

## FAQ for Village of Hampshire Rate and Fee Increases

These FAQs provide insight into the reasons behind needed increases for water and sewer rates, and water and sewer capital improvement fees, and the benefits they will bring to the Village of Hampshire. For further information or inquiries, please email [utilitymasterplan@hampshireil.org](mailto:utilitymasterplan@hampshireil.org).

**What specific needs are these rate and fee increases addressing?** These increases will support essential improvements for the Village's water and sewer infrastructure. Many of these systems have reached the end of their useful life, necessitating replacement or rehabilitation to prevent future water main breaks, boil orders, service interruptions and equipment failures. They are critical to ensure the entire community has access to clean, healthy drinking water and effective sewer treatment to avoid any contamination. Additionally, funds to replace and properly maintain these systems will contribute to the value of all Village properties well into the future.

**What specific infrastructure needs are these rate increases addressing?** The rate increases are aimed at addressing increased operating costs for water and sewer systems and replacement of aging infrastructure. These include upgrading aging pipes, enhancing water treatment facilities, improving sewer/wastewater treatment processes, and investing in preventative maintenance to reduce the risk of service disruptions. In addition, the Village plans to upgrade 2.652 miles of 4" and 3.977 miles of 6" water mains to ensure consistent service, water flow, and pressure.

**When will the improvements begin?** The Village will begin improvements in the water and sewer system in May 2024, the start of Fiscal Year 2025.

**Where will these improvements be made?** Improvements will include rehabilitation of one of the Village's well pumps, preliminary engineering of a drinking water treatment plant to add redundancy to the water system, installation of surge protection devices to safeguard system assets, and design and construction of a new UV disinfection system at the wastewater treatment plant.

**How were the new rates determined?** Village Engineers completed a Utility Rate Study in conjunction with a Master Utility Plan which determined that current rates are insufficient to support needed infrastructure improvements. As a result, the Village is adjusting water and sewer rates and fees accordingly.

**What are the specific increases?**

- Water Rate: Increasing from \$5.67 per 1,000 gallons to \$6.24.
- Sewer Rate: Increasing from \$7.07 per 1,000 gallons to \$7.30.
- Water Capital Improvement Fee: Increasing from \$10 bi-monthly to \$30 bi-monthly.
- Sewer Capital Improvement Fee: Increasing from \$10 bi-monthly to \$20 bi-monthly.

**What is the estimated impact on homeowners?** For an average home using 11,000 gallons of water bi-monthly, the total estimated impact is \$19.83 per month/\$237.96 per year.

**Is this increase due to all the new developments in Hampshire?** No. In fact, when new projects come to town, developers cover all infrastructure costs, including connections to the Village's water and sewer systems, new water and sewer lines and fire hydrants.

**What are the benefits of these infrastructure improvements?** These investments will ensure Hampshire continues to be a desirable place to live, work and raise a family, with top-tier services for all community members. Improvements will fortify the Village's infrastructure for years to come, ensuring planned maintenance can take place, instead of costly emergency repairs that also threaten service reliability. Additionally, residents will experience upgrades in areas of town with aging infrastructure, such as Terwilliger Avenue and Edgewood Avenue, to reduce or eliminate water main breaks, prevent boil orders, and improve overall service reliability. Road improvements will also take place and will be coordinated with water main replacements below them, in targeted areas.

**Did the Village look at other alternatives to cover these growing costs?** Yes. The Village consistently seeks creative ways to keep costs down, and avoid increases, whether they be for service delivery or through property taxes. Examples include the Public Works Department performing maintenance and refurbishing of existing water and sewer system infrastructure, instead of purchasing new and/or hiring outside consultants, which has saved the Village considerable funds. This effort and countless others have balanced the need for improvements while minimizing financial impacts on residents. For the water and sewer system improvements, it was determined after careful consideration and thorough due diligence, that the rate increases were the best way to fully fund these needed improvements for the betterment of the community.

**How can residents learn more and stay informed about ongoing improvements?** The Village will share information through our newsletters and social media platforms about these changes and upcoming improvement projects, in addition to hosting a public open house Thursday, May 9, 2024, from 4 – 7 p.m. at the Village of Hampshire Utilities Facility. Representatives from the Village Administration, the Public Works Department, and professional consultants will be present to provide information and answer any questions community members may have about the Village's water and sewer systems and planned improvements and upgrades.

Questions, comments or feedback can be emailed to [utilitymasterplan@hampshireil.org](mailto:utilitymasterplan@hampshireil.org).