



Note: *It is preferred that you complete this survey online if possible. This version of the survey is primarily intended for printing a hardcopy version while working on the survey responses. When you have your final responses ready, please visit http://uncodum.qualtrics.com/SE?SID=SV_6rFBol1myo9lwLG&SVID=Prod or <http://www.efc.unc.edu/ga/rates.html#participate> to access the online version and submit your responses.*

The Georgia Environmental Facilities Authority, in partnership with the Environmental Finance Center thanks you for participating in the 2008 Georgia Water and Sewer Rates Survey. The purpose of the Survey is to provide utilities with information to support local financial planning efforts.

To help us understand more about how utilities are responding to the drought and managing their finances, please complete this on-line questionnaire. The questionnaire consists of three short topic sections, each of which should take only 2-3 minutes to complete:

- 1) Financial management practices
- 2) Metering practices
- 3) Conservation measures

Please answer each question to the best of your ability. If you do not understand any question, please call Stacey Isaac Berahzer with the EFC at (770) 509-3887. Your answers will not affect GEFA funding decisions.

Survey summary information will be sent out to all participating utilities by May 2008.

Note: This questionnaire is intended for systems with retail water and/or sewer service (e.g. systems that bill individual residential and/or commercial customers). This is not for utilities that only provide bulk service.

1. Do you provide retail water and/or sewer service? (Circle one)

Yes

No

2. What retail services do you provide? (Circle one)

Water Only

Sewer Only

Water and Sewer

3. What is the name of your utility?

Section 1 (of 3): Financial management practices

4. Does your system set aside money for capital projects? (Circle one)

Yes

No

5. How often does your system review and update its rate structure? (Circle one)

a. Every year,

b. Every two years,

c. Every 2 to 5 years,

d. More than every 5 years,

e. Only when additional capital is needed

6. Does your system maintain emergency and/or operating cash reserves? (Circle one)

Yes

No

7. Approximately what percent of annual operating expenses does your system keep in reserves? (0 to 100 %)

_____ %

NA

Section 2 (of 3): Metering practices

8. Does your system have a meter change-out program? (Circle one)

Yes

No

9. What percentage of your system utilizes Automated Meter Reading (AMR) devices? (Circle one)

- a. We do not use AMR at this time
- b. <25%
- c. 25 to 50%
- d. 50 to 75%
- e. 75 to 100%

Section 3 (of 3): Conservation measures

10. Which of the following conservation oriented policies or programs does your system employ? (Circle all that apply)

- a. Low flow fixture replacement rebates,
- b. rain sensor policies,
- c. public education events,
- d. conservation messages on or with bill,
- e. xeriscaping or other landscaping policies,
- f. others (briefly describe)

11. In response to the current drought, has your system raised rates to encourage conservation? (Circle one)

Yes

No

12. Has your systems raised rates anticipating a revenue shortfall because of the drought?
(Circle one)

Yes

No

13. Briefly describe how your system measures non-revenue or unaccounted for water (e.g. "Total Pumped minus Total Billed," "IWA/AWWA Water Audit Method" or "We don't calculate unaccounted for water")

14. Has your system conducted an internal or external study of your current rate structure to design conservation oriented rates? (Circle one)

Yes

No

15. Have the recommendations of that study been implemented? (Circle one)

Yes

No

NA

If you have not already, please provide the Environmental Finance Center with a complete copy of your water/sewer rate schedule. Be sure to include your rates for residential and for commercial customers, as well as the effective date, billing cycle and your "inside" and "outside" rates, if applicable. Please send us your rate schedule and indicate which method you used to send it to us by circling one of the 4 options below.

- Emailed to efc@sog.unc.edu with the subject heading "GA Rates Collection"
- Faxed to 919-843-2528 , attn: GA Rates Collection
- Mailed to Environmental Finance Center, attn: GA Rates Collection, PO Box 671346, Marietta, GA 30066
- Our rates are available on-line (Write the URL here):

Rates survey and questionnaire responses will be available in May 2008.

Who should receive notification that the results are ready? This could be the water/sewer manager, finance officer, town manager, etc.

Name: _____

Title: _____

Email: _____

Phone: _____

Fax: _____

Mailing Address: _____

City: _____

State: _____

Zip: _____

If you **cannot** submit the survey electronically at http://uncodum.qualtrics.com/SE?SID=SV_6rFBoL1myo9lwLG&SVID=Prod, please mail a hard copy to:

Stacey Isaac Berahzer
Environmental Finance Center
P.O. Box 671346
Marietta, GA 30066

We thank you for your time spent taking this survey.