



City Council Work Session

Monday, July 14, 2025
4:00 p.m.

Council Chambers Conference Room
88 E. Chicago St., Chandler, AZ



Work Session



Pursuant to Resolution No. 4464 of the City of Chandler and to A.R.S. 38-431.02, notice is hereby given to the members of the Chandler City Council and to the general public that the Chandler City Council will hold a WORK SESSION open to the public on Monday, July 14, 2025, at 4:00 p.m., in the City Council Chambers Conference Room, 88 E. Chicago Street, Chandler, Arizona. One or more members of the Chandler City Council may attend this meeting by telephone.

Persons with disabilities may request a reasonable modification or communication aids and services by contacting the City Clerk's office at 480-782-2181 (711 via AZRS). Please make requests in advance as it affords the City time to accommodate the request.

Agendas are available in the Office of the City Clerk, 175 S. Arizona Avenue.

Agenda

Call to Order

Discussion

1. Utility Rate Update Discussion

- Overview of Utility Rate Updates
- Changes Impacting Prior Cost of Service Study
- Rate Adjustment Options and Determination on Direction
- Next Steps and Key Process Dates

Public Comment

Public comments will be heard only for the item(s) on that published meeting agenda. Up to 15 minutes will be allotted for public comments on the agenda item(s) at the end of the agenda and each speaker will be allocated up to three minutes at the discretion of the Presiding Officer or designated parliamentarian.

Adjourn



City Council Memorandum Management Services Memo No.

Date: July 14, 2025
To: Mayor and Council
From: Matthew Dunbar, Budget and Policy Director
Subject: Utility Rate Update Discussion

Attachments

Utility Rate Update Presentation



FY 2025-26

Utility Rate Workshop #1

City Council Conference Room
Monday, July 14, 2025| 4:00 pm



CHANDLER
a r i z o n a



Agenda

01. Overview of Utility Rate Updates

02. Changes Impacting Prior Cost of Service Study

03. Rate Adjustment Options and Determination
on Direction

04. Next Steps and Key Process Dates
Questions Throughout

A large red industrial pipe with a blue valve and a blue circular graphic overlay containing text. The pipe is made of metal and has several flanges with bolts. The valve is blue and has a handwheel. The background shows a dry, brown field and some trees under a blue sky with clouds.

Overview of Utility Rate Updates:

Chandler Water & Wastewater
Major Projects & Rate Impacts

Utility Rate Adjustment History

Last COS Study Transition

Enterprise Funds are self supporting. Rate revenue must support all operating, capital, debt service and reserve requirements

The city has rate models for each Enterprise fund, updated annually to analyze rate needs

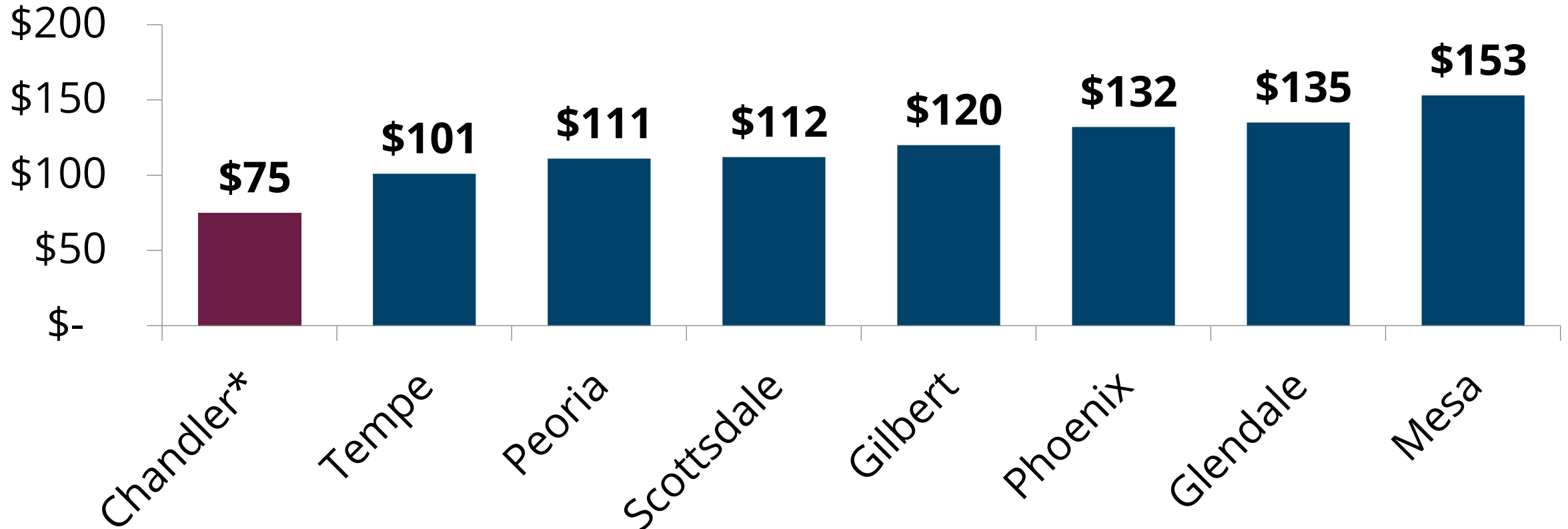
Cost of Service (COS) studies happen every 5-7 years



Full COS Transition over 5 Years

Classifications	1st COS Rates		2nd COS Rates	
	FY 2021-22 effective 7/1/22		FY 2023-24 effective 1/1/24	
	<u>Water 2%</u>	<u>Wastewater 4%</u>	<u>Water 7%</u>	<u>Wastewater 8%</u>
Residential	1.27%	1.21%	2.45%	0.00%
Multi-Family	1.83%	8.30%	3.15%	22.23%
Non-Residential	3.79%	6.88%	8.22%	17.16%
Industrial	4.33%	6.88%	9.22%	17.26%
Landscape	5.88%		14.07%	
Reclaimed	8.00%		7.00%	
Solid Waste	3.40%		7.00%	

Average Residential Cost Comparison for Water, Wastewater and Solid Waste



Based on Tempe Cost of Service July 2024 results at 10,000 gallons single family residential rates for FY 2024-25

Utility Rate Revenue Requirements Needed to Fund Operating, Capital, Debt and Reserves



A rate increase is needed to maintain the integrity of our enterprise funds and keep our systems safe.

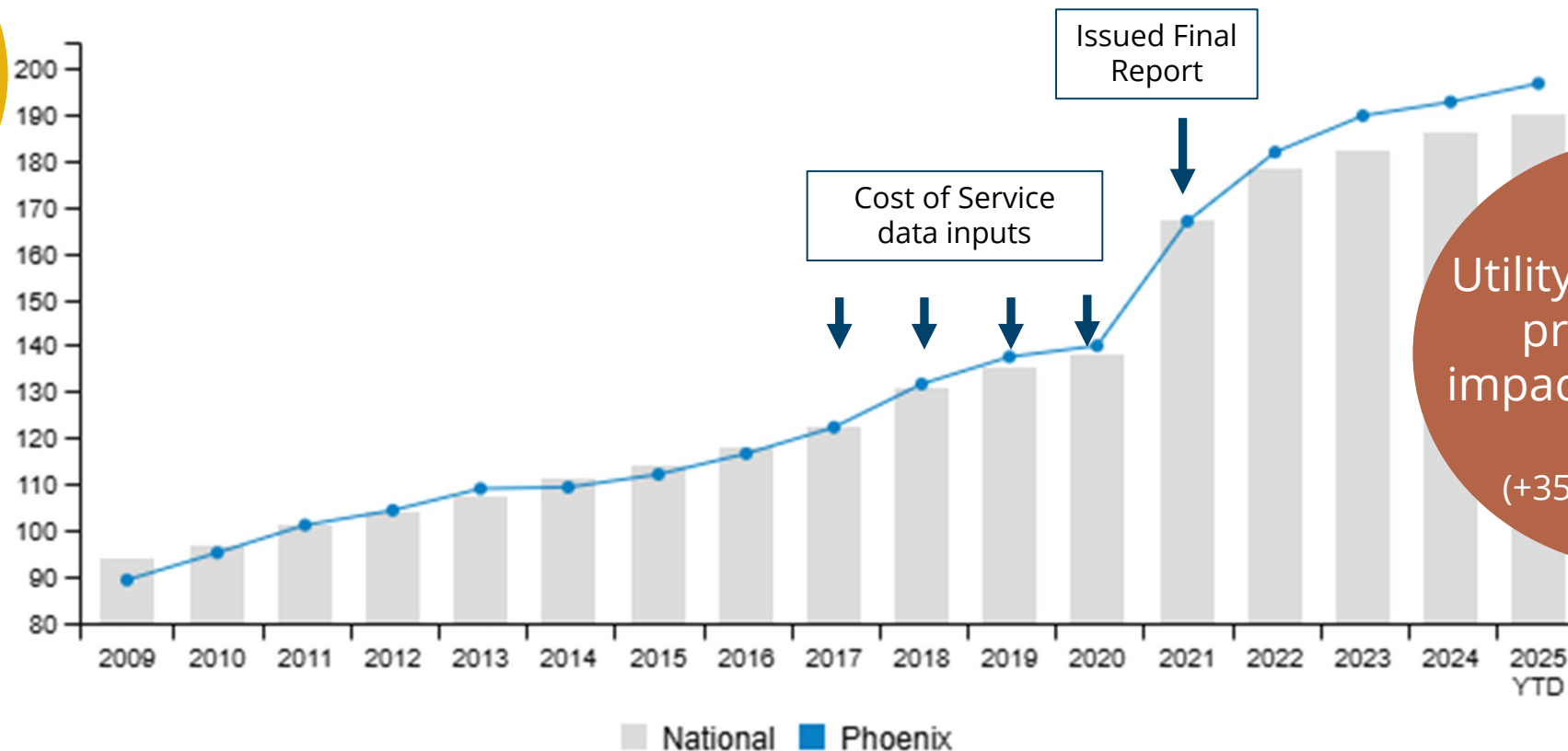


The direction needed in this workshop will be what implementation methodology to use to share clear customer classification impacts for public outreach

	Water	Wastewater	Reclaimed	Solid Waste
Projection from FY 2023-24 in FY 2024-25 Adopted Budget for FY 2025-26	8.5%	8.0%	12.0%	7.0%
Updated Rate Change	15.0%	15.0%	18.0%	6.0%

Capital Plan Inflation Impacts

Construction Price Index's new normal



Utility Construction project costs impacted greatly by inflation (+35-50% increases)

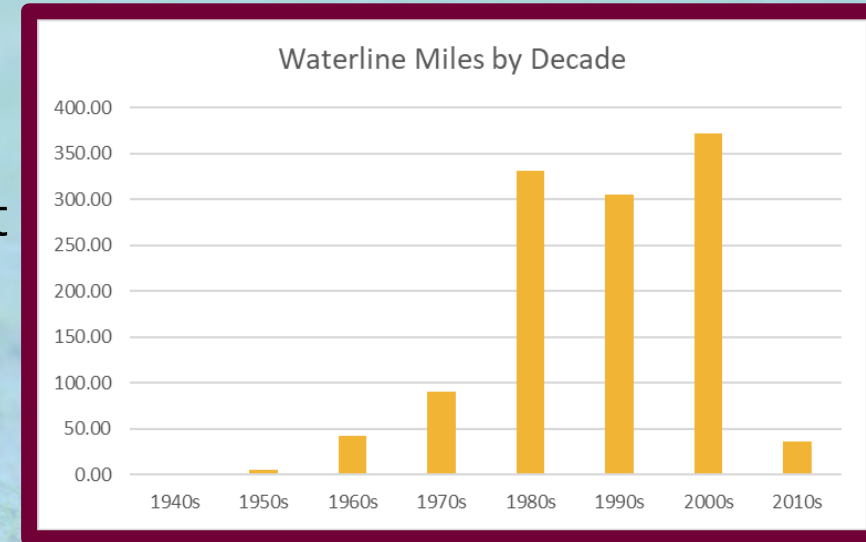
Data source: The Mortenson Construction Cost Index is calculated quarterly by pricing a representative non-residential construction project in geographies throughout the country. YTD through May-2025

Major Water Revenue Requirement Drivers

Aging Infrastructure & Operating Cost Increases

Known Water Impacts

- Increased new cost over 3 years (+\$126.7M); 187 miles of highest, high, and moderate risk watermain, replaced over 30 years
- New project in FY 2024-25; redundant 48" transmission line to reduce risk of single failure point (\$152.6M)
- Increased new cost over 3 years (+\$168M/+79%) of aging plant work and filter media in the 10-year CIP (\$379.7M)
- Increased water purchase costs are escalating with CAP and SRP (+\$4.2M ongoing over 4 years)
- Increased cost of treatment chemicals used daily (+\$1.4M ongoing over 4 years)
- Power costs are increasing (solar savings will offset rate requirement by 0.5%)
- New and existing personnel costs increasing as competition for certified operators increases



Major Wastewater Revenue Requirement Drivers

Aging infrastructure & Operating Cost Increases

Known Wastewater Impacts

- Increased to 10 miles of highest risk lines and 7,000 manholes of highest, high, and moderate risk rehabs over 30 years
- New project in FY 2024-25; 66" underneath Loop 202 to allow for existing pipe rehab (\$40.6M)
- New project in FY 2025-26; Ocotillo Water Reclamation Facility Influent Pump Station (\$31.4M)
- Increased new cost over 1 year (+\$26.8M); aging plant work over 10 years (\$219M)
- Increased cost of treatment chemicals used daily (+\$3M ongoing over 3 years)
- Power costs are increasing (solar savings will offset rate requirement by 1.8%)
- New and existing personnel costs increasing as competition for certified operators increases

Other Potential Revenue Requirement Drivers

Aging Infrastructure & Operating Cost Increases

Unknown Water & Wastewater Impacts

- New General Plan update and potential regulatory changes will help guide future state of infrastructure planning for any changes to densities or building up
- Tariffs may have impact on construction materials, certain chemical costs and media filter costs, depending on location of origin (will monitor and adjust contracts if needed)
- AMI will help plan timing of needed infrastructure as more frequent flow data will be available
- Impacts of Intel's WATR plant on wastewater treatment and water production levels which reduces water and wastewater flows and therefore revenues decline in both areas

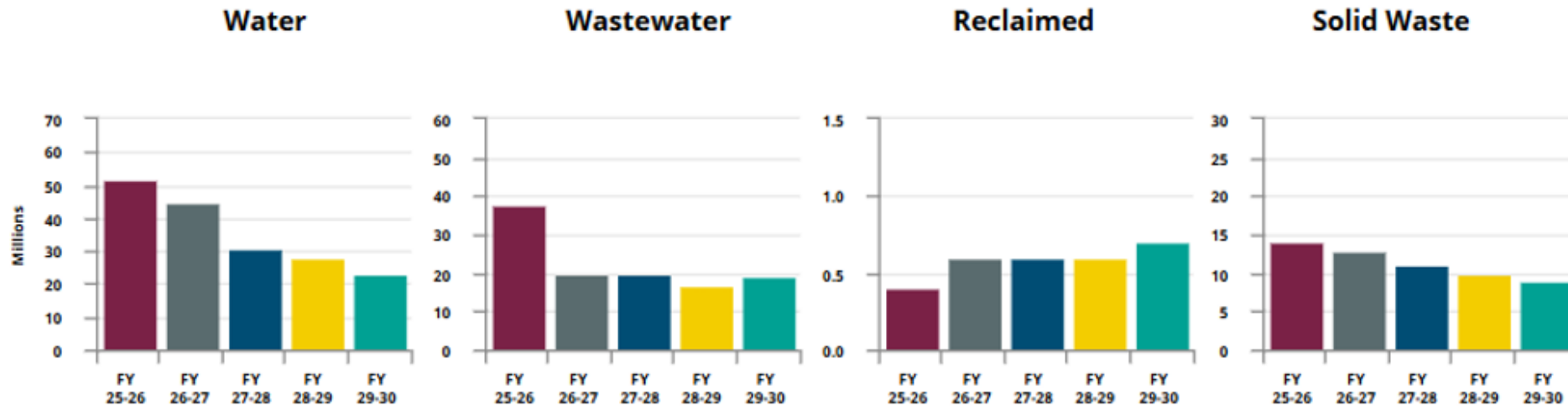
Utility System Development Fees (SDF)

SDFs are allocated based on projects that are related to growth and are listed in the Infrastructure Improvement Plan (IIP) adopted in January 2024. In prior periods, if existing SDF revenues were not sufficient to cover project costs, a loan was established to fund the project until revenues were received.

Utility Area (All as of June 2025)	SDF Loans Outstanding	Planned New SDF Project Funding in CIP	Planned SDF Revenue/ Loan Repay FY 2025-26	Planned SDF Revenue/ Loan Repay FY 2026-27	Planned SDF Revenue/ Loan Repay FY 2027-28	Planned SDF Revenue/ Loan Repay FY 2028-29	Planned SDF Revenue/ Loan Repay FY 2029-30
Water	\$107,942,818	\$3M	\$3.3M / \$5.6M	\$2M / \$6M	\$2M / \$4M	\$2M / \$3.5M	\$2M / \$2.5M
Wastewater	\$116,924,609	\$0	\$3M / \$3M	\$3M / \$6M	\$3M / \$5M	\$3M / \$3M	\$3M / \$3M
Reclaimed	\$22,870,726	\$227K	\$750K / \$500K	\$300K / \$500K	\$200K / \$500K	\$200K / \$500K	\$200K / \$500K

*Annual SDF Loan payback revenues help minimize needed rate increase

5-Year Enterprise Funds Fund Balance Projection & Revenue Requirements



Water Rate Plan

FY 2025-26 +15%

- Maintains minimum 20% Operating Reserve
- Focus on maintaining aging infrastructure: facilities, wells, water mains, and filters
- Final Cost of Service (COS) transition January 2026
- Increased focus on aging infrastructure is impacting rate

Wastewater Rate Plan

FY 2025-26 +15%

- Maintains minimum 20% Operating Reserve
- Focus on maintaining aging infrastructure: facilities, manholes, wastewater mains
- Final Cost of Service (COS) transition January 2026
- Increased focus on aging infrastructure is impacting rate

Reclaimed Water Rate Plan

FY 2025-26 +18%

- Maintains minimum 20% Operating Reserve
- Rates support operating, water planning, conservation and adding capital costs
- Increased cost alignment is impacting rate

Solid Waste Rate Plan

FY 2025-26 +6%

- Maintains minimum 15% Operating Reserve
- Addresses increased hauling and collection contract and nationwide recycling impact
- Contract cost increases are impacting rate

The background image shows industrial equipment, including a large red valve with a black handwheel and a blue valve in the background. A blue circular overlay is positioned on the left side of the image, containing the title text. The scene is outdoors with trees and a blue sky with clouds in the background.

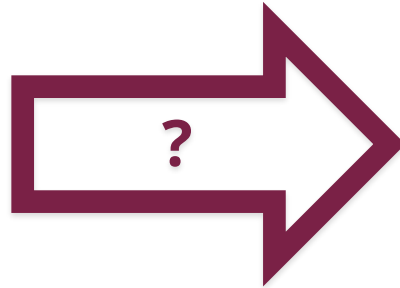
Changes Impacting Prior Cost of Service Study



Cost of Service (COS) Analysis



Revenue
Requirement
(based on FY 2019-20
data. COS transitioned
over 5 years)



Residential



Multi-Family



Commercial



Is everyone paying their fair share?



Industrial



Landscape

Shifting cost burden of revenue requirement to customer classifications differently based on burden on system.
Allows for more accurate reflection of actual cost of providing service to each customer class.

Cost of Service Benefits



Completed once every 5-7 years



Fair and equitable; the approach most commonly utilized in Water and Wastewater industry



More accurately reflects actual cost of providing service to each customer class

Distributes revenue requirements to customer classes based on their proportional units of service

Customers in each class are assumed to have similar usage characteristics or impact to system



FY 2025-26 is Final Transition to Full COS Data Impacts



New accelerated replacements of aging infrastructure impacting the CIP

Significant inflationary impacts in capital and operating

New Intel treatment plant and changes to demand (causing lower revenues)

Industrial contributed capital (i.e. Interconnect facility and related O&M)

COS classification impacts are still valid with higher costs and new projects being greatest impact

The next study is planned to kick off in mid-summer 2026.

The background image shows industrial equipment, including large red and blue pipes and valves, set against a backdrop of trees and a clear sky. A large, semi-transparent blue circle is centered over the image, containing the title text.

Rate Adjustment Options and Determination on Direction

FY 2025-26 Utility Rate Adjustment Implementation Methodologies

➤ Implement 5th year of full Cost of Service (COS) rate increase

- Continues using FY 2019-20 data to align COS rate increases
- Does not consider inflationary impacts and new projects from beginning of transition

Not Recommended

➤ Implement Blended- COS and Across the Board (ATB) rate increase

- Continues using FY 2019-20 data to align COS rate increases for anticipated increase needed based on the prior projection, then;
- Additional increase needed for FY 2025-26 applied evenly ATB to all classifications

➤ Implement Across the Board (ATB)

- Increase needed (revenue requirement) for FY 2025-26 applied evenly ATB to all classifications, therefore all classifications increase at the same percent
- Allows full inflation and new projects to be allocated over the next COS update

Utility Rate Adjustments by Implementation Method

Water						
Classification	Full COS	Monthly Avg, Bill Impact	Blended COS	Monthly Avg, Bill Impact	Across the Board	Monthly Avg, Bill Impact
Residential	6.4%	\$ 2	9.8%	\$ 3	15.0%	\$ 4
Multi-Family (150 units)	4.4%	\$ 57	8.6%	\$ 111	15.0%	\$ 194
Non-Residential	19.1%	\$ 96	17.9%	\$ 90	15.0%	\$ 76
Industrial	37.1%	\$ 281,225	28.4%	\$ 215,300	15.0%	\$ 113,715
Landscape	23.8%	\$ 193	20.4%	\$ 165	15.0%	\$ 122
Reclaimed	15.0%	\$ 48	15.0%	\$ 48	15.0%	\$ 48
Solid Waste						
Solid Waste Residential	6%	\$ 1	6%	\$ 1	6%	\$ 1

Wastewater						
Classification	Full COS	Monthly Avg, Bill Impact	Blended COS	Monthly Avg, Bill Impact	Across the Board	Monthly Avg, Bill Impact
Residential	0.0%	\$ -	5,8%	\$ 1	15.0%	\$ 4
Multi-Family (150 units)	38.1%	\$ 701	25.7%	\$ 473	15.0%	\$ 276
Non-Residential	42.3%	\$ 363	21.5%	\$ 184	15.0%	\$ 128
Industrial	42.3%	\$ 543,919	21.5%	\$ 276,460	15.0%	\$ 192,879

Utility Rate Adjustments by Implementation Method

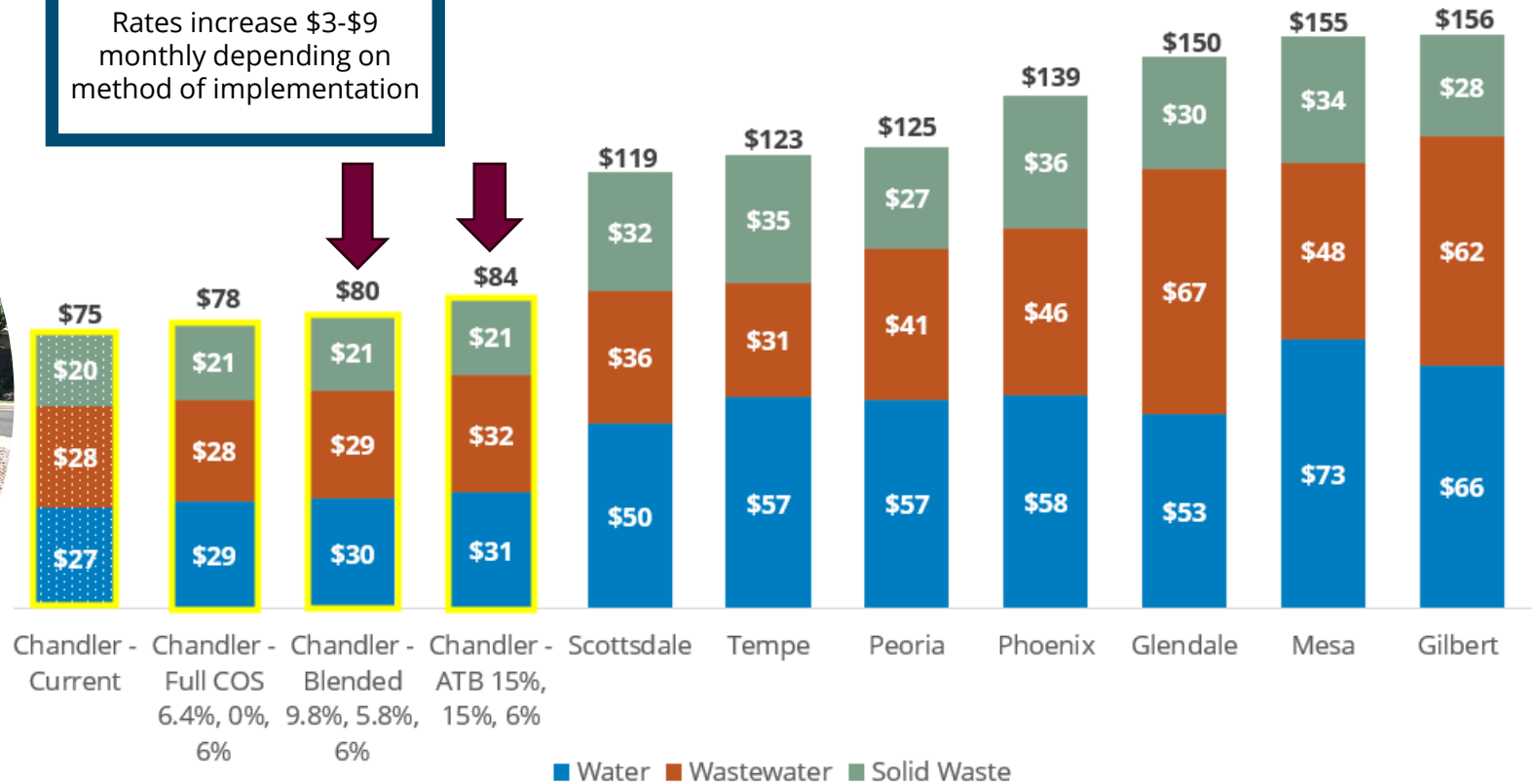
Combined Monthly Average Bill Increase

Classification	Full COS	Monthly Avg, Bill Impact	Blended COS	Monthly Avg, Bill Impact	Across the Board	Monthly Avg, Bill Impact
Residential		\$ 3		\$ 5		\$ 9
Multi-Family (150 units)		\$ 758		\$ 584		\$ 470
Non-Residential		\$ 459		\$ 274		\$ 204
Industrial		\$ 825,174		\$ 491,760		\$ 306,594
Landscape		\$ 193		\$ 165		\$ 122
Reclaimed		\$ 48		\$ 48		\$ 48

Chandler Utility Bill Example: Residential



Rates increase \$3-\$9
monthly depending on
method of implementation

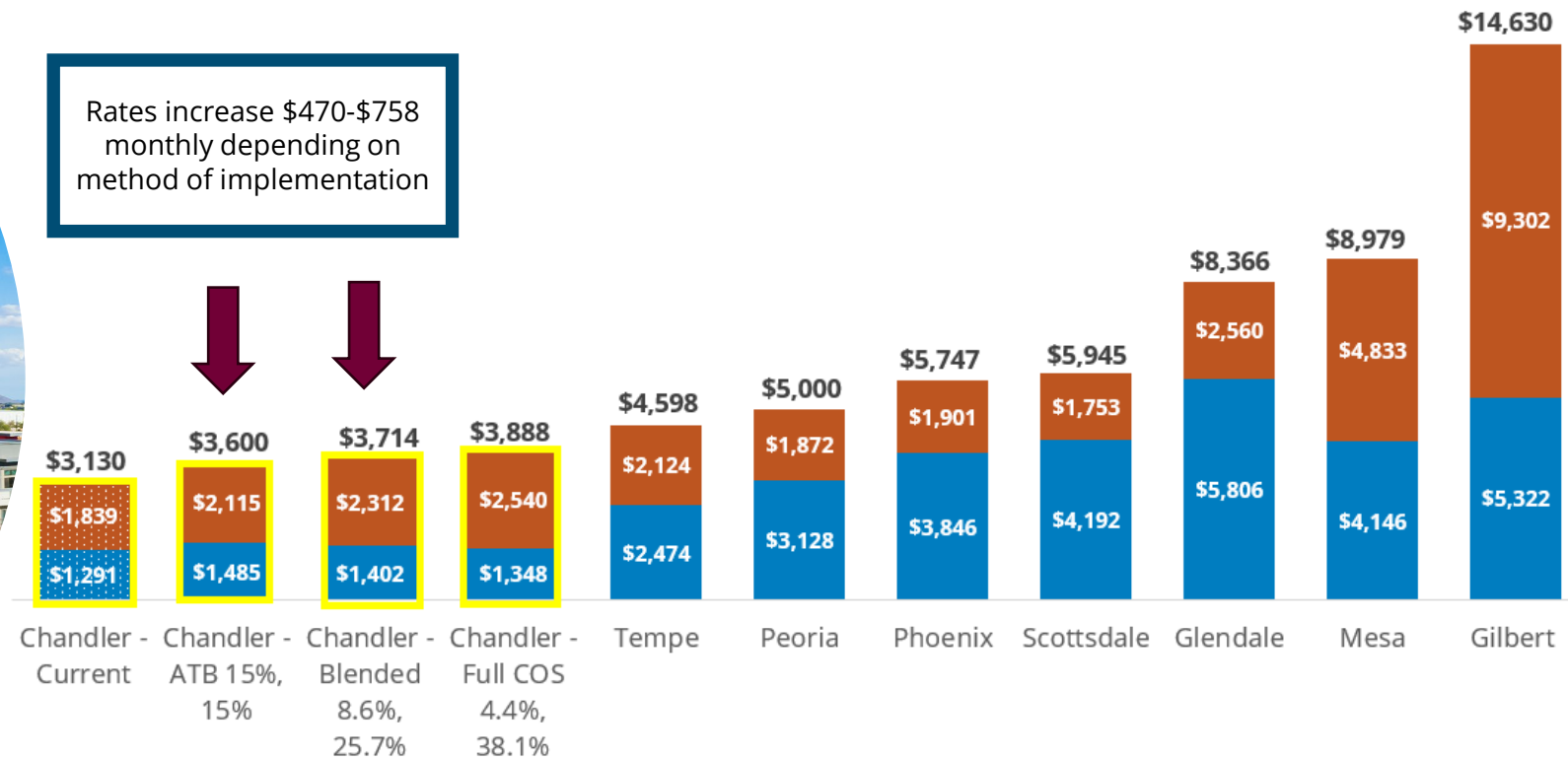


Estimated based on Tempe Cost of Service July 2024 results at 10,000 gallons single family residential rates for FY 2024-25 with estimated or known adjustments

Chandler Utility Bill Example: Multi-Family



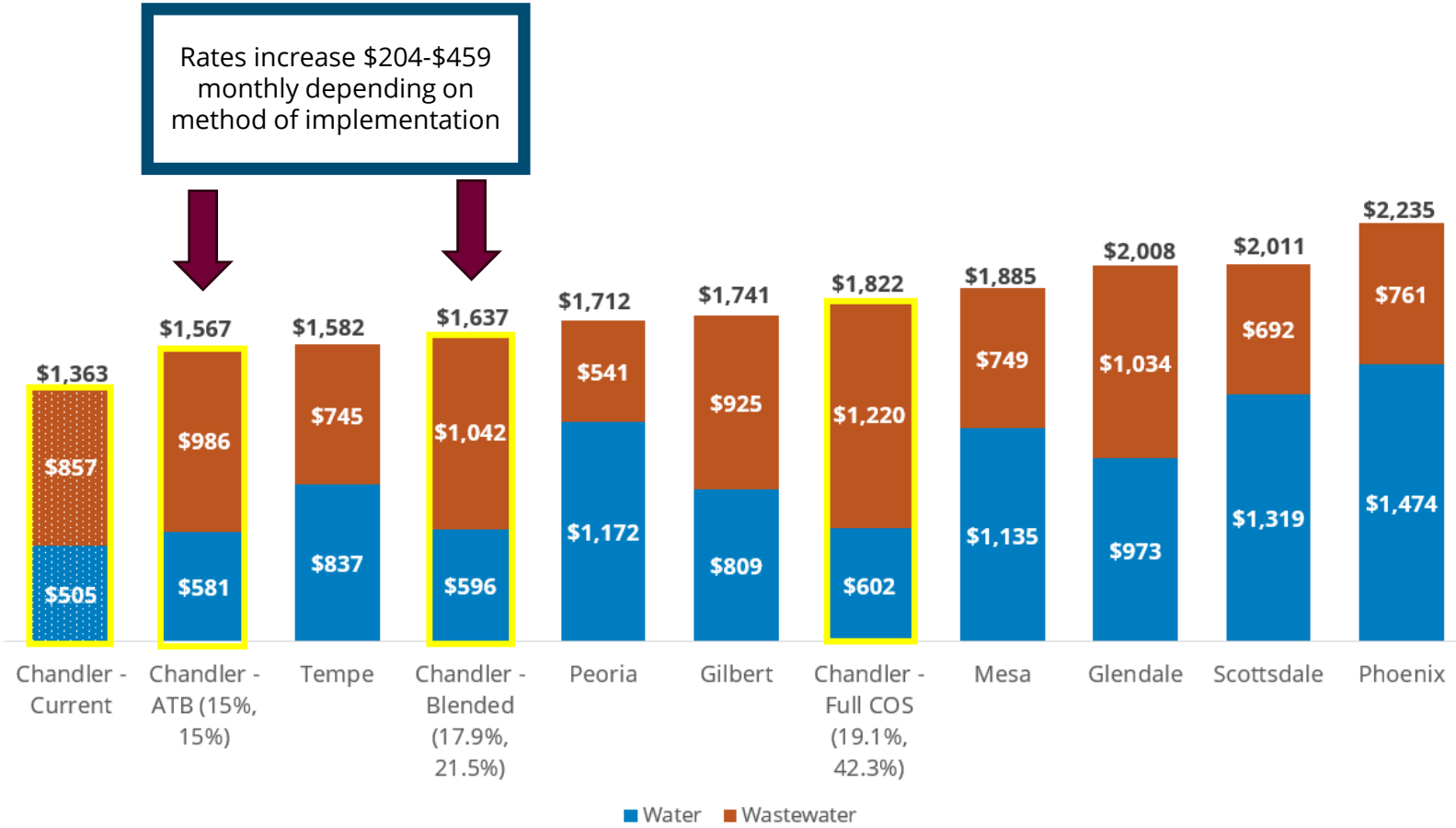
Rates increase \$470-\$758
monthly depending on
method of implementation



Assumes 500K gallons, 6" meter, 150 units

■ Water ■ Wastewater

Chandler Utility Bill Example: Non-Residential



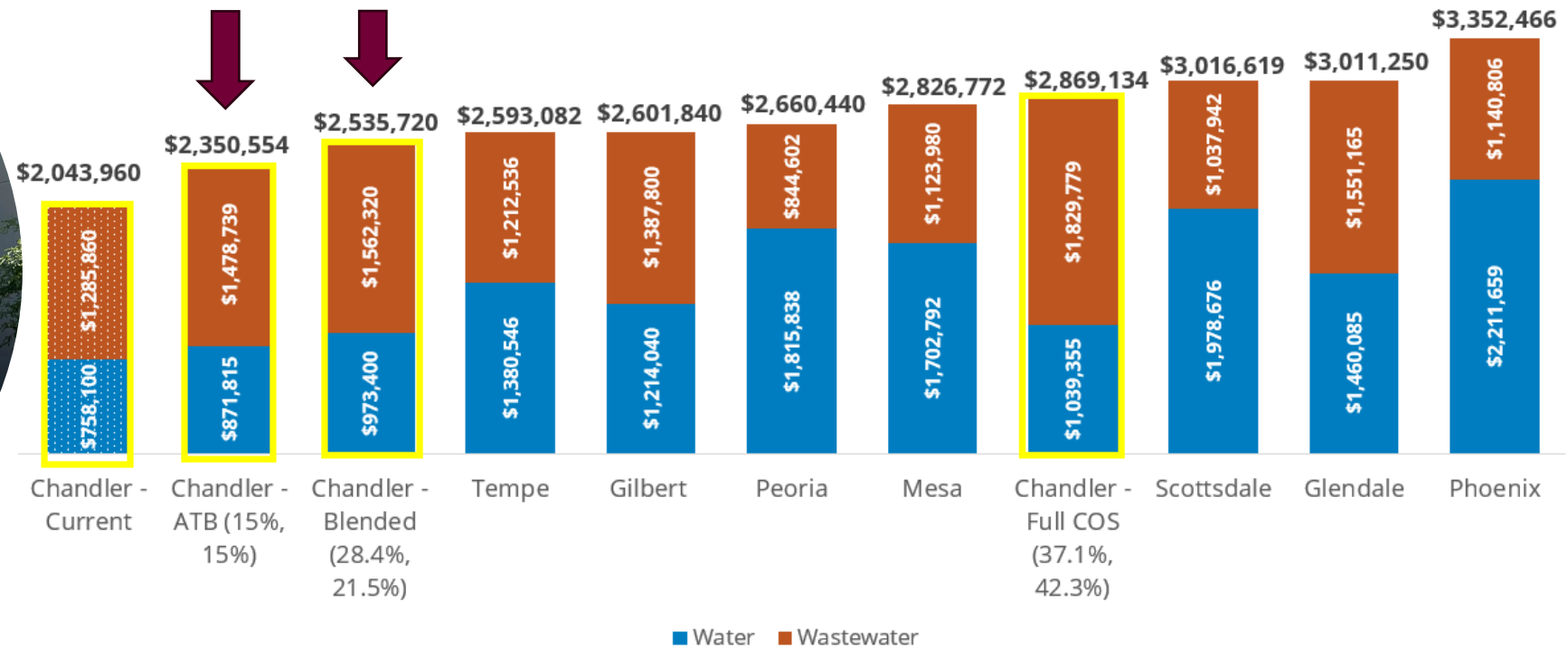
Assumes 200K gallons, 2" meter



Chandler Utility Bill Example: Industrial



Rates increase \$306,594-
\$825,174 monthly depending
on method of implementation

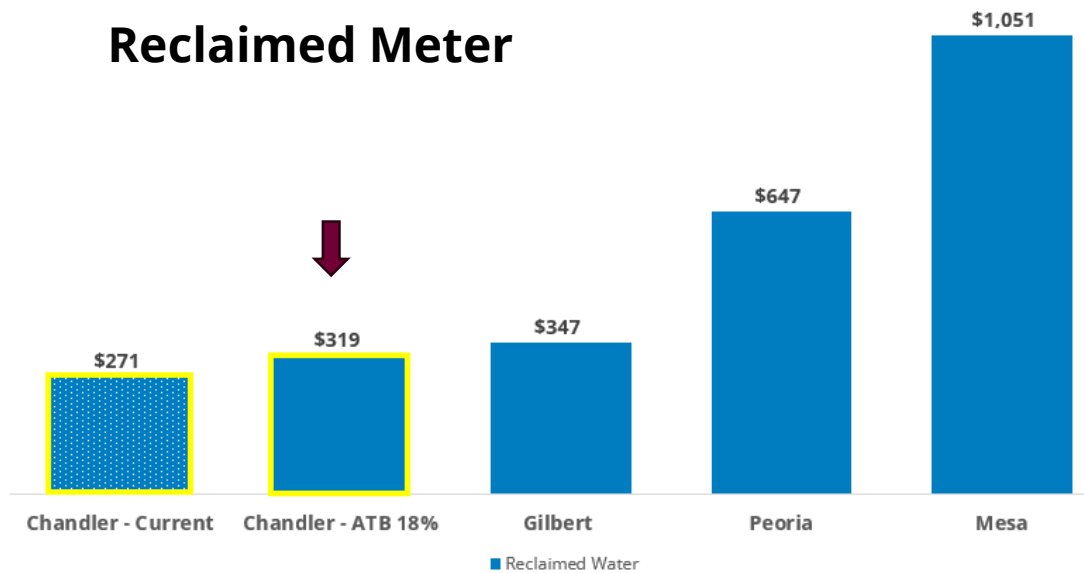


Assumes 300M gallons, 8" meter

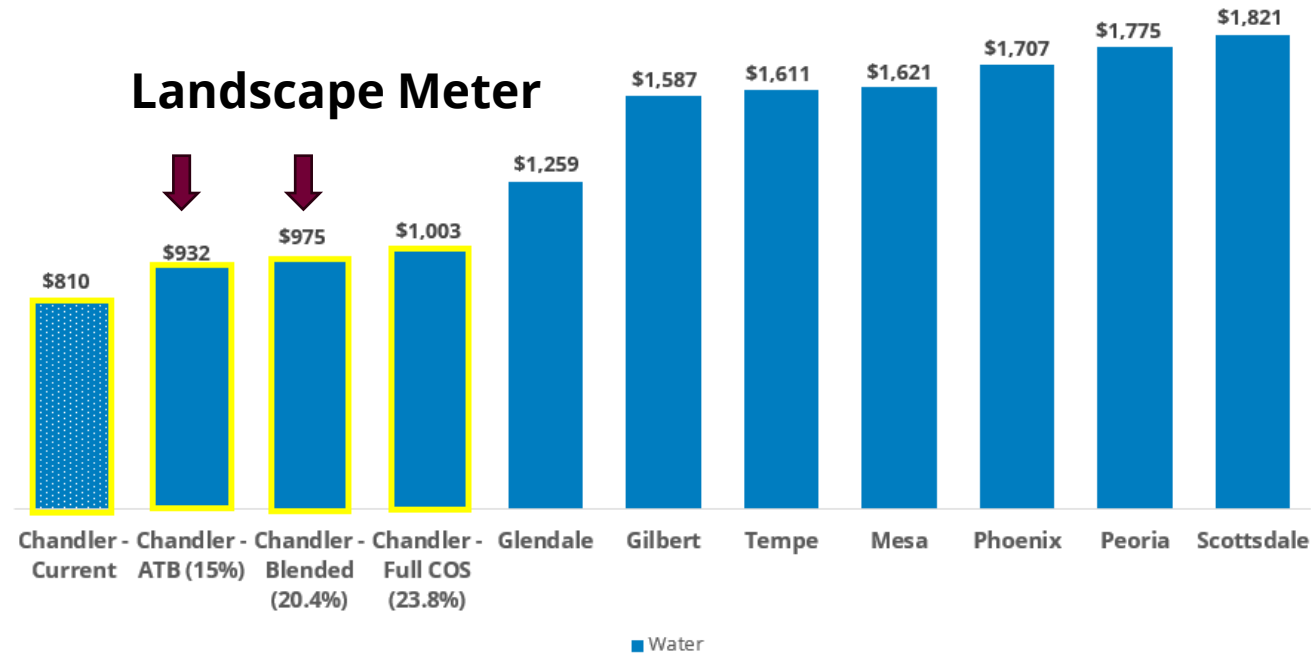
Chandler Utility Bill Example: Reclaimed and Landscape

Estimated based on 300,000 gallons with 2" meter

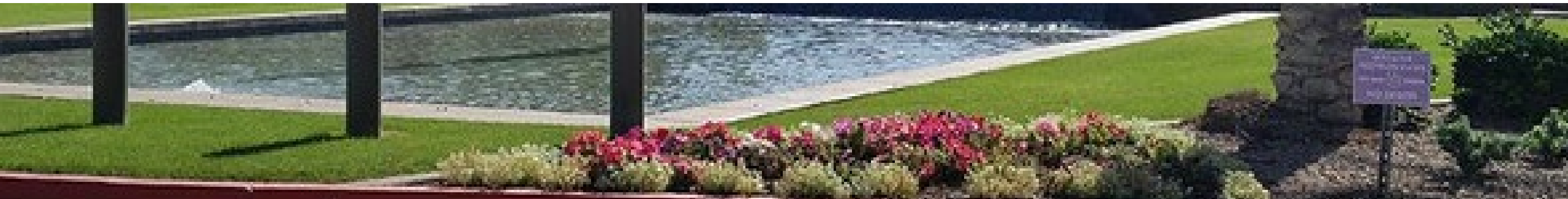
Reclaimed Meter



Landscape Meter



*Other cities do not have a reclaimed rate/program



What Chandler Has Done to Keep Utility Rates Lower In Summary

Utility rate increases are needed to fund operating, capital, debt service, and reserve requirements. The following steps have been taken to minimize rate impacts to residents and businesses:

- Offsetting rate need with revenue with SDF loan paybacks
- Adjusted CIP by planning mains and manhole replacements at a slower rate for water and wastewater aging infrastructure from 20 year to 30 year to spread costs
 - Evaluated a 38-year spread based on Council request
- Planned additional of solar infrastructure using one-time General Fund to generate ongoing future utility electric savings
- Re-rated facilities to allow for max capacity so as to avoid the need for additional facilities thereby reducing costs
- Reducing water purchase costs through conservation incentives and xeriscaping (does have revenue impact)



Chandler Utility Rate Adjustment Direction

Determine method of implementing rates prior to public outreach. Allocate revenue requirement based on:

- **Across the Board** – uses the same revenue increase rate for all customer classifications, OR
- **Blended Cost of Service** - allocating the original revenue requirement following COS and additional revenue requirement across the board to all classifications





Next Steps and Key Process Dates

Utility Rate Key Process Steps	Date
Council Utility Rate Workshop #1 (Determination on rate adjustment methodology prior to outreach)	Completed
Community Outreach	July-October
Adopt Notice of Intent to Change Rates	Oct. 16, 2025
Council Utility Rate Workshop #2 (Report out on public outreach)	11/10/2025
Public Hearing & Ordinance Introduction	1/8/2026
Final Adoption	1/22/2026
Effective Date for Utility Bills Issued On or After Date	3/2/2026
New COS Study to Determine Each Classification is Paying What they Should Based on New Use/Cost Data	Mid-Summer 2026



Questions?



CHANDLER
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