

Our Mission: To build and maintain water delivery, sanitary sewer collection, and wastewater treatment systems that provide high-quality water and sewer services and products

SIGNIFICANT BUDGET CHANGES

The FY 2026 proposed expenditure budget for the Utilities Fund is \$106,052,383, a four percent increase from the FY 2025 adopted budget. The FY 2026 budget reflects:

- ↓ Personnel decreases slightly due to chargebacks to other funds and capital projects and increases in credit for turnover, partially offset by the addition of a Training Coordinator at the Water Pollution Control Plant (\$147,980, 1.0 FTE), employee salary increases, an increase in the County's cost for employee health insurance, and slightly higher retirement contributions based on current actuarial projections.
- ↑ Non-personnel increases primarily due to increased costs for electricity and other utilities (\$766,689), purchased water (\$835,000), contracted services (\$306,451), adjustments to the annual expense for maintenance and replacement of County vehicles (\$278,038), addition of a large water meter testing program at Water, Sewer, Streets Bureau (\$100,000), one-time funding for equipment for the two valve exercise team trucks (\$200,000), ongoing funding for the maintenance and replacement of the valve equipment (\$18,000), operating costs associated with the implementation of Advanced Metering Infrastructure (AMI) pilot (\$21,132), additional costs for the Training Coordinator position (\$1,800 on-going and \$1,500 one-time), partially offset by elimination of FY 2025 one-time expenses for training (\$25,000).
 - Purchased water costs are based on the County's projected prorated share of the Washington Aqueduct's costs to produce, and supply finished drinking water.
- ↑ Debt service increases based on the current repayment schedule (\$14,517) and the issuance of new General Obligation bonds in 2025 (\$945,535) for various Utilities Fund capital projects.
- ↑ Other expenses increase due to overhead charges (\$528,988).
- ↑ Revenues increase primarily due to the proposed water and sewer rate increase (\$4,008,355), proposed water connection fee increase (\$230,000), proposed meter installation fee increase (\$5,000), proposed new account fee increase (\$60,000), proposed fire hydrant permit fee increase (\$2,700), sewage treatment charges from neighboring jurisdictions (\$462,010), Lee Pumping Station lease agreement renewal (\$2,760), and interest income (\$170,000).
 - Infrastructure Availability Fees (IAF) are proposed to increase for FY 2026. These fees are directly credited to the Utilities Construction Fund, not the Operating Fund. However, they do directly impact the Operating Fund since revenues offset the amount of transfer required to fund the capital program and have the effect of lowering the water and sewer rate.
- ↑ Transfers increase due to the planned mix of funding strategies for the capital program (\$2,211,000) slightly offset by the decreased funding for the transfer for the conversion of electric vehicles (\$285,179).

PROGRAM FINANCIAL SUMMARY

	FY 2024 Actual	FY 2025 Adopted	FY 2026 Proposed	% Change '25 to '26
Personnel	\$27,567,379	\$30,695,740	\$30,665,352	-
Non-Personnel	36,477,315	34,676,353	37,209,963	7%
Debt Service	28,602,158	29,761,144	30,721,196	3%
Other	6,707,095	6,926,885	7,455,873	8%
GASB	56,558	-	-	-
Total Operating Expenditures	99,410,505	102,060,122	106,052,384	4%
Revenues	109,820,361	113,231,820	118,168,494	4%
GASB	6,800	-	-	-
Total Revenues	109,827,161	113,231,820	118,168,494	4%
Transfer to Capital	13,310,000	7,993,000	10,204,000	28%
Transfer to Auto Fund	-	411,417	126,238	-69%
Total Transfers Out (In)	\$13,310,000	\$8,404,417	\$10,330,238	23%
Permanent FTEs	252.75	253.75	254.75	
Temporary FTEs	2.20	2.20	2.20	
Total Authorized FTEs	254.95	255.95	256.95	

* FY 2024 actual expenditures and revenues received reflect Governmental Accounting Standard Board (GASB) standards for Statement No. 87 on leases and Statement No. 96 for subscription-based software. See the County Government GASB Summary for department details in the front section of the budget book.

Expenses & Revenues by Line of Business

	FY 2024 Actual Expense	FY 2025 Adopted Expense	FY 2026 Proposed Expense	% Change '25 to '26	FY 2026 Proposed Revenue	FY 2026 Net Fee Support
Water, Sewer, Streets Bureau	\$33,047,669	\$32,142,645	\$33,214,646	3%	\$1,860,160	\$31,354,486
Water Sewer Records	1,300,907	1,308,042	1,265,383	-3%	307,900	957,483
Customer Services Office	2,031,409	2,118,782	2,117,516	-	110,549,590	(108,432,074)
Water Pollution Control Bureau	27,488,087	29,404,108	30,766,969	5%	5,450,844	25,316,125
Debt Service and Other	35,542,433	37,086,545	38,687,870	4%	-	38,687,870
Transfers Out	13,310,000	8,404,417	10,330,238	23%	-	10,330,238
Total	\$112,720,505	\$110,464,539	\$116,382,622	5%	\$118,168,494	(\$1,785,872)

- The Utilities Fund is an enterprise fund, which is a self-supporting fund. All user fees must provide sufficient revenues to fund all activities.
- Water and sewer revenue, late fees, new account fees, turn-on fees, and interest are included in Customer Services Office revenue; however, they support the Utilities Fund overall.

Authorized FTEs by Line of Business

	FY 2025 FTEs Adopted	FY 2026 Permanent FTEs Proposed	FY 2026 Temporary FTEs Proposed	FY 2026 Total FTEs Proposed
Water, Sewer, Streets Bureau	132.60	132.00	0.60	132.60
Water Sewer Records	6.00	6.00	-	6.00
Customer Services Office	18.75	18.75	-	18.75
Water Pollution Control Bureau *	95.60	94.00	1.60	95.60
Debt Service and Other *	3.00	4.00	-	4.00
Total Authorized FTEs	255.95	254.75	2.20	256.95

- For FY 2026, an existing 1.0 Permanent FTE is transferred from the Water Pollution Control Bureau to Debt Service and Other to align the position with their internal support of the entire Utilities Fund. The addition of the Training Coordinator (1.0 Permanent FTE) at the Water Pollution Control Bureau is included in the Proposed FY 2026 FTE count. Overall, there is a net addition of 1.0 FTE to the Utilities Fund for FY 2026.

**UTILITIES FUND
OPERATING STATEMENT**

	FY 2024 ACTUAL*	FY 2025 ADOPTED	FY 2025 RE-ESTIMATE	FY 2026 PROPOSED
BALANCE JULY 1	\$16,729,163	\$15,060,164	\$13,835,819	\$17,080,665
REVENUE				
Interest	365,001	80,000	240,000	250,000
Water/Sewer Billing	102,300,131	105,691,235	104,898,551	109,699,590
Water Service Connection Fee	954,500	1,360,000	1,360,000	1,590,000
Water Service Discontinuation	88,500	140,000	140,000	140,000
Meter Installation	36,140	30,000	30,000	35,000
Sewage Treatment Charges	4,500,642	4,787,990	4,949,937	5,250,000
Late Fee	423,251	425,000	450,000	425,000
New Account Fee	91,599	105,000	100,000	165,000
Turn-On Fee	8,065	10,000	9,500	10,000
Flow Test Fee	10,800	10,200	10,200	10,200
Pretreatment Fee	33,943	1,000	1,000	1,000
Utility Marking Fee	258,407	285,000	300,000	285,000
Hazardous Household Material Fee	3,264	8,000	5,000	5,300
Miscellaneous Revenue	746,118	298,395	298,395	302,404
GASB	6,800	-	-	-
TOTAL REVENUE	109,827,161	113,231,820	112,792,583	118,168,494
OPERATING EXPENSES				
Customer Services Office	2,031,409	2,118,782	2,012,843	2,117,516
WSS Operations	23,781,594	22,422,645	22,086,305	22,659,646
Water Purchase	9,210,719	9,720,000	9,541,135	10,555,000
Water/Sewer Records	1,300,907	1,308,042	1,281,881	1,265,383
Water Pollution Control	27,486,885	29,404,108	28,816,026	30,766,969
Debt Service	28,602,158	29,761,144	30,116,356	30,721,196
Other	6,940,275	7,325,401	7,288,774	7,966,674
GASB	56,558	-	-	-
TOTAL EXPENSES	99,410,505	102,060,122	101,143,320	106,052,384
BALANCE (SUBTOTAL)	27,145,819	26,231,862	25,485,082	29,196,775
TRANSFERS OUT				
Utility Construction (Fund 519)	13,310,000	7,993,000	7,993,000	10,204,000
Auto Fund	-	411,417	411,417	126,238
TOTAL TRANSFERS	13,310,000	8,404,417	8,404,417	10,330,238
TOTAL EXPENSE AND TRANSFERS	112,720,505	110,464,539	109,547,737	116,382,622
BALANCE JUNE 30	13,835,819	17,827,445	17,080,665	18,866,537
Board-adopted Three-month Operating Reserve (excludes debt service)	\$17,702,087	\$17,827,145	\$16,795,919	\$1,882,797

* FY 2024 actual expenditures and revenues received reflect the first year of implementing new Governmental Accounting Standard Board (GASB) standards for Statement No. 87 on leases and Statement No. 96 for subscription-based software. See the County Government GASB Summary for department details in the front section of the budget book.

Fee Definitions

The following fees and other revenue are used to fund operating and capital costs for the Utilities Fund. The capital costs are reflected in the Pay-As-You-Go Capital portion of the budget.

Fund Balances from Prior Years: The County maintains a fund balance, consistent with the Board-adopted financial policy to maintain an operating reserve equal to three months of expenses, to cover emergency events that might impact water and sewer services. If utilized, the reserve will be replenished over a three-year period to the minimum reserve level.

Interest Earnings: Interest earned on the fund balance accrues to the Utilities Fund monthly.

Water/Sewer Billing: Charges for water/sewer service based on consumption of water as reflected by periodic readings of water meters serving the property. These charges generate approximately 94 percent of the income for the Utilities Fund. This category also includes sewer revenue from government facilities and authorities and other organizations (such as the Pentagon and Reagan National Airport) that use the County's sewage system but receive their drinking water from other sources. Set by County Code, Chapter 26; effective date July 1 each fiscal year.

- The rate structure, effective January 1, 2022, includes:
 - Customer classes: residential, multi-family, and commercial
 - Base charge per billing cycle for each service (water and sewer)
 - Residential –
 - Tiered water usage:
 - Tier 1: Usage from 0-9 Thousand Gallons (TG per quarter)
 - Tier 2: Usage above 9 TG per quarter
 - Sewer – Average Winter Quarter Billing for sewage consumption
 - Multi-family and Commercial water and sewer based on 100% on water meter readings.

Water/ Sewer Billing Rate Schedule	FY 2025	FY 2026
	Adopted: July 1, 2024 – June 30, 2025	Proposed: July 1, 2025
Residential:		
Water Base (\$/Quarter)	16.81	16.82
Water – Volumetric (per Thousand Gallons (TG)):		
Tier 1: 0-9 TG (\$/TG)	4.17	4.54
Tier 2: >9 TG (\$/TG)	6.68	7.27
Sewer Base (\$/ Quarter)	13.95	13.98
Sewer – Volumetric – Average Winter Quarter basis (\$/TG)	10.29	10.48
Multi-Family:		
Water Base (\$/Month)	12.01	12.01
Water – Volumetric (\$/TG)	4.96	5.40
Sewer Base (\$/Month)	9.91	9.93
Sewer – Volumetric (\$/TG)	10.29	10.48
Commercial:		
Water Base (\$/Month)	12.01	12.01
Water – Volumetric (\$/TG)	5.37	5.85
Sewer Base (\$/Month)	9.91	9.93
Sewer – Volumetric (\$/TG)	10.29	10.48

Water Service Connection Charge: This fee is paid by new water users for a physical connection and meter installation to the water system. The fee recovers 100 percent of personnel, materials, and equipment rental costs. The fee is proposed to increase for FY 2026. The current fee ranges from \$4,350 for a 1-inch connection line with a ¾-inch meter up to \$6,600 for a 2-inch line with a 2-inch

meter. Sizes 3-inch and above would be at cost based upon a quote per project. Set by County Code, Chapter 26; effective date July 1, 2021. The proposed fees range from \$5,295 for a one-inch connection line with a ¾-inch meter up to \$8,300 for a two-inch line with a two-inch meter. Sizes three-inch and above would be at cost based upon a quote per project. If adopted, the proposed fees would have an effective date of July 1, 2025.

Meter Installation Charge: This fee is paid by developers which have established the water service connection to the system themselves and only require the County to install the meter. The fee is proposed to increase for FY 2026. The current fees range from \$270 for a ¾-inch meter up to \$8,060 for an 8-inch meter. Set by County Code, Chapter 26; effective July 1, 2023. The proposed fees range from \$410 for a ¾-inch meter up to \$10,240 for an eight-inch meter. If adopted, the proposed fees would have an effective date of July 1, 2025.

Sewage Treatment Charges: These charges are paid by neighboring jurisdictions (Fairfax County and the Cities of Falls Church and Alexandria). Consistent with memoranda of understanding that the County has signed with Fairfax County and the Cities of Falls Church and Alexandria, the neighboring jurisdictions are charged both for their share of costs associated with operating the County's sewage system as well as with making necessary capital improvements to it.

Water/Sewer Late Fee: The County imposes a six percent (6%) fee on any water and sewer charges if, 30 days after the billing date, there is an outstanding balance on the account. Set by County Code, Chapter 26; effective date July 1, 1992. Late fees were waived during the COVID-19 Pandemic but were reintroduced November 2021.

New Account Fee: This fee is charged to new customers when they set up a new utilities account. The fee is proposed to increase for FY 2026. The current fee is \$25. Set by County Code, Chapter 26; effective date July 1, 1992. The proposed fee is \$40. If adopted, the proposed fee would have an effective date of July 1, 2025.

Discontinuation Fee: Fee to discontinue and disconnect a water service at the water main. Fee is \$500. Set by County Code, Chapter 26; effective date July 1, 2008.

Reactivation Fee: This \$25 fee is charged when the County turns on a customer's water service after it had previously been shut off either at the customer's request or for non-payment. Set by County Code, Chapter 26; effective date July 1, 1992.

Flow Test Fee: This \$300 fee is charged when developers request fire flow information necessary to do sprinkler system design. Set by County Code, Chapter 26; effective date July 1, 2008.

Hydrant Permit Fee: This fee is charged for a fire hydrant permit for three months or any portion thereof. The fee is proposed to increase for FY 2026. The current fee is \$300 for three months. Set by County Code, Chapter 26; effective date July 1, 2024. The proposed fee is \$480 for three months. If adopted, the proposed fee would have an effective date of July 1, 2025.

DFU Credit Inspection Fee: This fee is charged when developers request an inspection to certify the existing drainage fixture units (DFUs) at properties that will be demolished. The credit offsets the Infrastructure Availability Fees (IAF) that a developer will be charged for new construction DFUs. The fee is \$175 for inspections of 1-24 fixtures: \$275 for 25 plus fixtures. Set by County Code, Chapter 26; effective date July 1, 2008.

Pretreatment Fee: This fee is assessed on certain businesses that introduce pollutants into the sewer system, or "Significant Industrial Users," to recover the costs of the industrial pretreatment program, which ensures compliance with state and federal standards. Annual fee of \$1,560 plus \$3,640 for each monitoring point. Set by County Code, Chapter 26; effective date October 2, 2004.

Utility Marking Fee: This fee is charged to developers to have utility lines marked before construction begins. \$45 fee. Set by County Code, Chapter 22; effective date July 1, 2013.

Hazardous Household Material Fee/ Appliance Fee: This fee is charged for the safe disposal of household waste products that contain cathode ray tubes (CRTs). Fee is \$20 per television and \$15 per monitor. Set by County Code, Chapter 10; effective date April 30, 2005.

Infrastructure Availability Fee: This fee is charged to developers for adding new demand on the water and sewer systems, based on the number of drainage fixtures units (DFUs) added to the

system. DFUs are established by the Plumbing Code to service as a proxy for water usage and range from 5 DFUs for a full bathroom to ½ for a drinking fountain. For a renovation or tear-down, full credit is granted for any pre-existing DFUs. Revenues for this fee are accounted for in the Utilities Capital Pay-As-You-Go Fund. The fee is proposed to increase for FY 2026. Current fees are \$260 per DFU combined water and sewer service. For structures which have water-only service, the fee is \$105 per fixture. For structures with sewer-only service, the fee is \$155 per fixture. Set by County Code, Chapter 26; effective date July 1, 2023. Proposed fees are \$305 per DFU combined water and sewer service. For structures which have water-only service, it is proposed at \$120 per fixture. For structures with sewer-only service, it is proposed at \$185 per fixture. If adopted, the proposed fees would have an effective date of July 1, 2025.

WATER, SEWER, STREETS BUREAU

PROGRAM MISSION

To protect the health and welfare of Arlington residents and visitors by efficiently providing safe water and sanitary sewer services.

- Purchases wholesale safe drinking water from the Army Corps of Engineers' Washington Aqueduct Division.
- Ensures adequate water flows and pressure.
- Reads, inspects, installs, and tests over 37,700 meters in the County (Water Meter Program).
- Monitors and operates the County's water system, investigates potential water leaks and water losses, and addresses resident concerns (Control Center).
- Maintains and repairs water mains, valves, fire hydrants, and other appurtenances; installs new water service connections and fire line valves; and relocates or adjusts water infrastructure in conjunction with street and utility construction (Water Construction and Maintenance Program).
- Conducts inspections and tests of valves and pumping stations, inspects and tests fire hydrants, and flushes water lines (Flushing and Inspection Program).
- Operates and maintains the County's sanitary sewer collection system (Sanitary Sewer Maintenance Program).
- Maintains, flushes, and cleans sanitary sewer lines (Sewer Flushing Program).
- Identifies deficiencies in the sewer system (TV Inspection Program).
- Installs new sewer mains, adjusts or replaces manhole frames and covers that have become worn, and makes spot repairs.
- Responds to sewer stoppages and other emergencies around the clock.

PERFORMANCE MEASURES

Critical Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Total O&M Cost for Water Service (\$/MG)	\$2,903	\$2,819	\$2,896	\$3,494	\$3,197	\$3,468
Total O&M Cost for Water Service (\$/account)	\$567	\$553	\$575	\$710	\$653	\$712
Total O&M Cost for Sanitary Sewer Collection Service (\$/MG)	\$766	\$837	\$851	\$781	\$873	\$793
Total O&M Cost for Sanitary Sewer Collection Service (\$/account)	\$162	\$171	\$182	\$166	\$186	\$169
Percent of water meter read on first pass - residential (%)	89%	94%	95%	97%	95%	95%
Percent of water meter read on first pass - commercial (%)	95%	92%	91%	94%	95%	95%
Emergency repairs as a percent of total work orders	9%	11%	8%	11%	10%	10%
Number of water system breaks (per 100 miles)	33.3	33.3	30.0	33.3	40.0	33.3
Public sanitary sewer backups	38	31	27	17	28	35

- Costs were above budget in FY 2024 due to a number of one-time, unexpected expenses. These higher costs are impacting the measures for cost for water and sewer services. FY 2025

WATER, SEWER, STREETS BUREAU

is expected to be closer to budget. These measures increase for FY 2026 based on the proposed budget, which is increasing for water purchase costs, payroll, and other inflationary increases. Increases to the cost for sanitary sewer collection for FY 2026 are mitigated by the increase in chargeback to the Stormwater Management Fund for services and support provided for their system operational maintenance activities.

- The measure for “percent of water meter read on first pass” was previously labeled “water meter function”.
- Water system breaks include water mains, valves, hydrants, and service lines. The number of water system breaks varies year to year based on temperature fluctuations and system conditions. FY 2025 estimates are based on current FY 2025 data.
- Public sanitary sewer backups occur when there is a blockage in the line which causes discharge from a customer’s floor drain or drain in a fixture. Common causes are grease buildup, root intrusion, or inflow and infiltration during rain events. The number of backups projected in current and future years is based on averages of past years.

Supporting Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Commercial meters inspected	396	511	503	758	600	600
Small valves inspected/ exercised	1,611/ 1,177	3,154/ 2,944	4,128/ 3,580	4,333/ 3,748	4,500/ 4,000	4,500/ 4,000
Large valves inspected	430	199	124	68	100	250
Water service installations	226	239	340	234	250	250
Hydrants inspected	3,181	2,026	3,369	3,258	3,700	3,700
Fire hydrants out of service per day (%)	0.2%	0.3%	0.2%	0.3%	0.5%	0.5%
Sanitary sewer flushing (segments)	5,270	6,213	6,655	4,773	6,000	6,000
Miles of sewer pipe inspected	52.7	76.1	58.6	76.6	70.0	70.0
Sewer overflows to environment (million gallons (MG))	4.600	0.101	0.003	0.250	0.050	0.050
Formal training (hours)	6,410	4,803	5,566	5,678	6,000	6,000
Electrical usage at water pumping stations (Kilowatt hour (kWh))	1,706,726	1,703,964	1,392,103	1,376,932	1,375,000	1,375,000

- Measures for commercial meters inspected and small valves inspected, that were negatively impacted by COVID, have returned to more normalized/ expected levels beginning in FY 2022.
- Commercial meters inspected increased in FY 2024 due to a focus on reducing existing backlogs. FY 2025 and FY 2026 estimates reflect a return to regular work levels.
- Small valves are those valves that are twelve (12) inches and smaller. Inspection is defined as the crew making an assessment of the valve and recording its attributes. Valves exercised is defined as each valve being operated through a full cycle and returned to its normal position. Not all valves which are inspected can be exercised; those not being able to be exercised require maintenance, rehabilitation, or replacement to restore proper operation.
- Large valves are those valves that are larger than 12 inches. In FY 2021 and FY 2022, funding was provided for a two-year pilot program during which contractors performed the initial round of inspections on the system’s approximately 630 large valves and air release valves (ARVs). In FY 2023, County staff took over the performance of regular inspections planned over a four-year cycle. Rehabilitation of the valves is funded in the Capital Improvement Plan (CIP). There was a significant decrease in performance in FY 2024 due to end-of-life failure of the specialized valve equipment necessary for inspecting and exercising valves. Funding for

WATER, SEWER, STREETS BUREAU

replacement equipment is funded in FY 2026, so it is expected performance will start to return to goal levels.

- Fire hydrants out of service is calculated by the total number of days hydrants were out of services divided by number of total hydrants divided by 365 days per year. In FY 2023, for every 1,000 hydrants, there were two out of service. The County has just under 4,000 hydrants and the goal is to inspect 3,700 per fiscal year. The actual amount inspected annually will vary based on staff availability and task prioritization. FY 2025 and FY 2026 estimates increase but are still within national benchmarks.
- The Sanitary Sewer flushing segment amounts include preventative maintenance (PM) flushing plus flushing due to overflows and complaint workorders, as well as contracted flushing. The amount of segments able to be flushed varies year to year based on segment length, crew availability, equipment reliability and efficiency.
- Miles of sewer pipe inspected vary year to year based on staffing and equipment availability. Inspection staff availability is also dependent upon other functions they perform, including sewer pipe inspections and emergencies for both sanitary and stormwater sewer services.
- Sewer overflows to the environment occurs when untreated sewage is discharged from a sanitary sewer line into the environment prior to treatment. These are typically reportable to the Department of Environmental Quality (DEQ). In FY 2021, a power outage at the WPCP caused a large overflow at Glebe Road. In FY 2024, a power outage at a sewer lift station was the primary amount of the sewer overflow.
- In FY 2022, the Water, Sewer, Streets Bureau implemented a career development matrix which requires safety and technical training for field staff to maintain and progress through the career ladder. Tracking staff's formal training hours allows the Bureau to monitor its progress in supporting staff career development. FY 2022 hours were lower due to the timing of implementing the new matrix, creating appropriate training content, and making it available to employees.
- Electrical usage for the water pump stations decreased in FY 2023 due to installation of new, energy efficient equipment at one of the pump stations. During the installation, equipment was taken out of service resulting in additional energy savings. Overall, there is an expected ongoing decrease in consumption.

WATER SEWER RECORDS

PROGRAM MISSION

To preserve the integrity of Arlington's water and sewer infrastructure.

- Maintain and disseminate up-to-date and accurate records of Arlington's water distribution and sewer collection system infrastructure. These records ensure that proposed construction or repair work within Arlington County does not compromise the County's utilities infrastructure.
- Automate water and sewer records for incorporation into Geographic Information System (GIS) maps.
- Review building and utility permits, compute service connection fees, initiate water service installations, and administer the fire hydrant permit program.

CUSTOMER SERVICES OFFICE

PROGRAM MISSION

To provide our ratepayers with excellent customer service through timely and accurate billing and effectively processing their related service requests.

- Efficiently generate accurate, customer-oriented billings for approximately 37,700 water, sewer, and refuse accounts.
- Respond to more than 65,000 customer service inquiries annually.
- Ensure that utilities payments are posted to customers' accounts promptly and accurately.
- Administer leak adjustment and cut off programs.

PERFORMANCE MEASURES

Critical Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Customer service cost per account (\$/ account)	\$51	\$58	\$46	\$54	\$53	\$56
Combined water-wastewater service affordability	0.57%	0.58%	0.59%	0.60%	0.61%	0.62%
Domestic per capita consumption (gallons/person/day)	22.2	20.7	20.4	20.5	20.4	20.4
Non-revenue water: percent of purchased water	10%	12%	N/A	9%	10%	10%
Estimated bills (%)	2.0%	0.9%	0.4%	0.4%	0.5%	0.5%
Billing accuracy (adjustments/ 10,000 bills generated)	4.4	7.6	4.5	0.6	0.7	0.7
Average annual calls per Call Center Representative	18,063	7,423	6,426	5,783	5,273	5,182
Call abandon rate (goal is 7%)	9%	11%	10%	7%	7%	7%
Percent of calls answered within service goal of 60 seconds (goal is 80%)	60%	38%	61%	65%	67%	68%

- Customer Service cost per account in FY 2022 is slightly higher than other years due to one-time expenses incurred in FY 2022 related to the implementation of the new water- sewer rate structure. FY 2024 is higher due to the increase in staff at the call center to improve customer service and the one-time cost to upgrade versions of the utility billing information system. The FY 2025 projection slightly decreases from FY 2024 due to the elimination of FY 2024 one-time expenses.
- Water-sewer service affordability is measured as the cost of water and sewer service as a percentage of the median household income. Industry guidelines classify under one percent as a low economic impact or burden, between one and two percent as a mid-range economic impact, and high impact for two percent and over.
- Non-revenue water includes unbilled uses of water, including water main breaks, water line and hydrant flushing, fire suppression activities, and water leaks. The volume of unbilled water is derived by deducting the billed amount of water from the amount of purchased water. For FY 2023, this number is unavailable due to a metering issue at the Washington Aqueduct. The meter issue did not impact ability to accurately bill metered consumption to customers.

CUSTOMER SERVICES OFFICE

- In FY 2021, estimated bills were higher due to meter reading staffing issues driven by the pandemic. Estimates were utilized so bills could be sent out on time to customers; estimates of consumption are done by billing staff and based on historical account information for a billing period.
- Billing adjustments vary from estimates. Adjustments result from billing errors made on original bills, which would include meter reads, data entry, and billing system errors. Estimated bills occur when meter readers are unable to access meters (due to weather or other unforeseen circumstances). In these situations, billing office personnel use historical account information to estimate consumption for a billing period. During FY 2022, a number of accounts were reviewed based on results of the monthly billing audit. Meter issues, including crossed meters, incorrect reads, and failing meters, were discovered. Bill corrections were made through the cancel/rebill process. It is anticipated that the corrections made as a result of the FY 2022 account review will increase billing accuracy going forward.
- Call abandon rate is the percent of people hanging up before being connected with a customer service representative.
- New call center staffing added in FY 2024 has improved metrics for the following measures: average calls per Call Center Representative has decreased, the call abandon rate decreased, and the percent of calls answered within the service goal has increased.

Supporting Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Number of bills issued	163,855	164,078	179,228	179,428	179,456	179,456
Number of estimated bills issued	3,235	1,470	715	676	966	966
Volume of non-revenue water (million gallons (MG))	761.0	896.8	N/A	705.8	766.7	770.5
Volume of water billed to customers (million gallons (MG))	6,580.0	6,483.8	6,781.0	6,871.0	6,900.0	6,935.0
Number of inbound calls: non-emergency	135,170	67,124	58,260	56,393	51,000	50,000
Number of inbound calls: emergency	9,330	7,104	6,004	7,219	7,000	7,000
Average call time (minutes: seconds)	4:12	4:51	5:05	4:18	4:20	4:20

- Due to COVID-19 impacts, the number of bills issued for FY 2021 and FY 2022 is lower compared to following years as many places were still shuttered and not using water due to the pandemic. Under the prior rate structure in place, the County did not generate bills for zero consumption in FY 2021 and the first half of FY 2022. Starting January 2022 (second half of FY 2022), the County implemented a new rate structure which includes a base charge on each customer's bill regardless of consumption for the bill period.
- FY 2025 and FY 2026 estimated bills are based on current year actuals to date. While this number is higher than previous years, it is still within national benchmarks.
- Volume of non-revenue water is unavailable for FY 2023 due to a metering issue on water purchases (this did not impact ability to bill metered consumption to customers). FY 2025 and FY 2026 projections are based on historical trends.
- Volume of water billed to customers varies due to a variety of factors that affect consumption, including weather, household leaks, irrigation, and installation of water saving devices (shower, toilets, etc.).
- The Call Center's hours are 7am – 7pm during which time they handle emergency calls on behalf of the Water, Sewer, Streets (WSS) Control Center in addition to the normal customers accessing the Customer Service Office. Calls from the WSS Control Center are considered emergency calls and consist of issues including water main breaks, frozen meters, water

CUSTOMER SERVICES OFFICE

pressure and quality concerns, and other infrastructure failures. Non-emergency calls are those calls which are related to billing issues and other County issues and concerns. Non-emergency calls were elevated in FY 2021 due to calls related to the County's response to COVID-19. FY 2023 actuals through FY 2026 estimates reflect a gradual return to pre-pandemic call volume.

WATER POLLUTION CONTROL BUREAU

PROGRAM MISSION

To protect public health and the environment through the safe and cost-effective treatment of wastewater generated in Arlington County.

- The Water Pollution Control Bureau (WPCB) treats wastewater generated in Arlington County at the Water Pollution Control Plant (WPCP), which has a wastewater treatment capacity of 40 million gallons per day (MGD).
- The WPCB also treats a portion of the wastewater from Fairfax County and the Cities of Falls Church and Alexandria.
- The WPCB operates a Household Hazardous Material (HHM) Program that provides for the safe collection and disposal of household waste products that contain hazardous materials and require special waste management to minimize environmental impacts.
- Virginia's Departments of Environmental Quality (DEQ), Health (VDH), and Occupational Safety and Health (VOSH), and the U.S. Environmental Protection Agency (EPA) regulate the activities of the Water Pollution Control Plant.

PERFORMANCE MEASURES

Critical Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Total operating & maintenance (O&M) cost for Wastewater Service (\$/MG)	\$2,598	\$2,891	\$2,989	\$3,258	\$3,399	\$3,612
Total O&M cost for Wastewater Service (\$/account)	\$490	\$518	\$534	\$620	\$648	\$688
Percent of treatment capacity available for growth	46%	47%	44%	45%	45%	45%

- The O&M cost per MG and per account are regardless of location where the Arlington County generated wastewater is treated (WPCP or DCWater's Blue Plains Advanced Wastewater Treatment Plant). Treatment flows and associated costs for Fairfax County and the Cities of Falls Church and Alexandria are excluded.

Supporting Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	FY 2025 Estimate	FY 2026 Estimate
Average daily biological oxygen demand load (pounds/day)	50,839	57,367	50,571	50,256	50,300	50,300
Chemicals used at the plant (pounds/MGD)	1,779	2,018	1,837	2,014	1,860	1,860
Energy used at the Plant (kilowatt hour/million gallons per day (MGD))	3,334	3,747	3,631	3,347	3,600	3,600
Household hazardous material received (pounds)	514,003	593,977	411,652	475,391	485,000	485,000
Preventive maintenance completed on time (percent)	91%	82%	86%	82%	90%	90%
Total average flow at WPCP (MGD)	21.8	21.1	22.1	21.98	22.0	22.0
Formal training hours	887	2,810	2,800	2,800	3,000	3,000

WATER POLLUTION CONTROL BUREAU

- Average daily biological oxygen demand (BOD) load, chemical volume, and energy used are all related to the amount of nutrients (contained in the sewage) that must be treated at the Plant. As nutrients go up, so do these three measures. In FY 2024, the Plant experienced operational issues resulting in higher use of particular chemicals in relation to the BOD. The issues have been resolved, so it is anticipated the relationship between the three measures will return to expected levels.
- Chemicals used at the Plant vary based on flows and nutrient levels that must be treated.
- Preventative maintenance completed on time was reduced between FY 2022 and FY 2024 due to availability of supplies and staffing levels which have now been resolved.

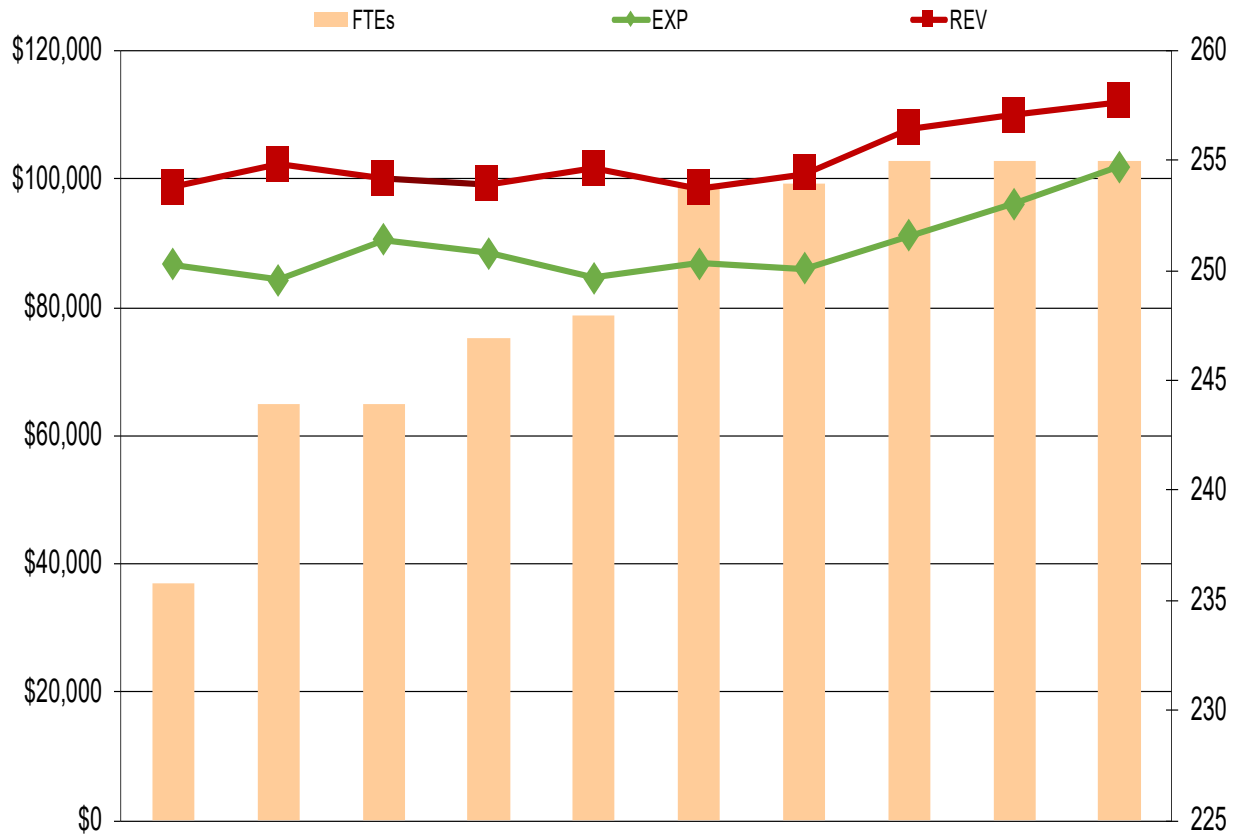
DEBT SERVICE AND OTHER

PROGRAM MISSION

This line of business captures:

- Debt service for the repayment of bonds and loans used to finance capital improvements to the water distribution system, sanitary sewer collection system, Water Pollution Control Plant (WPCP), and the County's share of funding for capital improvements at the Washington Aqueduct, the County's wholesale water supplier.
- Fund-wide and miscellaneous expenditures, such as support personnel, utility rate study consultants, and state-mandated payments to the Virginia Waterworks Fund.
- The Utilities Fund's allocated share of overhead charges for work performed by both the Department of Environmental Services (DES) and non-DES General Fund agencies.

EXPENDITURE, REVENUE, AND FULL-TIME EQUIVALENT TRENDS



	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
\$ in 000s	Actual	Actual	Actual	Actual	Actual	Actual*	Actual	Actual	Adopted Budget	Proposed Budget
EXP	\$84,326	\$90,478	\$88,442	\$84,674	\$86,909	\$85,993	\$91,229	\$99,411	\$102,060	\$106,052
REV	\$102,319	\$99,972	\$99,018	\$101,646	\$98,612	\$100,775	\$107,914	\$109,827	\$113,232	\$118,168
FTEs	243.95	243.95	246.95	247.95	253.95	253.95	254.95	254.95	255.95	256.95

The Utilities Fund is an enterprise fund, a self-supporting fund. The difference between the operating expenses and revenues are typically attributable to the Transfers to Other Funds and/ or may be a planned use of fund balance for rate mitigation purposes.

* Beginning in FY 2022, actual expenditures and revenues received reflect the first year of implementing new Governmental Accounting Standard Board (GASB) standards for Statement No. 87 on leases and Statement No. 96 for subscription-based software. See the County Government GASB Summary for department details in the front section of the budget book.

Fiscal Year	Description	FTEs
FY 2017	▪ Added funding for licensing and operating costs for asset management software (\$229,950), mobile meter management software (\$35,000), and capital project tracking software (\$27,093), redundant (wireless) SCADA service at pumping stations (\$22,320). ▪ Decreased the annual expense for maintenance and replacement of County vehicles (\$26,739). ▪ Debt service decreased due to repayment of General Obligation Bonds for various Utilities Fund capital projects (\$261,145) and repayment and refinancing of a portion of funds borrowed through the Virginia Wastewater Revolving Loan Fund for the Master Plan 2001 project at the WPCP (\$176,147). ▪ Other expenses increased due to higher overhead charges based on FY 2017 projections (\$418,512).	
FY 2018	▪ Added a Contract Specialist (\$119,466), Engineering Technician (\$63,476), and a Trades Worker (\$59,743). ▪ Eliminated contractual equipment rental and operation costs (\$200,000). ▪ Eliminated FY 2017 one-time expenses (\$134,842). ▪ Decreased operating costs associated with asset management software (\$127,989). ▪ Decreased the annual expense for the maintenance and replacement of County vehicles (\$15,927). ▪ Added funding for one-time equipment for new FTEs (\$37,999), operating expenses associated with new FTEs (\$35,414). ▪ Debt service decreased due to repayment of General Obligation Bonds for various Utilities Fund capital projects (\$577,747) and repayment and refinancing of a portion of funds borrowed through the Virginia Wastewater Revolving Loan Fund for the Master Plan 2001 project at the Water Pollution Control Plant (WPCP) (\$64,000). ▪ Other expenses increased due to the higher overhead charges based on FY 2018 projections (\$23,284). ▪ Increased the water and sewer rate (\$2,443,503). ▪ Increased revenue for water discontinuation fees (\$10,000). ▪ Decreased revenue for sewage treatment charges from neighboring jurisdictions (\$311,269), water service connections (\$50,000), late fees (\$35,000), and utility marking fees (\$15,000).	3.00
FY 2019	▪ Added a Public Engagement Specialist (\$127,381). ▪ Decreased purchased water (\$800,000). ▪ Eliminated FY 2018 one-time expenses (\$37,999).	1.00

Fiscal Year	Description	FTEs
	▪ Added funding for sewer preventative maintenance equipment (\$144,000), and the Trades Center optimization study (\$100,000). ▪ Increased the annual expense for the maintenance and replacement of County vehicles (\$18,301). ▪ Debt service decreased due to repayment of General Obligation Bonds for various Utilities Fund Capital projects and the repayment of a portion of funds borrowed through the Virginia Wastewater Revolving Loan Fund for the Master Plan 2001 project at the Water Pollution Control Plant (WPCP) (\$613,007). ▪ Other expenses increased due to higher overhead charges based on FY 2019 projections (\$343,061). ▪ Revenue decreased due to a projected decrease in sewage treatment charges from neighboring jurisdictions (\$454,147). ▪ Increased interest income (\$25,000). ▪ Fund Balance Utilized increased from the prior year by \$598,448 and reflects the planned drawdown of fund balance, consistent with the County's financial policies.	
FY 2020	▪ Transferred in three employees from the Solid Waste Bureau to support the consolidated Customer Service Office now budgeted within the Utilities Fund (\$285,154), offset by an increase in interdepartmental charges to the Solid Waste Bureau (DES-General Fund) to support the call center consolidation (\$289,110). ▪ Transferred in a utility underground program coordinator position from the General Fund (\$165,956). ▪ Added a Heating Ventilation and Air Conditioning (HVAC) Technician at the Plant (\$129,563). ▪ Added two employees to expand Call Center hours (\$139,198). ▪ Eliminated an Instrumentation supervisory position due to the consolidation of the Electrical and Instrumentation division at the Plant (\$135,195). ▪ Reduced overtime and standby pay for tank cleaning efforts at the Water Pollution Control Plant (\$429,160). ▪ Eliminated FY 2019 one-time expenses (\$105,220). ▪ Eliminated HVAC preventative maintenance contractual activities (\$456,099), contractual changes for utility markings (\$94,000), budget reductions and reallocations as identified based on historical spending and operational needs (\$263,225), elimination of the lease payment budget due to equipment having been paid off (\$34,412). ▪ Reduced the annual expense for maintenance and replacement of County vehicles (\$55,174). ▪ Increased funding for new positions (\$22,005 one-time, \$62,549 ongoing), meter replacements (\$346,362), annual maintenance costs for	3.00 1.00 1.00 2.00 (1.00)

Fiscal Year	Description	FTEs
	the newly implemented billing information system (\$146,238), contractual increases (\$325,141), and an increase in various overhead line items which were transferred from the Solid Waste Bureau to support the consolidation of the call center (\$36,551). ▪ Debt service decreased due to repayment of General Obligation Bonds for various Utilities Fund capital projects (\$517,970) and the repayment of a portion of funds borrowed through the Virginia Wastewater Revolving Loan Fund for the Master Plan 2001 project at the Water Pollution Control Plant (WPCP) (\$272,437). ▪ Other expenses increased due to higher overhead charges based on FY 2020 projections (\$483,729), offset by a decrease of Bozman Government Center rent (\$74,401). ▪ Intra-county revenue increased based on historic trend analysis of water and sewer revenue from county departments and the increase in the water and sewer rate (\$75,000). ▪ Revenues increased due to the adopted water and sewer rate increase (\$973,399). ▪ Increased revenue for sewage treatment charges from neighboring jurisdictions (\$529,147). ▪ Increased miscellaneous revenues (\$14,500). ▪ Fund Balance Utilized decreased from the prior year by \$1,579,039 and reflects the continued drawdown of fund balance, as planned, and consistent with the County's financial policies.	
FY 2021	▪ Salaries increased due to job family studies for trades and planners (\$738,518). ▪ Increased charges to the Solid Waste Bureau (DES-General Fund) to pay their pro-rata share of the Customer Services Office (\$13,754). ▪ Increased funding for purchased water (\$900,000), chemicals (\$201,150), biosolids hauling (\$78,315), and various contracts (\$16,130), projected demand for utility markings (\$30,000), budget reallocations as identified based on historical spending and operational needs (\$20,866). ▪ Added one-time funding for large valve inspections (\$300,000). ▪ Eliminated FY 2020 one-time expenses (\$22,005), annual maintenance costs for the decommissioned billing information system (\$32,425). ▪ Decreased the annual expense for maintenance and replacement of County vehicles (\$30,796). ▪ Debt service decreased due to repayment of General Obligation Bonds for various Utilities Fund capital projects (\$31,211). ▪ Other expenses increased for the contingency due to the reclassification of positions identified to be substantially below comparative pay studies (\$414,117), fund-wide benefit changes (\$14,095), higher overhead charges based on FY 2021 projections (\$176,181), and consultant funding	

Fiscal Year	Description	FTEs
	(\$18,110), partially offset by the elimination of Bozman Government Center rent due to relocation of the Customer Services Office (\$59,059). ▪ Intra-county revenue increased based on historic trend analysis of water and sewer revenue from county departments and the increase in the water and sewer rate (\$100,000). ▪ Revenues increased due to the adopted water and sewer rate increase (\$1,521,958). ▪ Increased revenue for sewage treatment charges from neighboring jurisdictions (\$100,000), interest income (\$50,000), projected demand for utility marking fees (\$20,000), and miscellaneous revenues (\$31,512). ▪ Fund balance utilized decreased from the prior year by \$520,961 and reflects the current deficit in the 90-day operating reserve. There is a planned addition to the reserve of \$1,000,000 in FY 2021.	
FY 2022	▪ The County Board added funding for a one percent merit pay adjustment, a five percent increase in the range, and an increase to the one-time bonus for staff from \$500 to approximately \$900. ▪ Personnel increased primarily due to the adjustments to salaries resulting from job family studies, the addition of a Design Engineer at the Water Pollution Control Bureau (\$118,174), and the addition of a Service Assistant at the Customer Services Office (\$74,257). ▪ Debt service decreased due to repayment of General Obligation Bonds for various Utilities Fund capital projects (\$809,836) and the refinancing of VRA loans (\$369,285). ▪ Other expenses decreased due to the reclassification of positions identified to be substantially below comparative pay studies being allocated out to the personnel of affected lines of business from the contingent account (\$1,106,331) and slightly lower overhead charges based on FY 2022 projections (\$34,854). ▪ Intra-county revenue decreased based on the current trend of lower County facility occupancy and water consumption (\$125,000). ▪ Based on the results of the Water and Wastewater Rate Study (2021), the County modified the water and sewer rate structure beginning January 1, 2022. The new rate structure adopted effective January 1, 2022, includes: ○ Customer classes: residential, multi-family, and commercial ○ Base charge per billing cycle for each service (water and sewer) ○ Residential – ▪ Tiered water usage: • Tier 1: Usage from 0-9 Thousand Gallons (TG per quarter) • Tier 2: Usage above 9 TG per quarter ▪ Sewer – Average Winter Quarter Billing for sewage consumption ○ Multi-family and Commercial water and sewer based on 100% on water meter readings. ▪ Revenues increased due to the adopted water and sewer rate increase (\$1,158,258), water service connection fees increase due to an adopted	2.00

Fiscal Year	Description	FTEs
	fee increase (\$260,000), partially offset by a decrease in interest income (\$50,000).	
FY 2023	▪ The County Board approved an additional one percent merit pay adjustment for a total increase of 5.25 percent, increased the pay-for-performance budget by an additional 0.5 percent, and increased the pay range movement to five percent. Additional compensation changes approved by the County Board include an optional one-time cash-out of 40 hours of compensation time for those with balances of 80 or more, a one-time increase in shift differential pay from \$0.75 to \$1.00 per hour for the B shift and from \$1.00 to \$1.30 per hour for the C shift, and a one-time increase in language premium from \$0.69 to \$0.92 per hour. ▪ Salaries increased due to the Engineering job family study (\$170,610), and a one-time bonus (\$300,000). ▪ Total FTE count decreased by 1 FTE due to the transfer of a warehouse technician position to Transportation Engineering & Operations (DES-General Fund) due to organizational needs. ▪ Added funds for one-time costs to perform a water service line material inventory (\$475,000), one-time cost to upgrade replacements in the County fleet to electric vehicles (EV) (\$120,792), and the one-time cost for an electric van and charging infrastructure at the Water Pollution Control Plant (\$68,000). ▪ Increased funding for purchased water (\$250,000). ▪ Increased the annual expense for maintenance replacement of County vehicles (\$127,226). ▪ Eliminated FY 2022 one-time expenses (\$305,800). ▪ Debt service decreased due to refinancing and repayment of General Obligation Bonds for various Utilities Fund capital projects (\$1,188,629). ▪ Other expenses increased due to overhead charges (\$730,263). ▪ Intra-county revenue was transferred to water and sewer customer receipt revenue in FY 2023 due to changes implemented from the recently completed water-sewer rate study (\$900,000). ▪ Revenues increased due to the adopted water and sewer rate increase (\$2,127,578) and miscellaneous revenues (\$64,150). ▪ Lease revenue decreased due to the expiration of Lee Pumping Station lease agreements (\$121,680).	(1.00)
FY 2024	▪ Transferred Sewer Maintenance staff (\$186,865) to the Stormwater Management Fund due to organizational needs. ▪ Added a Customer Service Representative (\$88,232) in the Customer Service Office and a Warehouse Technician position (\$74,652) at the Water Pollution Control Bureau (WPCB). ▪ Salaries increased due to administrative job family studies (\$68,660), and one-time \$2,000 (gross) employee bonuses (\$636,752). ▪ Increased costs for WPCB chemicals (\$808,311), purchased water (\$300,000), water meters and other operating equipment at Water, Sewer, Streets Bureau (\$300,000), biosolids hauling and disposal (\$142,000), and contracted services (\$70,286).	(2.00) 2.00

Fiscal Year	Description	FTEs
	▪ Added funding for one-time cost for the billing information system upgrade (\$100,000). ▪ Eliminated FY 2023 one-time expenses (\$663,792). ▪ Reduced expenses based on projected electricity rebate associated with the Maplewood solar farm (\$611,842). ▪ Decreased the annual expense for maintenance replacement of County vehicles (\$347,044). ▪ Debt service increased based on the current repayment schedule of General Obligation Bonds for various Utilities Fund capital projects (\$595,546). ▪ Other expenses increased primarily due to overhead charges (\$646,750). ▪ The Board adopted a water and sewer rate increase (\$1,691,743). ▪ Increased sewage treatment charges from neighboring jurisdictions (\$200,000), utility marking fees (\$35,000). ▪ Decreased interest income (\$25,000). ▪ Decreased lease revenue based on the expiration of Lee Pumping station lease agreements (\$13,120).	
FY 2025	▪ Transferred in a Management and Budget Specialist from the DES General Fund offset by a reduction in the associated staff charge-out (net increase of \$34,705). ▪ Salary adjustments resulting from the Finance, Accounting and Administrative job family studies (\$25,492), and adjustments to staff charge outs due to adopted budget reductions (\$54,613). ▪ Increased costs for electricity (\$1,131,589), Water Pollution Control Bureau chemicals (\$962,589), purchased water (\$820,000), contracted services (\$268,950), software maintenance (\$97,500), water meters and other operating equipment at Water, Sewer, Streets Bureau (\$75,000), adjustments to the annual expense for maintenance replacement of County vehicles (\$152,220), and one-time funding for training (\$25,000). ▪ Increased debt service based on the current repayment schedule (\$68,199) and the issuance of new General Obligation bonds in 2024 (\$1,091,087) for various Utilities Fund capital projects. ▪ Increase overhead charges (\$262,842). ▪ The board adopted a water and sewer rate increase (\$2,611,728). ▪ Increased sewage treatment charges from neighboring jurisdictions (\$487,990). ▪ Increased revenue from the Lee Pumping Station lease agreement renewal (\$42,400). ▪ Increased utility marking fees (\$35,000). ▪ Increased interest income (\$30,000) and late fees (\$15,000). ▪ Decreased the Capital transfer due to the planned mix of funding strategies for the capital program (\$5,317,000). ▪ Adjusted Auto Fund transfer based on elimination of the FY 2024 one-time amount (\$539,520), the FY 2025 transfer for heavy equipment (\$311,541) and the conversion of electric vehicles (\$99,876).	1.00