consideration of external water usage during the summer months in calculating sewer usage,	2/15/2021 12:09 PM
399	I don't know enough about these values or what changes were made from previous structures to have an opinion here.	2/15/2021 11:27 AM
400	base rate seems high. Conservation efforts should include public education. Neighborhood Community Associations could be enlisted to help.	2/15/2021 11:03 AM
401	Tiers should be marginal. For equity, all users should be charged the Tier 1 rate for the first 9 TG of use, and only the Tier 2 rate for any water use over 9 TG. Strongly support proposed Sewer Average Winter Consumption cap.	2/15/2021 10:56 AM
402	When I tried to use your calculator it would not accept my account number -- I took it from bill (2939490866681). Also, I can't understand why my water usage is 1/2 my sewage use.	2/15/2021 10:13 AM
403	Rates are not equitable for all customer categories. Single family residences are being charged higher base rates than commercial and multi-family customers Additionally, single family residences are inequitably subject to tiered usage rates whereas the commercial and multi-use are not. This is not acceptable. Furthermore, the proposed rates are not affordable. Under the new structure for single family residences, my bill is increasing due to the base rate at a cost of approximately \$100 per year. What additional services am I getting for this increased bill?	2/15/2021 9:22 AM
404	Although the proposed rate structure will lower the amount of my summer bill due to the fact that it is now linked to winter sewer consumption, I am not in favor of the rate restructuring due to the imposition of additional base charges for water and sewer. The end effect of this rate structure change will be to increase the overall cost of water/sewer on an annual basis. As such, it does not align with the value of affordability.	2/15/2021 9:09 AM
405	the new structure makes water- a basic matter for families in Arlington so expensive to use, this is a violation of human right.	2/14/2021 10:18 PM
406	I am not able to agree or disagree on question #2, until I get further information regarding the avg winter consumption period that would be used for the sewer billing. Our current service period that shows the lowest water consumption is 11/05-2/6. In the presentation it mentioned that the winter time period would differ depending on when the customer is billed. Will you look at the lowest quarterly water period if it turns out to be Nov-Feb? Our Feb 5-May4 service period includes usage of our irrigation system. While our Nov-Feb service period doesn't include usage of our irrigation system. In the sample time periods on the chart it listed Dec-Feb, Jan-Mar, Feb-Apr.	2/14/2021 9:58 PM
407	My prices would go up and I am not sure why, it's unclear to me why I would now start paying approximately 15-20% more now.	2/14/2021 8:20 PM

408	You are clearly charging homeowners more. I already pay a large property tax, but so it goes. I am at least glad that you do not propose charging sewage treatment for irrigation water, which I use sparingly anyway. I cannot imagine a home using >9 TG, but a residential building or business might, so I am glad you incorporated a higher rate for consumption that high.	2/14/2021 7:21 PM
409	how is this equity based? it is a tax on single homes.	2/14/2021 4:31 PM
410	I'm not sure how the proposal will affect fixed income seniors. I'm also not sure why you need to use the phrase "equity across customer categories" and would like to see that explained. Are the "categories" based solely on indoor/outdoor water usage at various times of year?	2/14/2021 3:52 PM
411	The utility bills are way too high for water and sewer. It is not equitable! More subsidies are needed from the county to offset the high costs.	2/14/2021 3:41 PM
412	Arlington County is pricing middle-class families out. Affordability makes no sense in Arlington County and the burden appears to be on the shoulders of families.	2/14/2021 3:21 PM
413	Before this change, people who were using a lot more water than wastewater were essentially subsidizing wastewater costs for everyone else. With this change, we are giving a break to those people. This is probably more fair in terms of billing for usage but it increases my bill by about 25%. My guess is that most families who catch a break with this change will be higher income. Also, with the existing system there was more incentive to conserve water that was used for gardens, cars, etc. That's almost gone now. What about people who aren't here in the winter?	2/14/2021 3:05 PM
414	It was no clear that the proposed rates are marginal. I had to watch a video to verify that all SFHs paid the same on the first 9TG. Suggest clarifying on the graphic. Also the calculator did not work for me which is why I chose agree rather than strongly agree.	2/14/2021 3:00 PM
415	My only question would be why the tiered water pricing breaks where it does. What's magic about 9 thousand gallons? Pricing by household size would obviously be impractical but the reasonable level of cautious consumption for a six person household is very different than a two person household.	2/14/2021 2:36 PM
416	Using March-May to determine winter bill rates is terrible. a) gardens start getting watered in Spring (which STARTS in March), b) things like car washing also start in that period (just google "arlington average temperature" to see that this period is NOT Winter) c) pools are filled before Memorial Day in May. If you're trying to actually use winter to set a baseline for domestic use, use the first quarter (Dec-Mar). But if you're trying to just lie to Arlingtonians about this period representing "winter" usage, then I guess you picked the right months.	2/14/2021 2:26 PM
417	still no credit for summer watering rates too high already	2/14/2021 2:24 PM
418	Prefer to stay with current rate structure.	2/14/2021 1:48 PM
419	The two key features – a higher price for discretionary use and sewage charges based on in-home use – provide the right incentives.	2/14/2021 11:21 AM
420	it is about time that Arlingtonians with outdoor landscaping are taken into consideration. The sewage charges have always been very high when most of my summer time water use is landscape related.	2/14/2021 10:24 AM
421	As a single resident, I find changing for actual water used is much more equitable.	2/14/2021 10:02 AM
422	We have waited 4 months for the county to replace a water meter at our home. We were required to pay the county thousands of dollars for this service. If the water service fee structure changes, the county needs to make sure it delivers the service. We have tried to address the delay and, in general, have just received a bureaucratic run around. To put it mildly, the failure to address our situation are a stain on the county's management.	2/14/2021 9:56 AM
423	Your base charge is greatly increasing cost for all consumers. A single family consuming 9K gallons will have their FY22 bill increase from \$45.71 to \$48.03. That alone creates a 5% increase for the lower tier of users. Rates increase significantly after that. My peak consumption in 2020 was 13Kgal. Water cost for me will increase 13.7% under the tiered structure + base charge. Sewer is even worse...you increased rates and added an \$11.09 baseline charge. That's another 10+% increase. Adding these baseline charges without properly creating a rate structure does not promote conservation.	2/14/2021 9:07 AM
424	this is harmful to families. SAME RATE FOR ALL = EQUALITY	2/14/2021 8:36 AM

425	Keep it the way it was- pay for what you use	2/14/2021 8:30 AM
426	If you use the water for things where the water does not go down the drain, how do you accurately calculate what that total happens to be. It is an estimate. Estimates do not cut it. I have 4 cisterns so that I use captured rain water to water the yard and plants.	2/13/2021 10:29 PM
427	Simplistically it appears you are nearly doubling out billing. This I do not find appropriate; perhaps I misunderstood the representation.	2/13/2021 7:00 PM
428	I'm a one person senior household with minimal usage (2 thous gal) and my bill would go up \$21.54. Is that equitable ????	2/13/2021 6:38 PM
429	Not enough knowledge	2/13/2021 4:15 PM
430	Please don't increase the rates. Now is not the time.	2/13/2021 4:10 PM
431	Winter consumption seems like a fair compromise for water use that doesn't drain to sewers -- I support it. I'm less clear why residential customers would subsidize commercial and multi-family users, especially given the disproportionate burden that Arlington residential tax payers already pay compared to commercial properties.	2/13/2021 4:04 PM
432	Placing a much larger burden on single-family homeowner with the new and much higher "base rate" compared to commercial and multi-unit rates is wholly unacceptable!	2/13/2021 3:42 PM
433	The sewer charges during summer are outrageous. Other jurisdictions adjust based on seasonal usage. So should Arlington. Or Arlington should charge a reasonable amount for a second hook up.	2/13/2021 3:29 PM
434	Thieves in the county leadership!	2/13/2021 3:24 PM
435	The county needs to provide more information, specifically, per capita and per household usage for the three categories (single-family, multi-family, and commercial). The dramatically higher base charge for single-family homes penalizes families that conserve water.	2/13/2021 3:21 PM
436	Yes, but (counterintuitively) the calculator shows that my "All Usage" is actually a bit less than my Winter Period Use. Also, this seems to be a rate increase disguised for other reasons.	2/13/2021 2:56 PM
437	are these rates a cross the line for all no matter the count for all household? May I add what does the Household income matter?	2/13/2021 2:51 PM
438	* No 1 focus should be to invest in infrastructure. McMansions with multiple rooms approved for contractors, overbuilding in general but treatment plant ignored. * No matter what we residents say, ACBoard will do what it feels like doing, like in taxes. * Depressing.	2/13/2021 1:50 PM
439	The system is already based on consumption and thus equitable, this only makes it less affordable for some and creates a two-tier system pitting Arlington residents against each other. Additionally, the proposed system adds a layer of complexity that is likely to adversely affect conservation efforts by muddying the connection between consumption and price. This new system not only fails to accomplish the community's prioritized values but makes the entire system harder for everyone to understand, especially those who are not native English speakers.	2/13/2021 1:44 PM
440	It is not equitable to charge single family more than others.	2/13/2021 12:30 PM
441	The calculator shows me saving a small amount of money for most combinations of inputs. This is good. I'd like to see that become reality.	2/13/2021 12:21 PM
442	Doubling the cost for families DOES NOT support the value of affordability. Families are systematically being priced out of living in Arlington.	2/13/2021 12:17 PM
443	It is fair to charge cost-recovery tariffs. We do not mind how much you charge. Our greatest concern is the safety of the water: lead level, levels of any other toxic metals, more challengingly levels of anti-biotics, and so on. We shall be happy to pay any incremental costs to reduce these contaminants. Thank you for all you do.	2/13/2021 12:17 PM
44	the jump in cost at 9000 gallons is arbitrary and unclear. different household sizes will have have different needs. this penalizes larger households. the smarter thing to do would have a separate meters for water use from outdoor hose bibs and indoor water use. outdoor water use charged at higher rate (ie swimming pools, gardening etc) and indoor use for people to cover basics would be charged at a lower rate. I agree with charging differently across customer	2/13/2021 12:10 PM

categories but disagree this meets the value of affordability. conservation principle should be met by charging customers who use water for things other than the necessities.

445	I have worked in the water sector in the developing world for over 15 years, and increasing block tariffs are a well-regarded approach for equity in billing and encouraging efficient water use. I applaud the county's proposed shift to this tariff structure. I also feel that the new approach to sewer billing is more fair for single family homeowners	2/13/2021 11:54 AM
446	This is just another attempt to stick it to single family homeowners.	2/13/2021 11:54 AM
447	It certainly does not address affordability. If I did my calculations right as a residential homeowner, this would about to a significant increase in cost. Under the current structure, if I use 9000 gal, the cost is \$127.80. Under the new structure, that jumps to \$147.14. Am I missing something here? Even at 1000 gal, the cost appears to be more.	2/13/2021 11:51 AM
448	I support water conservation measures however the proposed rate structure does not appear equitable, meaning a seven person household family may do a very good job conserving water but from the size of the household use a large volume of water and fall into the high use category, while in contrast a single person household may use an inordinate amount of water and still fall into the low usage category. There is a clear equity issue unless the number of individuals in each household is factored in.	2/13/2021 11:48 AM
449	strongly support the "average winter consumption" sewage billing strategy	2/13/2021 11:37 AM
450	I would cap summer use at winter use increased by a factor of between 1.05 and 1.02. I suspect many households shower more in summer than winter.	2/13/2021 11:14 AM
451	Utilities are already expensive in Arlington. Instead of quarterly billing, I suggest monthly billing and an easier pay structure.	2/13/2021 10:52 AM
452	I water my yard heavily which allows my trees to stay healthy which keeps them from falling and taking down power lines. Which saves the county money. Another factor to consider.	2/13/2021 10:22 AM
453	1) There is a significant increase in rates. What services do these increased rates cover? 2) Stormwater needs to be addressed. If additional fees are to pay for stormwater projects that is justified 3) Higher fees need to be levied on new commercial and multi-family construction as this adds to central facility needs	2/13/2021 9:51 AM
454	Punishing higher volume users with higher rates suggests that proposed rate structure is heavily weighted in favor of conservation and against equity. The value of a gallon of water does not change as volume increases.	2/13/2021 9:22 AM
455	Keep the same structure, it is easy to understand and promotes water conservation. This new rate structure is complicated and does not promote water conservation.	2/13/2021 7:26 AM
456	My household winter usage is the same as the rest of the year. My household will now pay more for water under the proposed rates even though we use less than 9 thousand gallons per quarter. This is neither affordable nor equitable.	2/13/2021 6:12 AM
457	Move the avg winter cycle to look at Feb-apr bill instead of mar-may. May bills include April. Apr is part of spring, not winter. New formula increases bill 33%	2/13/2021 4:22 AM
458	I like the idea of having a tiered rate based on consumption levels, incentivizing conservation, but the tiered levels are only for single family as far as I could tell. Do commercial entities not use up the majority of the water? Shouldn't multi-family and commercial be tiered as well with higher cut offs for the next tier? Arlington acts like they care about the environment, but stop short on doing much in the face of hurting businesses or making a profit for themselves. Glass recycling no longer profitable - stop collecting!	2/13/2021 2:56 AM
459	Using the winter average method for calculating summer sewer usage is more fair for residents who garden. Gardening, is good for a person's health in several ways. Gardening, if done properly is also good for the environment and promotes a beautiful community. Gardening should be promoted and not penalized. Thank you.	2/12/2021 10:13 PM
46	This proposal seems like it won't save average homeowners a substantial amount of money and sets the stage for future rate increases. We own a small 2-bedroom house and do not water our lawn (only our vegetable garden), but the bill calculator shows we would only save a couple of dollars per quarter under the proposed rate structure, since our savings under the winter sewer concept are almost completely offset by the increased water bill. (The calculator	2/12/2021 9:31 PM

says our median quarterly usage is 11,000 gallons and our winter usage is 9,000 gallons.) Seems like a family that has children older than ours (or more than two adults), or which waters their lawn occasionally, would be worse off under this proposal. This is not prioritizing conservation, affordability, or equity. It would simply be penalizing anyone who lives in a household of more than 2 people, or anyone who doesn't take extreme measures to reduce water usage.

461	Doubling the rate? Come on man! Flat rate for all homes for sewer, based on # of bathrooms and then water metered.	2/12/2021 8:26 PM
462	I do not see the inequity in the current rate structure.	2/12/2021 7:58 PM
463	The rate schedule is regressive. The fixed charge makes the first 9 TG rate at least \$16.35 (\$24.56/9) or higher for anyone using less than 9 TG. This does not meet the goal of affordability or equity. It also doesn't meet the conservation goal by encouraging more water use by allowing amortization of the fixed charge over more TG.	2/12/2021 7:31 PM
464	It appears that commercial customers and multi-family residences will pay less for higher volumes of usage than single family homes. That does not make sense. If there is a high usage, then the rate should be the same, regardless of who is causing the high usage.	2/12/2021 7:24 PM
465	With respect, this is BS. It is akin to progressive income tax for one class of property owners. You are LOWERING rates for multifamily, and commercial is staying the same. This is a revenue grab aimed at single family homes. There is no incremental cost for higher volumes of water delivered to single family homes. My rate will instantly jump more than 10% with no change in usage. It would be instructive to see the change in overall revenue to the county with this structure.	2/12/2021 7:19 PM
466	Tiered rate structure for use should also apply for commercial and multi-family. There should also be a tiered rate for low income.	2/12/2021 7:02 PM
467	The base fee is too high.	2/12/2021 6:32 PM
468	Many county residents already suspect the county is gouging us on our water bills by inflating the volume of water being used. Adding to the per-unit rate is only going to make this worse. The Virginia state regulatory agency responsible for weights and measures needs to investigate the county for utility fraud.	2/12/2021 5:13 PM
469	As a home owner that also enjoys maintaining the trees, plants, shrubs, and grass on our property during summer, this new structure is a welcome change! Thank you!	2/12/2021 4:53 PM
470	Ok, let's see if I've got this: under the current rate structure my water and sewer comes to \$113.6 and for the proposed structure it would be \$108.96 for a savings of \$4.64. However once you take into account the proposed base charge of \$24.56, that savings flips and becomes an increase of \$19.91. Not really sure how that fits into your values of conservation, affordability, and equity across customer categories. Revenue stability that's the base charge. How about this instead, charge the Washington golf club a commercial rate for watering the greens instead of having average residents subsidize their operations. Seems that since the members there can afford the \$80-\$90K membership, they can afford to pay their club's water bill.	2/12/2021 4:45 PM
471	It's unfair and discriminatory to have different rates for different people. Our shared values are fairness based on conversation; we don't want to reward people to waste water through subsidy. This plan is counterproductive and will lead to waste.	2/12/2021 4:44 PM
472	Strongly agree with summer sewage adjustment. My only concern is that the base rate is truly reflective of fixed costs independent of general size and actual volume. (Rates in "calculator" do not match rate in table provided.) My water/sewer bill will increase by about 50% as a result of change, but if more fair, then so be it.	2/12/2021 4:34 PM
473	The fixed charge negates the advantages of lower initial water use rate. Sewer system charge is almost triple the water charge, and there is no seasonal adjustment.	2/12/2021 4:21 PM
47	I have three main objections to this new pricing plan that work in the opposite direction of conservation, equity, and affordability that you have outlined. First is the outrageous conversion to winter-based sewage rates. What is obviously happening is the county is decreasing substantially the cost to use water for lawn irrigation. We don't have farms in Arlington. All of this irrigation is 100% cosmetic. While the point that it is not treated by the same sewer system is mostly accurate, we should keep the standard billing in place as an	2/12/2021 4:12 PM

incentive to reduce lawn water usage. This is the most wasteful usage of water that exists. Further, the larger one's lawn, the more valuable their property, and the wealthier the resident is likely to be. There is no reason to be giving this reduction to the county's wealthiest residents. Further, although the water is not treated the same way, there are obvious sewage costs from the storm drains that catch a lot of this outdoor water usage, whether from over irrigating the lawn or from washing one's car. What this policy does is moves the burden of all the water usage for lawns from the actual property owners to other county residents who have little or no lawn at all, often the poorest residents. This is so anti-equitable, it's unbelievable that Arlington would advocate such a policy. Second, instituting a base charge, thereby shifting some of the cost recovery from usage, you are rewarding users who use more water. Again, if your goal is conservation and affordability, you are penalizing households that seek to conserve water by charging them a pretty hefty amount no matter how much they use. I imagine a lot of the cost of producing the water goes into things like filters, replacing equipment, chemicals, etc. I think it is a characterization to say that the county has mostly fixed costs. In reality, the more water we're using, the more long-term costs the county is incurring, even if you're categorizing them as fixed. The switch to a discount for the first number of gallons is a good switch. But it should be self-funded by appropriate rate setting rather than by an add-on monthly fee. Single occupant households are hurt the most. Vulnerable seniors and low-income young professionals are most subject to this increased cost burden. Lastly, the simple 10,000 gallon per quarter dividing line for the discounted and elevated water and sewer rates is not structured fairly. The overall change makes a lot of sense and clearly makes low amounts of water more affordable while incentivizing conservation. However, it is a mistake not to base the dividing line on the number of residents at the property. Water usage is nearly exactly proportional to the number of residents in a residence. I have lived in a group home before with several young professionals piled into a townhouse, and I have lived in a more standard apartment and townhouse set up. There is virtually no shared usage of water period; other than lawn irrigation. The federal government estimates that each American uses about 88 gallons of water indoors per day. Per quarter, that is about 8,000 gallons per person. That figure should make it obvious that setting a 10,000 gallon per quarter line irrespective of the number of occupants is nonsensical. Households with more occupants, especially when those occupants are all adults like in a group home, are the most efficient users of housing and land in the county. There is no reason why four adults sharing a home should in effect be penalized for being roommates versus if they each had their own home. Living alone, none of them would pay the higher rate, but they would occupy 4 residences. Living together, making housing more affordable for themselves and other residents, they are going to pay for the majority of their water use at the higher rate. I think it would be pretty simple for the county to simply require each account owner to specify how many people live at the residence. But the current blind system punishes families and adults who live together. One further point on this issue is the comparison to electric billing. Contrary to water usage, most electricity is shared use. The largest usage of electricity in a home is the air conditioning and heating. Apart from very small differences from body heat, it takes the same amount of power to air condition a home if 2 or 4 people are living there. Thus, a system that does not take into account the number of occupants makes far more sense in this setting. For water, there are no such synergies for indoor use. I think it is very wise to have a lower rate for initial water usage, but the allotment must be based on the number of occupants for equity purposes. Excluding children, there is obviously an inverse relationship between number of occupants living at a residence and wealth. Our water billing should not exacerbate this divide, but rather make it more equitable. In conclusion, I support the goals of these changes, and some of the structural elements of the proposal furthers those goals. Unfortunately, the flaws that I have laid out go sharply against these three goals.

475	Looks like the rates are going through the roof!	2/12/2021 4:10 PM
476	A flat rate is the only fare method.	2/12/2021 3:37 PM
477	I don't believe the tiered pricing is fair and equitable. Water is needed and not optional. Just because I use more than 9 TG doesn't mean I should pay a higher rate. It's not fair. The rate should be the rate - for all - equally. Go figure - just because I use more I shouldn't have to pay more - it's not fair.	2/12/2021 3:33 PM
478	Individual consumers are being screwed	2/12/2021 3:25 PM
479	It appears to align well with conservation, however I cannot say it aligns with affordability.	2/12/2021 3:24 PM
480	There should be a change in sewer rate in the summer when we are all watering our lawns.	2/12/2021 3:17 PM
48	The new structure is more fair but still a far cry from the more than double rate for sewer as per water...there should be a study on waste at Arlington's wastewater Dept. Also, why are you	2/12/2021 3:00 PM

asking for household income? That should not matter!

482	The rate structure for use below (cheaper) versus above (more expensive) 9000 gallons is unfair to larger families that will necessarily use more water. The increased cost of water for those larger families using more is an unfair penalty for having a larger family and is discriminatory. Using less water and getting a less costly bill as a result is sufficient incentive for conserving water usage. By contrast, I feel that basing the sewer cost on winter usage is fair and long overdue. People that have vegetable and other gardens see increased usage during the summer months that does not equate to increased burden on the sewer system	2/12/2021 2:59 PM
483	Your cutoff between essential and "discretionary" water use is arbitrary and does not take into account the variation in the size of families. A family of 1 or two uses far less water in toilets, shower, bath, hand washing, food prep, etc. than a family of 5, 6, or 7 Do you consider all the water used by the extra household members "discretionary"? Large families are being discriminated against only because they are larger than others. The cutoff, if you insist on having one, should be 14 or 15 thousand gallons, not a measly 9. Also, is watering grass and shrubs "discretionary", in that you should be content to let the vegetation die when there is not enough rain? Raise the cutoff to 14 or 15 thousand gallons at least to address these two issues.	2/12/2021 2:54 PM
484	It appears that this rate structure raises costs on everyone. Tier 1 users have to pay the base rate, which my calculations show costs more for everyone in the 1k to 9k gallon range. It also raises rates for those in Tier 2. Also, some in the higher rate range have beautiful trees, which are enjoyed by all in their neighborhood. Why raise the rate for those who are watering them?	2/12/2021 2:49 PM
485	Based on the information provided, I'm not sure how this relates to conservation. And, raising prices doesn't quite square with affordability. Not sure where equity plays a part. Since we can't recycle glass in single-stream anymore, not sure where the higher rates go to, either.	2/12/2021 2:39 PM
486	if you divided the gallons of use per the residents at the home, that would give a more fair and equitable rate structure per person. otherwise it discriminates against larger families.	2/12/2021 2:27 PM
487	higher volume does not mean more wasteful - if you have a bigger family - per person it could be much more conservative, than a single person who uses a lot. this structure does not take this into account.	2/12/2021 2:24 PM
488	The single-family, two-tier, rate structure, is discriminatory towards duplex households which, by virtue of being two households, would have typically a double base rate usage of a single family home. Yet there is only one tier, for both single family homes (one family, one base usage) vs. duplexes (two families, which would incur two base usages). The tier cutoff points should be scaled separately for duplexes such that tier 1 for a single family home cuts off at 9Tg while tier 1 for a duplex cuts off at 18Tg.	2/12/2021 2:16 PM
489	I do not wish to pay any more than I am currently. It is already very high.	2/12/2021 2:00 PM
490	The proposed rate structure is complicated but makes sense. Communicating it clearly to the public may be a challenge, so I'd focus on saying that you're rewarding people for conserving water and ensuring that everyone pays their fair share to keep the county's water infrastructure in good repair.	2/12/2021 1:47 PM
491	Flat rates are too high to promote equity, affordability and conservation. Even if I conserve and use less water, the flat rates are excessive.	2/12/2021 1:42 PM
492	After having reviewed your email and links, I have no idea whatsoever what the County is proposing. I get the general idea that your goal is to change the rate structure so that large users (who may use a lot of water, but do not return much of the water to the sewer system) pay less. But it wasn't immediately clear to me how this would affect average homeowners. I imagine I'll just have to wait until one of the newspapers figures this out and tells everyone.	2/12/2021 1:13 PM
493	0-9 thousand gallons is an incredibly small amount of water for 3 months. It needs to be at least two to three times as high, but only if you want to provide a tiered usage tax that addresses "affordability" and "equity" (which I think is not as big an issue as other Arlington taxes vs. essential services are - not including \$1M gold-plated bus stops, streetcars from the 1800s that are absolutely unnecessary, only block traffic, hit parked cars, etc. - see DC's lessons, etc. ) Why? We do NOT have a water access challenges that would require conservation at these levels. We have high rainfall amounts, full aquifers, and the Potomac, where we get our water, is never too low. There is no need to conserve like you are proposing.	2/12/2021 12:48 PM

494	AWC for sewer is the right choice	2/12/2021 12:35 PM
495	You're explanation of the base rate and tiered rates isn't clear and your calculator doesn't recognize my account even tho I've been paying for for 30 years. So I guess I would say "piss off for being so useless"	2/12/2021 11:44 AM
496	Water is water and sewer services are sewer services. Why should any user (single family residence or business or other) have to pay more to supplement the other. Rates should be the same and if they are not it should not be the SFR that supplements the others!	2/12/2021 11:39 AM
497	Unclear why the sewer usage rate is not tiered similar to how water usage is, especially from an equity standpoint?	2/12/2021 11:33 AM
498	I like the idea of incorporating equity into the equation.	2/12/2021 11:21 AM
499	To be clear, higher volume consumers will be charged at a higher rate (essentially the opposite of economy of scale)? recommend a regular metering option.	2/12/2021 11:16 AM
500	I must be reading this wrong. What I see is a much higher rate than currently being charged.	2/12/2021 11:06 AM
501	This is a huge jump in water prices.	2/12/2021 10:52 AM
502	The proposed structure raises the total water bill (at every usage level) while lowering sewer rates for those who use a lot of water in the summer. So those who use less water pay more in order to subsidize those who use more. That's the opposite of encouraging conservation -- it's rewarding those who use more. And affordability matters most to those who are not putting thousands of gallons into their cars or lawns, so it's really not helpful in terms of affordability either. It's hard to see why rewarding lawn watering/car washing is "more equitable".	2/12/2021 10:52 AM
503	I'm not sure.	2/12/2021 10:51 AM
504	Almost doubling the cost does not seem in line with "affordability"	2/12/2021 10:39 AM
505	If I have understood the proposed rate structure correctly and that indeed those who use (waste) more water are charged at a higher rate, then, yes, I agree.	2/12/2021 10:14 AM
506	Recognizing that all summer water use does not go into the sewer is an important step. Also agree that a uniform baseline rate, with additional tiers based on consumption, is a good approach to encourage conservation.	2/12/2021 10:08 AM
507	EVERYONE SHOULD PAY THE SAME RATE!	2/12/2021 9:59 AM
508	My issue is high water bills and paying for sewage costs on irrigation water use. This proposed rate structure does not address the irrigation sewage use issue and would almost double my already high water bill (our usage during summer months is >9TG.	2/12/2021 9:56 AM
509	The proposed WASTEWATER rate structure, capping charges based on median winter consumption, effectively creates an incentive for summer consumption, which is not consistent with conservation as a priority. Additionally, although it is not discharged to the sanitary sewer, water used outdoors can have significant environmental impacts, so subsidizing this category of consumption seems shortsighted. Also, I suspect that higher income users likely have higher summer consumption than lower income users. Whether or not this is true, the proposed structure at least appears inconsistent with equity, as low income users effectively subsidize high income users washing their cars and filling their pools. Given these concerns, I don't think the unnecessary complexity of the WASTEWATER rate structure is justified. The proposed WATER rate structure is fine and consistent with the prioritized values.	2/12/2021 9:26 AM
510	It is very reasonable that bills should reflect ater used that does not go into the wastewater system.	2/12/2021 9:03 AM
511	1) if focused on consumption, then tiering system encourages more use by maximizing consumption within the tier 2) penalizes single residents in the county by charging a base rate - my bill increases 25% 3) why isnt a pay by usage the most equitable - if a high demand rate tier needs to be added to promote conversation then that would have some equality.	2/12/2021 8:31 AM
512	New base charge makes it hard to estimate-determine price compared to existing. Less transparency.	2/12/2021 8:17 AM
51	my rates went up. my normal consumption is 11 and I'd pay more under this plan. If I reduce	2/12/2021 7:47 AM

	my consumption to 9, what I'd pay would be lower but I would still pay less using the old system.	
514	How does an 18% increase on my sewer bill promote any equity. If costs are fixed why are sewer rates in the proposed structure \$9.78 + base fee vs \$9.62?	2/12/2021 7:40 AM
515	I do not have the clear understanding of how this change will be of benefit for the majority.	2/12/2021 7:20 AM
516	The way I figure it my rates would be higher under the proposed structure.	2/12/2021 7:08 AM
517	The proposed pages do not have structures that are aligned for fair comparison.... some have a base rate for monthly and the other quarterly....	2/12/2021 7:07 AM
518	The old bill is simple. This is going in the direction of the phone bill	2/12/2021 6:59 AM
519	Rates go up (less affordable) and go up more for those who use less water (does not promote conservation). The water calculator gives a misleading comparison (Existing Bill @ Median Usage vs Proposed Bill @ Winter Usage) and applies the wrong wastewater rates for SFH (\$10.92 fixed, \$9.43 per TG).	2/12/2021 6:58 AM
520	While the 100% rate increase for single-family housing may align with conservation, it is wildly at odds with affordability	2/12/2021 5:44 AM
521	Capping sewage rates based on winter consumption incentivizes homeowners to make investments in water conservation (eg: low flush toilets, low flow fixtures, etc) -- items that directly impact volume of sewage treatment required. Those investments are long-term, carry over from year to year, and tend to carry over from homeowner to homeowner. (While I guess someone may want a full flow showerhead and replace a low-flow one, I bet that rarely happens) While this change might slightly reduce the incentives to conserve fresh water during the summer, pricing of fresh water during the summer can be adjusted -- as I believe arlington already does. For example, using a tiered fresh-water price, where homeowners with a lot of consumption pay a higher price, thus creating an incentive to look at non-county provided water sources (I use rain barrels) While in your presentation you noted that 'most of our sewer costs are fixed' that's only true up to a point. We've had to spend enormous amounts of money to upgrade facilities to meet chesapeake bay requirements, and those investments would have been reduced had actual sewage demands been reduced. And likewise, by reducing sewer usage, future cost-of-improvements can also be limited.	2/12/2021 3:16 AM
522	How does this base charge, a tax on single family homeowners, exactly make things equitable when you explain is to recover costs of doing the business of wastewater? I already pay quite a large tax bill to cover such county expenditures. This smells like a double tax and not anything relating to equality. Also, I am sincerely wondering why conservation is an issue in this area. Is it the stress on the system? Drought certainly isn't a problem, e.g. California.	2/12/2021 12:58 AM
523	One should pay what one gets. Any other method paves the way for arbitrary.	2/12/2021 12:48 AM
524	All customers should pay the same rate. It is unconscionable that the Arlington Country Board gives a price break to big developers and small businesses and sock it to the single family homeowners.	2/12/2021 12:29 AM
525	If Arlington wants to have trees that are big and old and green space they need to have water plans that support tree canopy and residents taking care of the canopy.	2/11/2021 11:38 PM
526	Tripling the cost is outrageous. It does not seem affordable or equitable. Frankly, it would make me seriously consider leaving Arlington — wondering what's next with such inequitable and arbitrary decisions by the county. My household does not need any government manipulating us on how to conserve. My family is very diligent in ensuring conservation of resources.	2/11/2021 11:21 PM
527	I strongly oppose this scheme. Under the proposed rate structure my quarterly bill will rise by 13.5% and by a total of approximately \$61.00 annually. This fails to promote affordability, and does nothing to promote conservation since I am already consistently in the Tier 1 category.	2/11/2021 10:59 PM
528	How is it affordable if the rates are increasing across the board?	2/11/2021 10:42 PM
52	I agree that the new rate structure generally aligns with the prioritized values. In my experience, a customer charge is appropriate and common in regulated utility industries (water, electricity, gas, etc.), and using inclining rates (higher rates for greater usage) can help send appropriate signals to use less. However, in trying out the bill calculator, I found that, in some	2/11/2021 10:41 PM

scenarios, we would pay less under the new rate than under the current rate the more water we used (meaning, the total new bill would be less than the total current bill for greater amounts of water consumed). I am not sure that holds true across all scenarios, and there are multiple variables to consider. This suggests that the County should adhere to a three to five year timeline for reassessing how the new rates are working, particularly as to incentivizing conservation. But for now, overall the new rate structure looks good and aligns with the identified values.

530	When it comes to a single family home, you can't discern the reason for high water use. Despite low water use taps (green home renovation 10 years ago), I have 3 teenagers. We don't waste by watering our lawn, power washing decks, nor washing cars. The main usage is showers for teens/young adults. I don't agree with the increase in rate for over 9 thousand gallon usage.	2/11/2021 10:20 PM
531	It appears to be a rate increase masquerading behind values I don't recall ever being asked about as a customer	2/11/2021 9:52 PM
532	The debt service on the county bonds for treatment centers is what's killing us all. The county bonds should be refinanced at lower rates, and retired early if possible. Reduce County overhead.	2/11/2021 9:47 PM
533	The rate structure does nothing to address affordability (with increases that will be felt throughout) and equity (particularly with the base charges). The rates will merely increase revenue for the county.	2/11/2021 9:25 PM
534	With the addition of the base rate almost everyone will pay more under the proposed structure. In addition, this is not an equitable structure because it unfairly penalizes large families.	2/11/2021 9:13 PM
535	The proposed rate structure seems overly complicated and subsidizes wasteful yard watering. It also punishes larger homes with higher needs. The price to run the pipe to each house is the same. The price to clean the water and deliver it is the same. Treat it all the same.	2/11/2021 9:06 PM
536	Costs too much.	2/11/2021 8:54 PM
537	The presentation doesn't show commercial and multi family rates. How can we know where the single family rate structure fits.	2/11/2021 8:38 PM
538	So will my property tax reduce with this proposed increase? Distract us with a tier-ed system, while substantially increasing our rates, so we think we're getting a break for using less...	2/11/2021 8:35 PM
539	Propose addition of residential categories for townhouse style or smaller structures without green spaces.	2/11/2021 8:31 PM
540	As opposed to the minimal change, I am much more interested in the base charge of \$100/year. Why is that not explained or compared to FY21 costs? It appears as though you are pulling the wool over residents' eyes under the guise of transparency.	2/11/2021 8:30 PM
541	The current rates are too high! We need to resolved this issue before considering future rate increases	2/11/2021 8:16 PM
542	This penalizes large families.	2/11/2021 8:04 PM
543	This is simple - keep the previous system! Charge 1 equal rate for the quantity of water used.	2/11/2021 7:52 PM
544	I strongly support the average winter consumption strategy.	2/11/2021 7:50 PM
545	It is NOT equitable to penalize large households for larger water usage. A larger household maybe just as conservation minded, while serving a greater number of people and should not be penalized.	2/11/2021 7:47 PM
546	Doesn't seem more affordable. Doesn't encourage conservation in the summer.	2/11/2021 7:00 PM
547	As a single family home owner, I was only able to see the rate changes for that category. I tried taking the survey again for the other categories but was not able to do so. As such, I feel ill equipped to provide feedback without see the entire landscape. How can I determine how large is the elephant when I can only see the trunk. Please be transparent and allow the easy ability for survey takers to review and understand how all the parts fit together for the entire picture before providing feedback.	2/11/2021 6:27 PM
548	need to provide overall breakdown of "customer categories"	2/11/2021 5:57 PM

549	It looks like the base charge proposed will be more than my actual use of water and sewer... How does that make it more affordable?	2/11/2021 5:56 PM
550	The information provided does not come near the degree of adequately explaining water consumption and corresponding rate structure...The guy on the video is explaining something at mid point during a briefing...there is no context...I'm not an accountant. All can say after the brief and using the tool is my bill is going up. Suggest the County invest a tool similar to the one used to show rate changes, but provides a household with details of costs per month with CLEAR suggestion as to where the adjustable costs are coming from so people can see where to TRY and save some money.	2/11/2021 5:53 PM
551	if by conservation, you mean to increase cost to decrease use, then i'd agree .....however, in our household, we are already conserving our water use to save money. a larger portion of the summer-time water use is for gardening. please consider EXPANDING the county's water and soil conservation programs to allow for EXPANDED use and education regarding rain barrels. the county's utility rates are already quite expensive, we don't need to see any more unnecessary rate increases.	2/11/2021 5:52 PM
552	Each household needs to pay for what is used and how it conserves water. You muddle things up by introducing equity in the mix. It is fair and equitable for all to pay the same rates for the same thing and the same service, otherwise county government is picking winners and losers and prescribing socialism as the answer. Revenue stability is a management problem not a user problem so let us decide by vote how to fix it. Fix your management of the resource.	2/11/2021 5:50 PM
553	Not enough information for me to agree. I do know that I had a house with a pool for 13 years and Arlington Co charged me for sewer on that pool water and shouldn't have. I even had a sub-meter installed for outside hose-bids and Arlington Co would not approve it and wanted me to spend like \$5K for a separate line to be run from the street. This was when i had a new water meter put in and the hole was already dug - but Arlington Co would not let me use that same hole for 2 separate water lines. Totally unacceptable.	2/11/2021 5:48 PM
554	Average Winter Consumption is not fair	2/11/2021 5:44 PM
555	The value of conservation must include conservation of our environment and natural resources, as well as conservation of treated water in our municipal system. To that end, this rate structure, or a parallel rate structure that addresses stormwater impacts and the proportion of impervious surface on a property that exacerbate those impacts should be incorporated into the fee structure. This can be an addition component in the fee system (a third element to add to water and sewer) or a separate stormwater fee. This is self-justifying, in that we just passed a \$50 million bond to address stormwater problems that are partly a result of our development infrastructure, but partly a result (differentially) according to size and permeability of build structures. That impact varies, and the fee structure should be devised to reflect the varying contributions to the problem. Ultimately, it is a matter of both conservation and equity.	2/11/2021 5:25 PM
556	I disagree with base charges and would like to know how these are calculated and how they contribute to affordability and conservation?	2/11/2021 5:22 PM
557	Too expensive.	2/11/2021 5:20 PM
558	The current economic conditions do not support a rate increase. My salary has not increased and based on economy there is no increase foreseen. Lets revisit when pandemic is over and economy recovers.	2/11/2021 5:20 PM
559	It's not affordable. Rates should not go up.	2/11/2021 5:18 PM
560	Would like to see summer water rates be less	2/11/2021 5:14 PM
561	Arlington should provide the lowest price for everyone, not create tiers of service. Forgive me for seeing this as just another attempt at taking more money from residents. The County already has extreme property tax bills and many frivolous, gold-plated projects funded by ever higher taxes. We can't afford it.	2/11/2021 5:13 PM
562	While the new structure may help me, I dislike the implicit social engineering behind the new structure. Also the sewage rates are unrelated to the quantity of sewerage required to be processed.	2/11/2021 5:10 PM
563	fair charge for sewer	2/11/2021 4:58 PM
56	The model is fine in theory, but the outcomes depend on where you set the cut-off between	2/11/2021 4:58 PM

Tier 1 and Tier 2 as well as the rates. My bill will go up 11% under the new proposal, vs 4% under an "as is" format. I'm sorry, but this presentation gives the impression of equity, but the numbers seem set to increase total revenues for the county over the current structure. Also, what single family residence could be expected to get by on 9K gallons/quarter?

565	Why charge lower rates for people using less water? The likelihood is that those people are single, with larger disposable incomes. Then, as families grow and disposable incomes shrink--but water usage increases--you want to charge them more? Even as they have less disposable income? This just penalizes large families.	2/11/2021 4:57 PM
566	website calculator somewhat confusing when comparing calculator values with those listed in document.	2/11/2021 4:56 PM
567	We water our lawn a lot from September-November. This is the time period when lawns are aerated and overseeded and must be watered heavily and frequently. This year our water utility bill was over \$400 in December. Again. For 2 people, no pets. None of this water is going into the sewer but we are charged at the \$9.xx rate for sewer. It seems the proposal increases rates but puts a cap on "summertime" usage with winter usage. It all depends on how you define summer. Lawns don't need to be watered until July depending on the temperatures and the rain amounts in previous months. \$400 is extreme and unfair. Please consider the amount of water used in the Fall which far exceeds our usage in the summer.	2/11/2021 4:54 PM
568	Single family rates appear to be much higher than MDU and commercial rates. How does penalizing single family homes with moderate consumption improve equity across customer categories or affordability?	2/11/2021 4:52 PM
569	Thank you for considering the summer irrigation sewer issue! That said, don't try to make up those overcharges by raising the rates commensurately.	2/11/2021 4:42 PM
570	This proposal is deeply troubling. You claim that it aims to improve "conservation, affordability, equity across customer categories and revenue stability." A brief examination of the proposal suggests that it fails on all fronts except the last one. First, limiting charges for non-sewer summer usage directly counters conservation efforts, since users with irrigation systems and pools will have less incentive now than before. Additionally, this benefit will accrue most to high income families living on large properties with irrigation systems and pools. Second, your own calculator indicates that your median customer would see a 25% increase in quarterly costs, from \$71 to \$89. Third, you completely gloss over the addition of a Base Charge without explanation. It is not clear how this new charge makes the service more affordable or equitable. Adding this fee places a new floor on bills, which both adds to the overall costs and adds most to the lowest end of the customer spectrum. There is brief mention of using this fee to cover administrative costs such as meter reading and bill processing without discussing what steps have been taken to reduce those costs. This proposal appears mostly to benefit the utility itself by creating a new stable revenue stream, independent of the service you ostensibly provide.	2/11/2021 4:40 PM
571	It looks like you are planning a 3.5% increase along with a "base rate." This is a big increase on all residents and businesses, and it comes after several big increases.	2/11/2021 4:39 PM
572	water (sewer mostly) in Arlington grossly overpriced	2/11/2021 4:35 PM
573	I would like to know the county to address this at the start of their presentation: Is the new rate structure revenue neutral; or is there a rate increase embedded in this new rate structure or does the county anticipate increase in funds received under the new rate structure.	2/11/2021 4:32 PM
574	9 thousand gallons is too low of a cutoff to move from tier 1 to tier 2. The cutoff should be more like 15 thousand gallons. Otherwise single family households will receive far too high a sudden increase in fees. Also if there is going to be a baseline charge, the per thousand gallon rates need to be lower. This system is too dramatically increasing the cost of water for middle class single family households in the county.	2/11/2021 4:30 PM
575	This is terrible for long time residents living on fixed incomes. I hope whoever proposed this is fired.	2/11/2021 4:28 PM
576	Whats next different prices for gas, milk, etc based on how much you use.....	2/11/2021 4:21 PM
577	This is typical Arlington County extorting money from its customers. The rate is triple and unfair.	2/11/2021 4:17 PM
57	Charging more for additional usage when you aren't taking into account the size of the	2/11/2021 4:14 PM

household is unfairly shifting the cost burden onto larger households. A family of 5 or 6 might enter into the higher rate category even if they are using less per-person than a household of 1 or 2. (It won't affect us as we only have 3 people in the house but that doesn't change the lack of equity in this proposed system.) Leave it as it is. You use more water, you pay more; use less, you pay less. This is just another smokescreen by Arlington County in the name of "equity", whatever that actually means. What could be more equitable than paying the same rate for however much water you use?? And don't even get me started on the winter use sewer billing shell game. Your own presentation admits that you're going to increase the rate to offset any reduction realized by billing by the winter rate. So why do it? To make people feel better? So silly. I'm sure these comments will be disregarded because they violate the orthodoxy that has gripped County government (and combined with my answers to the demographic questions below) but this is all just a complete waste of time, effort, and money.

579	Why is "sewer" even a category - there is not a meter for it?	2/11/2021 4:13 PM
580	It appears that the new rates disadvantage the single family rate payers. MF properties serve multiple residents but pay only one base rate and their overall consumption cost per 1000 gallons is lower than the higher residential rate. Larger businesses and MF properties are using a disproportionate amount of the infrastructure based on the fact that 2/3 of the population live in multi-family properties. My rate as a relatively small user goes up 5% based on the calculator with the new rate model. I don't see how this is either equitable or values conservation when the largest user group pays a potentially lower rate. Also, as I understand it, the rate is already based on keeping the system stable with an established fund balance for current and future expenditure needs. The current rate model achieves revenue stability. I am not sure why the new rate structure is needed unless it is just to generate more revenue.	2/11/2021 4:12 PM
581	Agree with the direction this takes - it's ridiculous to bill sewer use for water clearly destined for watering the trees and other plantings Arlington is proud of during warmer parts of the year.	2/11/2021 4:11 PM
582	Overall rates increase and penalize single family residents	2/11/2021 4:10 PM
583	Wow. The base rate jumped over \$10. per quarter. In these lean times for a lot of homeowners, that might be harmful to their financial health.	2/11/2021 4:10 PM
584	Adding additional quarterly fees to single-family/townhomes adversely impacts the affordability and equity when it comes to water usage. I am in a townhome and do not have the ability to fill a pool, wash my car, or any other would be deemed "high-impact" water occurrences. I believe the rate structure should apply additional fees to condo buildings and apartments where there are pools, communal areas, etc. Townhomes should not be considered single family homes as their conservation and impact is much less than single family homes.	2/11/2021 4:10 PM
585	Single family users are being charged bade rates far more than commercial or multifamily bade rates. This does not indicate equity.	2/11/2021 4:08 PM
586	it is amusing that you ask for thoughts on the new pricing. As a 30 year + resident, it has always mattered little what the citizens/residents say, ArlingtonCounty government always does what it wants to any way. These pandering surveys are so transparent and worthless.	2/11/2021 4:05 PM
587	Is there any way to get a meter I can use to monitor my water usage?	2/11/2021 4:04 PM
588	The rate should be the same for every thousand gallons. It doesn't cost the County any more to deliver me a second five thousand as compared to the first. This feels like just another way to raise already high taxes.	2/11/2021 4:03 PM
589	I'm surprised the rate will increase during a recession	2/11/2021 4:02 PM
590	I believe that it will be fairer, and question the necessity of asking all the questions from 5-8. Intrusive and unnecessary (you may want to know but do you really need it?)	2/11/2021 3:59 PM
591	Regardless of structure what your saying is that there is going to be at least 150% increase for anyone using 3000 Gal/Quarter or less. This is not acceptable!	2/11/2021 3:58 PM
592	The capping of sewer rates based on winter water use is great.	2/11/2021 3:54 PM
593	I believe we are in a good spot with a total rate per TG and even with winter consumption adjustments will typically allot to higher priced water costs. I do not believe we should change.	2/11/2021 3:54 PM
59	I believe that charging increased sewer fees for increased usages is probably an overcharge. If we think about it, most people who use water in the excess are probably watering lawns which	2/11/2021 3:53 PM

	do not strain the wastewater system like conventional household water use. Also, I prefer a structure where we just pay what it costs, not on a flex system.	
595	I believe those that use more water should be billed more above a certain threshold.	2/11/2021 3:53 PM
596	You're taxing the hell out of us, get some fiscal responsibility.	2/11/2021 3:48 PM
597	Billing people who use more water double the rate is unfair. Is the goal fairness or redistribution of income? Charge the same amount per thousand gallons, but use the winter usage sewerage number across the board. Those who use more water will pay for it, and those who use less will have lower bills. A tiered system is discriminatory. If Arlington wants to help people who can't afford their water bills, there's another... more honest... way to address that. Same with conservation.	2/11/2021 3:47 PM
598	I have always thought that sewer rates based on water consumption was very unfair. We have a pond that needs topping off in dry summer months, plus we have a flower garden (no lawn) that requires watering. Both can involve high water usage during the summer but do not tax the sewer system.	2/11/2021 3:43 PM
599	Our rates would increase about 15% under the new proposed rate structure. Residents with big houses, big yards, and pools could end up with reduced rates while those with a small modest house and modest income could see their rates decrease. The base charge is the same whether you are rich or poor. This is not equitable. I believe that there should not be a base charge. The only charge should be based on the water that you use and all costs incurred should be reflected in the water use fees.	2/11/2021 3:42 PM
600	We reviewed the proposed new rate structure with concern, but it looks like a significant improvement. The winter usage based sewerage rate will improve a particularly annoying aspect of the current rate structure. And the two tiered structure is likely to be both more fair and conservation motivated.	2/11/2021 3:39 PM
601	Stop giving our tax dollars to "undocumented immigrants", allow ICE to do their job, and see how that affects our taxes.	2/11/2021 3:39 PM
602	Sewer caooed at winter rates is an excellent move. That said, water and sewer rates seem high. How do we compare to other cities? You are driving fixed-income seniors out of Arlington. Aling with real estate taxes, it's just another reason to move.	2/11/2021 3:38 PM
603	Our water is literally yellow and undrinkable half the time. Why should I have to pay more for that?	2/11/2021 3:35 PM
604	I understand the intent of the tiered rate structure, but I feel that it penalizes larger families. Our family of four is very conservative with our water use and we would fall into the >9 tier just because there are 4 of us. Perhaps a structure that looked at average consumption per person vs. household could accomplish the good goal of trying to incent conservation. A small house of 1 or 2 could waste tons of water and still pay the lower tier rate...	2/11/2021 3:33 PM
605	the tier structure does not promote conservation and with the base fee, definitely NOT affordable. I calculated that my quarterly bill will go up at least \$30/quarter even when I am using basic levels.	2/11/2021 3:28 PM
606	I think the new structure works to encourage water savings. There are several problems, however, that don't fi the county guidelines. First, the fixed cost/quarter benefits higher usage and higher income households. Second, the cost over 9K gallons increase is extraordinary low for a family living in the area, meaning most families will pay a blended rate. Again, this benefits higher income households which can afford to drastically reduce water usage, which both encourages and violates county priorities.	2/11/2021 3:27 PM
607	I wish that Arlington Water prioritized the quality of the water we receive. In theory, I agree with the proposal but when the water coming out of the tap is bright yellow I'm not super interested in paying more money for it.	2/11/2021 3:27 PM
608	appears to be a creative way to raise rates on residents	2/11/2021 3:26 PM
609	We should pay a base rate for water under a certain level of consumption. As consumption increases, the rate should increase, regardless of income. Homeowners should receive incentives to put in mitigation strategies to save water (low flush toilets, HE washing machines, etc.)	2/11/2021 3:25 PM

610	Paying almost 3x the water amount for sewer seems excessive. Additionally unit cost increased even though a flat rate was added.	2/11/2021 3:22 PM
611	stop over using "equity"	2/11/2021 3:22 PM
612	the explanation provided did not give a clear comparison of the existing vs proposed structures. I cannot understand how the winter consumption is calculated and how it is used. I also do not understand how to take the data from my previous water bills and input them into your calculator to see how the new structure would have affected my past bills.	2/11/2021 3:22 PM
613	I like how the new structure breaks out "fixed costs" vs variable costs to better reflect the fixed costs	2/11/2021 3:21 PM
614	I do not understand the argument to cap sewage costs based on equity. Some of the summer water uses described, such as washing cars, generally end up in the sewer anyway. Others, such as irrigation, are avoidable. We all know and understand that summer irrigation bears both an increased water and sewer cost and that those sewage costs can be mitigated by installing a separate water meter dedicated to irrigation to reflect that irrigation water goes into the ground not the sewer system. Like everyone else, I had the choice either to absorb the additional water/sewer cost for my irrigation needs or pay for an additional water meter and water pipes dedicated to irrigation. Ultimately, I paid for a separate meter and piping at a cost of many thousands of dollars to reflect that my irrigation water went into the ground not the sewer system. For the county now to alter its fee structure because others who freely choose every year to bear the additional sewage cost of irrigation object, while I cannot recover my cost, seems unfair. I recognize there is a larger population of people who are not willing to invest money to mitigate sewage costs and complain when they irrigate and face those costs. But, again, those of us who made an investment to actually address the issue rather than complaining about it should not be treated worse. Those of us who made a decision for an additional meter to reduce future sewage costs should also be treated equitably. I do not support the new rate structure for this reason. It would reduce my sewage charges on the assumption my water is used for irrigation when I spent thousands of dollars to make sure water I use for irrigation goes through a different system. It does not seem equitable to penalize people who think ahead and make an investment to mitigate future costs. Perhaps a credit in the amount of my investment against future water/sewage costs to reflect the installation would be fair?	2/11/2021 3:20 PM
615	Current rates are already on the high end.	2/11/2021 3:14 PM
616	I have 5 school age kids and a household of 7. How is it fair that I will pay more per thousand gallon of usage? I am more likely to go to the higher tier than a 3 person household even if we use water more efficiently per person than an average smaller household. Does not seem like it was well conceived and I hope does not get implemented. Happy to pay my fair share, but we will likely be penalized on a rate basis for having a large family. We pay per usage anyway to account for the fact that we are a large family. I don't believe it fair to charge us a higher rate per unit on top of that.	2/11/2021 3:14 PM
617	Proposed rate structure is more equitable for homeowners having sprinklers and swimming pools which account for thousands of gallons of water use.	2/11/2021 3:13 PM
618	I do like the tiered consumption concept, the winter use average, and the attempt at equity. However, equity is not met here. Arlington has far too little affordable housing, and our most needy and lower-income citizens are likely in apartments. This does not help them. Without individual accounts, they will see any increases in rates as an increase in rent/fees to their landlords. It would seem like we should apply a Tier system (to a larger scale) to different multi-family properties. For instance, a 10-unit apartment building that uses less than 90 TGs would get the lower tier rates, etc... Perhaps Luxury apartments see the higher commercial rates. Perhaps the average rent the landlord charges can determine a water tier breakdown. We should re-view this review and find a better way to offer the lower rates most needed for partial equity for our lower income and working class residents. People shouldn't be punished for having to live in apartments. This process may be more work to set up initially for the County, but it would actually address equity to a larger scale. If you can afford a single family home in Arlington (I'm looking in the mirror in North Arlington!), you likely don't "need" the price break as much as our neighbors stuck in apartments, at the mercy of landlords. We should not trust landlords to do the right thing for people, they are out to make money, after all, and they are doing at the expense of people's right to life and shelter. It sounds dramatic, but anything we can do make life easier for the poor, and working class, we should.	2/11/2021 3:12 PM

619	It is already too expensive, why is it increasing? I do not understand what you mean by "equity across customer categories". What is the county doing to make it more affordable for ALL customers?	2/11/2021 3:11 PM
620	I think it is more fair to bill families based on their water consumption. Our home focuses on conservation of water daily and it is frustrating when we have to pay the same rates as others who let their water flow freely all day long inside and out. This is about conservation for all and some people are selfish with the amount of water that is used.	2/11/2021 3:09 PM
621	I'm not sure I agree with a high fixed cost to get even one drop of water. I do agree with a tiered and increasing charge associated with those who use more water. It seems to me that a fixed sewer charge based on winter water use is giving a free pass to those using a lot of water in the summertime, regardless of how that water returns to the environment. I don't understand why certain users of the sanitary sewerage system don't get charged at all. For example the drainage from a large parking lot is not related in any way to the amount of drinking water used by the owner of the parking lot. This seems unfair.	2/11/2021 3:08 PM
622	"Equity among customer classes"??? That is total nonsense, thing your notion of "equity" beyond reason	2/11/2021 3:07 PM
623	We pay a larger amount of tax already due to sq ft, etc. This is essentially adding additional tax for owning a larger property. For a single family home, 0-9 TG for a quarter is basically not using any water. It isn't sustainable to conserve 3x water per quarter for my household.	2/11/2021 3:06 PM
624	Sorry,I see this as just just another way to jack up the rates to bring in more money for the county, particularly the "base rate". This sounds like something a cable company would do.	2/11/2021 3:05 PM
625	This new structure encourages people to waste water in the summer by washing their cars, watering lawns, and filling up pools. All of these things use our water and eventually end up back in our environment as runoff (soap, fertilizer, and pool chemicals). As such, I don't think there should be a different sewer charge for the summer/winter. Secondly, the tier system is a nice idea, but I'm not sure anybody in tier 1 would pay that much less than tier 2 since we all have to pay that base rate. So, it does not really assist lower income individuals.	2/11/2021 3:04 PM
626	reporting needs to be more frequent as hard to know what is driving usage with such a long period	2/11/2021 3:02 PM
627	Rate should be based at least in part on impervious surface coverage to reflect stormwater runoff impacts	2/11/2021 3:01 PM
628	People should be pay for the amount of water & sewer they consume, period. Your proposal is stupid and insulting.	2/11/2021 3:01 PM
629	This works for revenue stability and conservation, but doesn't work toward affordability. Our bill would go up nearly 15% with these proposed rates. If you want to promote equity, the Tier 2 threshold should be much higher than 9 TG. We have a small household and use nearly three times this amount of water.	2/11/2021 3:01 PM
630	monthly base fee is unfair and too high	2/11/2021 3:00 PM
631	Not sure how the new structure meets item #2, above. Just seems like a rate increase surrounded by a more complex billing algorithm & less clarity.	2/11/2021 3:00 PM
632	Can they separate water usage and sewer usage?	2/11/2021 2:59 PM
633	Important to define winter months appropriately for our warming climate—I.e., December through February. Lawn watering now starts in March and goes into November.	2/11/2021 2:57 PM
634	Concern that this may penalize larger families, who of course will have greater water usage than smaller households, and thus they would pay the higher rate.	2/11/2021 2:55 PM
635	To expensive	2/11/2021 2:54 PM
636	Punishing heavier users with different rates is wrong. This is the kind of proposal that will result in residents moving to other counties.	2/11/2021 2:54 PM
637	The existing "simple" rate structure makes the most sense: "user pays." The proposed changes invite a perpetual political fight over preferences. Far better to price water and sewer as simple commodities.	2/11/2021 2:54 PM

638	Too expensive. Also what does race and gender have to do with a water survey? Are you democrats all mad? There should NO questions about that for water.	2/11/2021 2:53 PM
639	I agree with water volume/consumption proposals, but I disagree with the base rates being more for single family homes.	2/11/2021 2:53 PM
640	I live in a new build home that is only 5 years old. I think it is preposterous that I have to submit stormwater management photos every single year, yet me neighbors who have lived in their home for 30+ years haven't had to do a thing. I feel all Arlington homeowners should have to implement some measures (perhaps within a 3-5 year timeframe) so it's not solely on new home owners to contribute to fixing the county's SWM issues.	2/11/2021 2:52 PM
641	The rates comparisons show that the new calculation method is always higher than the current method. I understand the fy22 numbers aren't fixed, but this doesn't even illustrate if this method is cheaper for people that use, for example, 6-9 TG, but not people using less than 6 or more than 10. It simply shows a rate increase.	2/11/2021 2:52 PM
642	This is nearly doubling the cost - unacceptable when so many are struggling with covid related lost income.	2/11/2021 2:50 PM
643	It seems grossly unfair to high-density households. I have 6 people in my house. I would likely be paying a much higher rate than a single person living in a house alone, which seems grossly unfair. Number of dependents in the household comes off tax forms, so you CAN get it reliably from the occupant. And you can do that through CAPP. Seems much more equitable to give a per-person allowance for water, and to make that much lower than what you've outlined here.	2/11/2021 2:50 PM
644	I would prefer to not pay for poor customer service that has not served me in the past. Extremely inconsistent billing with ZERO explanation. Higher bills when usage was down.	2/11/2021 2:49 PM
645	This is an absurd rate raise again. In recent years the rate has increased at an alarming rate. Compared to our neighbor counties we are literally being robbed thru these rates continuing to rise. For long time residents like my family who moved here in 1980 and are on a fixed income it is making it impossible to stay here. This is not good for the area, community or it's long time residents. Find cost saving measures for once instead of further burdening the long time residents.	2/11/2021 2:48 PM
646	Conservation can be addressed with very costly home modifications that are hardly a dent in the budgets of the wealthiest SFH owners in Arlington. These people often tend to become self-righteous about conservation without ever connecting the cost disparities for things like water consumption without expensive toilet, shower, sink sprinkler system, etc.. modifications. It's the same for adding solar panels in a jurisdiction that offers little to no tax incentives. It's the same as eating True Foods carry out daily or having an expensive meal prep service that allows one to comfortably and happily enjoy becoming a Vegan whereas the same choice would be a grossly higher percentage of lower income households' monthly expenses. I support conservation efforts that promote true equity as opposed to providing a loophole for the wealthiest to disregard the tiered pricing or simply update every household device that utilizes water.	2/11/2021 2:48 PM
647	Lots of buzz words... no math to show how different groups are effected. The wording suggests that the proposed way forward tries to shift water costs from apartment dwellers and/or lower socio economic zip codes to wealthier single family zip codes. While the math for what there is suggests that the costs structure remains "user pays". The only way to drive down water and sewer costs is to reward those who conserve the resource. Maybe more grants and conversion for those who might benefit from more water efficient appliances and plumbing.	2/11/2021 2:48 PM
648	Arlington county is the most expensive county in Virginia for water and sewer. Why? Arlington county has significantly higher rates comparing to Fairfax county. Why?	2/11/2021 2:47 PM
649	There is no tiering based on number of people on each meter. That is inequitable. The rate structure should more dramatically increase when per person usage goes up to incentivize conservation Using winter use rates to baseline sewage charges is a terrible idea. It effectively eliminates incentives to conserve water by making summer usage cheaper, especially bad idea when we have summer droughts.	2/11/2021 2:47 PM
650	The proposed structure penalizes families, which is not equitable or affordable. Also there is no justification for base charges regardless of use!	2/11/2021 2:46 PM

651	Im not at all clear what you are doing here.	2/11/2021 2:46 PM
652	My quarterly bill would increase exponentially because of these demand charges. I am a single member household with low levels of water consumption. I use 3-4 thousands of water per quarter and you can do the math as to the negative impacts.	2/11/2021 2:45 PM
653	It seems to me that people who might use freshwater for irrigation or whatever don't want to pay for that use. It would be interesting to know who pays for storm water management and maintenance in Arlington. That seemed to come into stark relief on July 8, 2019.	2/11/2021 2:45 PM
654	Increases should be reflective of upgrades to services, structures, and overall costs to reflect value for perceived increases.	2/11/2021 2:42 PM
655	Seems like we already punish folks for watering their plants, trees and lawn and this new structure will not address that if we are going to still charge more to keep these things alive.	2/11/2021 2:42 PM
656	Disconnecting water bill from sewer rates in summer provides disincentive to conserve water	2/11/2021 2:41 PM
657	I dislike using "equity" term to justify large rate increases	2/11/2021 2:39 PM
658	Its expensive already and this will just add to it. People are already struggling with the pandemic, rate should go lower not higher	2/11/2021 2:39 PM
659	The chart is not clear. If I consume 9001 gallons do all 9001 go to the higher rate or do I pay the lower rate up to 9000 and anything over 9000 is the higher rate. Similar to a tax bracket structure. This should be clarified. It should be on the FAQ page as it is critical to information for a cost analysis (affordability).	2/11/2021 2:39 PM
660	does not seem affordable	2/11/2021 2:38 PM
661	This is simply a money grab to hike prices, this has nothing to do with conservation or affordability.	2/11/2021 2:38 PM
662	The rates are going up astronomically for single family homes.	2/11/2021 2:37 PM
663	Businesses and commercial enterprises should bare more of the burden. Residential prices should have more tiers and be more progressive in nature. Current residential prices are already too high as act as a tax on residential consumers.	2/11/2021 2:37 PM
664	Seems like a rate increase at all levels, with more for higher users. The higher users appear to be those with more than 1 or 2 people in a household and potential outdoor uses for water. So an overall rate increase, with extra increases for non-apartment living, especially families.	2/11/2021 2:36 PM
665	We use a lot of water that does not use sewage (i.e. gardening) and we are charged 2x above our water use for sewage we are not using.	2/11/2021 2:35 PM
666	I prefer the existing rate structure.	2/11/2021 2:35 PM