



156 EAST 1ST STREET
NEW RICHMOND, WI 54017
WWW.NRUTILITIES.COM

IMPORTANT NOTICE: NEW RICHMOND UTILITIES (NRU) IS CONSIDERING CHANGES TO WATER AND SEWER RATES. A PUBLIC OPEN HOUSE WILL BE HELD ON JUNE 5 AND JUNE 19, 2019 AT THE NEW RICHMOND CIVIC CENTER, 156 EAST FIRST STREET.

Dear NRU Customer,

In September 2018, New Richmond Utilities (NRU) engaged Trilogy Consulting, a firm that specializes in utility rate studies, to independently examine the financial health and sustainability of current and future operations. Water rates were last changed in 2014, while sewer rates were last changed in 2012. Since then, state and federal environmental regulations, population growth, aging water and sewer infrastructure, and normal market inflation have increased current and future costs. NRU water and sewer operations are fully funded by system users and *not* supported by any other funding, such as taxes, therefore rates must be sufficient to cover short-term operational costs like daily wastewater treatment and water pumping, as well as long-term capital costs such as water mains, treatment equipment, and well pumps. Based on the rate study findings, the New Richmond Utilities Commission and City Council will consider water and sewer rate changes at scheduled July and August meetings, respectively. If approved, NRU will submit a water rate case application to the Public Service Commission of Wisconsin for final approval, while sewer rates will be brought forward to the City Council for approval.

New Richmond Utilities is committed to a transparent rate setting process, and invite you to a public open house on **June 5, 2019 at 6:00 pm** and **June 19, 2019 at 6:00 pm** at the New Richmond Civic Center (156 E 1ST ST). NRU staff will explain the life cycle of a utility operation, how rates are evaluated, and most important, why utility rate changes are being considered. Following the open house and prior to rate finalization, an update outlining proposed rates and timeline will be sent via mail. There will also be educational and informational material posted on www.newrichmondwi.gov in the coming weeks that covers everything from utility management and rate setting to consumer impact and comparisons with peer utilities in Wisconsin.

Sincerely,

Mike Darrow
City Administrator