



Mulberry Water Reclamation Facility

## 2016 Rates

Understanding and meeting customer expectations in the delivery of reliable and affordable utilities is a priority for Fort Collins Utilities. We continually review our rates and make adjustments to reflect the costs of providing electric, water, wastewater and stormwater services; remain affordable; and encourage conservation. City Council approves rates by ordinance (typically in mid-November) and new rates go into effect in January.

As a municipal utility, our role is to ensure our rates are fair and equitable. This is accomplished through bi-annual cost-of-service studies that identify the operational costs associated with the delivery of services to the wide range of customers in our community.

Utilities offers many programs and services to help customers offset costs and lower monthly bills. Learn more at [fcgov.com/conserves](http://fcgov.com/conserves), email [utilities@fcgov.com](mailto:utilities@fcgov.com) or call 970-212-2900 to talk to a customer service representative.

Additional information is available at [fcgov.com/residential-rates](http://fcgov.com/residential-rates) or [fcgov.com/commercial-rates](http://fcgov.com/commercial-rates).



## Payment Assistance Fund

Having the electricity or water turned off for non-payment is a reality for some residents. To keep this from occurring, Fort Collins Utilities' Payment Assistance Fund is available to help the families, senior citizens and others in need stay current with their utility bills and avoid having their services turned off.

To apply for assistance, contact Catholic Charities Larimer County (The Mission) at 970-484-5010. To make a donation or learn more about the program, visit [fcgov.com/paf](http://fcgov.com/paf) and print and mail the contribution form or call 970-212-2900. Donations also can be made at 117 N. Mason St.

### Contact

[fcgov.com/utilities](http://fcgov.com/utilities)  
[utilities@fcgov.com](mailto:utilities@fcgov.com)  
 970-212-2900  
 TDD: 970-224-6003

*Esta información puede ser traducida, sin costo para usted.  
 Aids/services available for persons with disabilities.*



## Fort Collins Utilities 2016 RATES

TIPS TO MANAGE UTILITY COSTS

## Monitor Your Use

You are in control with Utilities' free online tool.

Log in now:

[fcgov.com/monitor-my-use](http://fcgov.com/monitor-my-use)



# 2016 Rate Changes

## Electric Rates:

Will increase an average of 3.2 percent due to higher wholesale electric costs driven by fuel prices, lower surplus sales revenues and expansion of energy efficiency programs.

The Colorado Association of Municipal Utilities (CAMU) compares electric rates among municipalities, as well as investor-owned and cooperative utilities. Fort Collins Utilities is ranked 8th lowest in the state for residential rates, 6th lowest for small commercial, 8th lowest for large commercial and 4th lowest overall for industrial rates.

## Wastewater Rates:

Will increase an average of 3 percent overall (2.5 percent for residential customers and 4.5 percent for commercial customers).

This increase was determined based on results of the 2015 cost-of-service study and will help meet infrastructure improvement needs.

## Water Rates:

No rate increase.

## Stormwater Rates:

No rate increase.

# Tips to Manage Your Utility Costs

## Save at Home

**Monitor your home's energy and water use.** Use our free, online tool to track daily, weekly and monthly energy and water use and costs.

Login: [fcgov.com/monitor-my-use](http://fcgov.com/monitor-my-use)

**Get a home efficiency audit.** Reduce energy and water costs and increase the comfort of your home with a home efficiency audit, [fcgov.com/HomeEfficiency](http://fcgov.com/HomeEfficiency) (\$60). You'll receive a report of improvement options with information on rebates in over 20 categories. A participating contractor is required (see list online).

**Utilize a low-cost home efficiency loan.** This program offers no-money-down financing for up to 20 years for solar, water and energy efficiency projects.

Details: [fcgov.com/financing](http://fcgov.com/financing)

**Receive a rebate.** Rebates are available for recycling your old refrigerator or freezer and for purchasing qualified ENERGY STAR® dishwashers and clothes washers, and high-efficiency toilets and showerheads. Details: [fcgov.com/rebates-programs](http://fcgov.com/rebates-programs)

**Save year-round with efficient lighting.** Receive in-store discounts on energy efficient LED bulbs and select dimmers and occupancy sensors.

Details: [fcgov.com/residential-lighting](http://fcgov.com/residential-lighting)

**Pay less for wastewater year-round.** Residential wastewater charges are based on the average water consumption billed during January, February and March (winter quarter average/WQA). These months represent the amount of water that ends up in the wastewater system. By conserving water, residents can reduce their WQA and pay less for wastewater year-round.

**Sign up for a free sprinkler audit.** Residents and HOAs can sign up for a free sprinkler audit next spring/summer at [fcgov.com/sprinkler-audit](http://fcgov.com/sprinkler-audit) or 970-416-2666.

## Save at Work

**Talk to a commercial accounts representative.**

Learn about your specific rates and how to best manage your account. Email [utilitiescustomeraccounts@fcgov.com](mailto:utilitiescustomeraccounts@fcgov.com) to connect with an account representative.

**Sign up for a free building assessment.** Receive a free energy and water assessment of your facility, and learn about incentive programs to reduce operating costs and improve the efficiency of your building. Details: [fcgov.com/assessments](http://fcgov.com/assessments)

**Receive rebates and incentives.** Save with a building tune-up, electric and water efficiency programs, integrated design assistance, small business grants (per availability) and solar rebates. Details: [fcgov.com/business-efficiency](http://fcgov.com/business-efficiency)

**Check out our e-newsletter.** Sign up at [fcgov.com/keepcurrent](http://fcgov.com/keepcurrent) to learn about programs and educational opportunities throughout the year.

