



Utility Rate Increase - Frequently Asked Questions

Why does the City have to increase utility rates?

As do all utilities, Boulder City faces annual increases in our operating and maintenance cost. Most utility companies raise rates a few percent each year to account for these factors. However, the last time Boulder City raised rates was in 2009. In addition, in an effort to avoid increasing your utility rates during the economic downturn, the City postponed many Capital Projects. Postponing Capital Projects leads to failures and service outages and it is far more costly to conduct emergency repairs than planned replacements. Therefore, this rate increase is necessary to maintain the reliability of our community's electrical, water, and sewer systems.

How do I reduce my utility bill?

Public Works offers a home energy audit and can help with identifying water leaks. The primary use of electricity in most households is for cooling purposes. The City offers a rebate program for updating to a more efficient air conditioning system. See all available City rebates at <http://www.bcnv.org/284/Electric-Rebate-Program>. You can also install a programmable thermostat to help reduce energy consumption when you are not home. In addition, the Southern Nevada Water Authority (SNWA) offers a rebate program for the removal of turf. Visit their web page at <https://www.snwa.com/rebates/wsl.html>.

I do not make much money. Is there any help for me?

Boulder City has one of the most generous Energy Assistance Programs (35% discount) for low income individuals. In addition, the State of Nevada has an energy assistance program. You can find application information for the State at [https://dwss.nv.gov/uploadedFiles/dwssnv.gov/content/Energy/Application%20for%20Energy%20Assistance\(1\).pdf](https://dwss.nv.gov/uploadedFiles/dwssnv.gov/content/Energy/Application%20for%20Energy%20Assistance(1).pdf). Once you are approved for the State assistance, you will automatically be qualified and enrolled in the City's energy assistance program.

Another way to reduce costs is to improve the energy efficiency of your home through Nevada's Housing Division's Weatherization Assistance Program. For eligibility information, visit <http://housing.nv.gov/programs/Weatherization/>.

Why doesn't Boulder City get cheap power from all of the solar plants in the Eldorado Valley?

One of the reasons Boulder City has very low electric rates is the fact we get some inexpensive power from Hoover Dam. The power being generated in the Eldorado Valley is being sold to NV Energy and to power companies in California at much higher rates than what the City pays for our power. Thanks to the solar lease revenue, Boulder City is able to continue to offer high quality general fund items, such as Public Safety, Parks, and other services. If we traded power for lease revenue, general fund budgets would have to be severely cut. In addition, Boulder City is a very small electric utility, compared to NV Energy and those in California. Consequently, it is much harder for the City to manage a fluctuating power supply such as a large solar field.

What about the City land sales, will those help the Utility Fund?

Yes, as the land around the Boulder Creek Golf Course and Bristlecone Drive is sold, a portion of the funding will be deposited into the Utility Fund. This revenue will help fund the City's 10-year Capital program.

I am a resident and business owner. How will the rate increase affect my monthly bills?

Unlike other utility companies, Boulder City utility bills reflect electric, water, sewer, and refuse disposal services. Based on the options provided from the rate study, a typical residential monthly power bill of \$116 would go to \$140, an increase of \$24. A typical water bill of \$49 would increase to \$61, a change of \$12, and the sewer bill would increase \$2.50 per month.

Now looking at your business utility bill, a typical monthly power bill of \$1,200 would go to \$1,400, an increase of \$200. A typical water bill of \$61 would increase to \$74, a change of \$13, and the sewer bill would increase \$5 per month.

When will this increase take effect?

City Council has been discussing this difficult issue at formal City Council meetings and informal public workshops. The goal is to have the rate resolutions finalized and approved as part of the Final Budget on May 24th. The rate increases could take effect this fall.

Introducing Citizen Self Service!

As of June 01, 2016 you may now pay utility bills online via our Citizen Self Service website! Visit <https://bouldercity.munisselfservice.com> or find more information at www.bcnv.org.

Citizen Self Service will allow customers to manage their utility account(s) online by:

- Viewing account information including consumption history
- Viewing past and current bills and account balances
- Making payments
- Requesting changes (change of mailing address or automatic payments through checking or savings accounts, etc.)

Please note: You do not have to pay your bill online in order to access your account information.

Boulder City Water Quality Consumer Confidence Report



Boulder City Water Quality Report is Now Available. The City of Boulder City believes it is essential to provide all of the facts about Southern Nevada's drinking water to its customers. The Water Quality Report, which is issued annually, includes test results, a source water analysis, an overview of the treatment process and other valuable information relating to the quality of our municipal water supply. The 2016 Water Quality Report is published in accordance with the federal Safe Drinking Water Act which establishes drinking water standards and requires purveyors to provide water quality information to their customers.

In 2015, 18 regulated contaminants were detected in Boulder City's drinking water. However, these contaminants were at allowable levels based on Safe Drinking Water Act Standards and no health violations were reported. Additionally, 5 unregulated contaminants were detected. Unregulated contaminant monitoring helps the U.S. Environmental Protection Agency (EPA) determine where certain contaminants occur and whether these contaminants should be regulated in the future.

The sources of drinking water include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

This water may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. To ensure tap water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons should seek advice from their healthcare providers about drinking water.

Some customers choose to purchase water filtration devices to improve the aesthetics of their home drinking water. *All home water treatment devices require periodic maintenance.* To learn more about the pros and cons of using home water treatment devices, please visit https://www.snwa.com/wq/taste_home_filters.html.

Please go to <http://www.bcnv.org/280/Water-Quality-Consumer-Confidence-Report> to view the complete 2016 Water Quality Report and learn more about your drinking water. If you would like a paper copy mailed to your home, please email PublicWorks@bcnv.org or call (702) 293-9200.