



Proposed Utility Rate Outreach Results, Utility Customer Service and Water Conservation & Drought Management Plan

Mayor & Council Work Session
4:00 p.m. | November 10, 2025



*"Committed to Reliable
and Affordable Service"*

Proposed Utility Rate Outreach Results





Revenue Required for Sustainability of Funds

Utility Rate Revenue Requirement Used for Customer Outreach

Water	Mar-26
Residential % (i.e. single family homes)	15.00%
Multifamily % (i.e. duplex, triplex, condos, apartment complex)	15.00%
Non-Residential % (i.e. business, school, hospital, church)	15.00%
Landscape % (i.e. parks, golf courses, HOAs)	15.00%
Industrial % (i.e. manufacturing, dist. centers, lg warehouse)	15.00%
Overall Water Revenue Increase Needed	15.00%

Reclaimed Water	Mar-26
Reclaimed Water %	18.00%

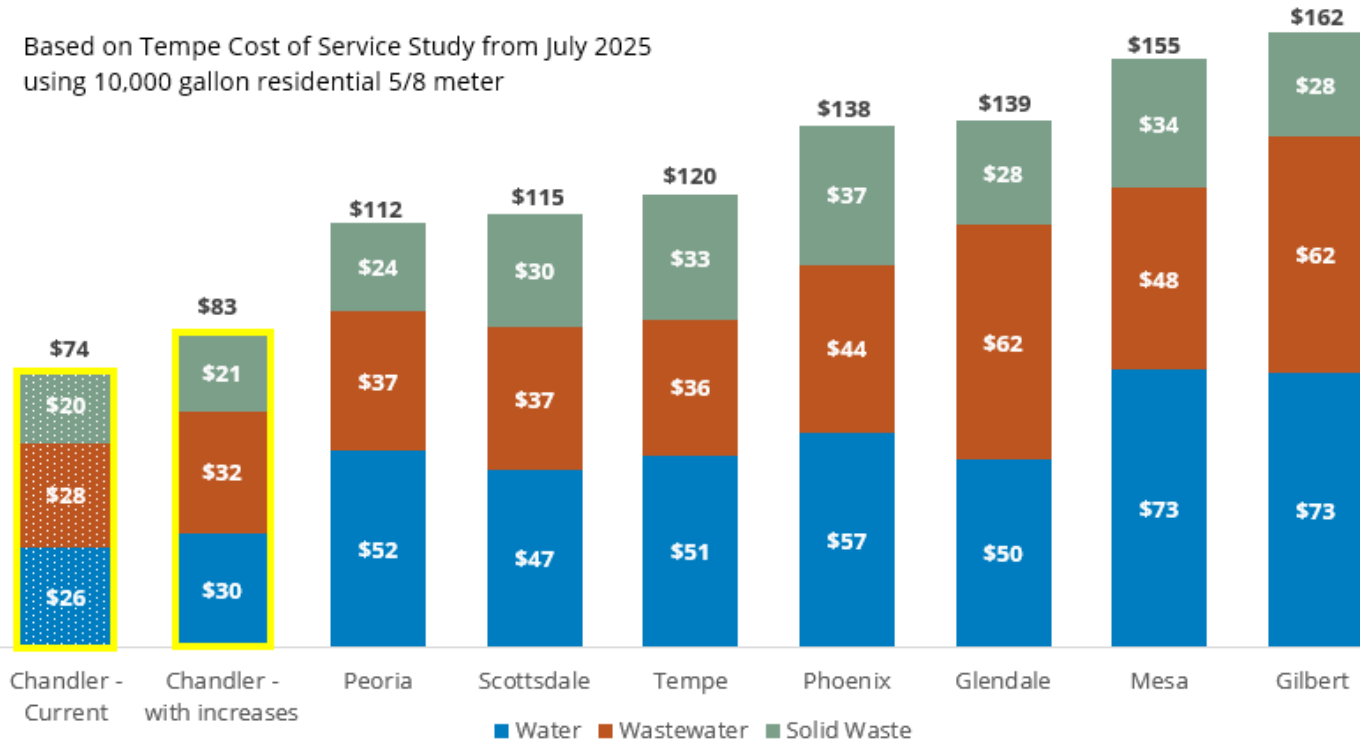
Wastewater	Mar-26
Residential %	15.00%
Multifamily %	15.00%
Non-Residential % Volumetric	15.00%
Industrial % Volumetric	15.00%
Overall Wastewater Revenue Increase Needed	15.00%

Solid Waste	Mar-26
Residential %	6.00%

Rate adjustments will be made across the board this year, meaning all classifications will increase at the same percentage in March 2026

Residential Utility Cost Comparison

Based on Tempe Cost of Service Study from July 2025
using 10,000 gallon residential 5/8 meter





Utility Rate Outreach

In-Person

- Presentation and discussion with Chandler Chamber
- Presentation and discussion with multi-housing group
- Two public informational meetings
- Calculated and communicated rate plans and projected monthly/annual effect of bill change to various large industrial users

Social Media

- Posted on all platforms about rate changes
- Posted public informational meeting times and locations
- Posted responses to clarify misinformation when needed

Other

- Posted on City website
 - Presentations
 - Calculator
 - Comment/Feedback Link
- Issued press release for papers
- Published CityScope article
- Posted Adopted Notice of Intent (NOI)
- Emailed 88 HOAs available on the Neighborhood Resources contact list
- Upcoming utility bill messages in Jan/Feb 2026

Each group/resident/business we sent specific information to or spoke to did not have major concern with proposed rate changes

chandleraz.gov/proposedutilityrates has all of the proposed rate information

Feedback Received

As of 10/21/25

Website 2026 Proposed Utility Rate Changes

382 views

5 Comments

Website Monthly Bill Calculator

211 views

Social Media

3 posts Oct 2, 7 & 12

22,600 Impressions/Views

1,567 Engagements



2 Public Informational Sessions

Light public
participation

Other

1 letter

2 emails

Feedback Received

8 - Emails (2), Letter (1), Website Comments (5)

- One supported proposed changes
- One supports the changes to ensure long-term sustainability
- One support for across-the-board allocation
- One requested more data-based allocation to customer classes
- One requested another study to ensure cost split is accurate
- One concern with overall cost-of-living increases
- One wanted actions to lower costs
- One did not want to have drastic increases like other municipalities



43 Captured Social Media Comments

- 13 – Had comments related to other concerns not utility rate related
- 12 – Generally, not in favor of rate increases
- 6 – While not good news, they understood
- 5 – Did not want to follow other municipality's drastic increases
- 5 – Some concern with the cost split between residents and businesses
- 2 – Wanted less growth which could reduce costs



Utility Customer Service “The Chandler Way”

Customer Service “The Chandler Way”

Utility Billing & Meter Services Teams

Goal to provide information and services fairly and accurately to Chandler utility customers with a high level of customer satisfaction

Highlights

- Provides single point of contact for utilities, billing, and collecting user charges for water, wastewater, and sanitation systems
- Performs billing usage reviews using audit reports
- Triages high water bills to meter techs or conservation to perform water audits if needed
- Provides water usage educational tools
- Uses bill messages and electronic bills to communicate water conservation tips, 2x consumption, rate changes, rebates, etc.
- No late fee or shut offs for those impacted by federal shut-down
- Partners with Neighborhood Resources to triage calls of customers needing resources
- Proactive full meter review to be completed by manufacturer

AMI daily
reads
coming
2026



Customer Service “The Chandler Way”

Water/Wastewater/Reclaimed/Solid Waste Rate Change Process

- Work session during budget process
- Website with rate information
- Online bill calculator
- Customer feedback button
- Significant customer outreach
- Public meetings
- City Scope article
- Bill message for 2 months prior to change
- Utility Reps trained to calculate impact
- Adding additional \$25K to A-OK program to help rate payers most vulnerable



Rate Adjustment Timeline

Task or Event	Date
Feedback to Council on Public Outreach	November 10, 2025
Notice of Intent Published in Newspaper (20 days prior to Public Hearing)	December 17, 2025
Public Hearing / Ordinance First Read / Resolution to Update Citywide Fee Schedule	January 8, 2026
Ordinance Final Adoption (Can go into effect 30 days after adoption)	January 22, 2026
Rates Effective for March Billing Cycle	March 2, 2026
Next Cost of Service Study to begin	July 2026

Visit chandleraz.gov/proposedutilityrates for more information