

At A Glance

City of Charlottesville

Utility Rate Report



The following information provides a brief summary of the rate and fee recommendations for water, wastewater, stormwater and natural gas for FY2026, and new rates will go into effect July 1st, 2025. For a more thorough explanation and details of the recommendations, please refer to the FY2026 Utility Rate Report.

The table below illustrates the monthly impact on an average City residential customer using 400 cubic feet (cf) of water and wastewater, owning a property with approximately 2,440 square feet of impervious surface, and using 4,600 cubic feet (cf) of gas. This information is based on utility rates and charges adopted July 1st, 2024, and proposed rates and charges.

	Current Based on rates adopted 7/1/24	Proposed Effective 7/1/25	Change	Percent
Water ¹	\$38.25	\$44.80	\$6.55	17.12%
Wastewater ¹	\$44.52	\$48.12	\$3.60	8.09%
Gas ¹	\$63.35	\$66.04	\$2.69	4.25%
Stormwater ²	\$5.86	\$5.86	\$0	0%
Total	\$151.98	\$164.82	\$12.84	8.45%

(1) Rates include monthly service charges.

(2) The budget impact shown reflects a residential monthly average fee and provides consistency with other utilities. Stormwater fees are rounded to the next whole billing unit and are billed to property owners biannually.

Water Rates

Where your Water Dollar goes ...



\$0.56
RWSA (PURCHASE OF DRINKING WATER)



\$0.26
CITY OPERATIONS AND MAINTENANCE



\$0.16
CITY DEBT SERVICE (INFRASTRUCTURE)

FY'26 Budget

\$20,711,105

\$0.02
CUSTOMER SERVICE & BILLING

Usage Rate

Water rates are proposed to increase by \$10.12 per 1,000 cf based on the amount of water used (13.2% increase).



Impact on the Customer

The impact on a customer's bill will depend on how much water is consumed. The average single-family household uses 400 cf/month (2,992 gallons/month; approximately 100 gallons/day). To the extent an individual customer's usage differs from the average will determine the impact of the proposed rate on their bill. The table below shows the monthly impact on water customers at different amounts of usage.

	Water Use (cf per month)	Current Composite Water (per 1,000 cf)	Current Water Usage (charge per month)	Proposed Composite Water (per 1,000 cf)	Proposed Water Usage (charge per month)	\$ Change	% Change
Minimal User (10 th Percentile)	140	\$76.87	\$10.76	\$86.99	\$12.18	\$1.42	13.17%
Small User (25 th Percentile)	250	\$76.87	\$19.22	\$86.99	\$21.75	\$2.53	13.16%
Median User (50 th Percentile)	400	\$76.87	\$30.75	\$86.99	\$34.80	\$4.05	13.17%
Large User (75 th Percentile)	610	\$76.87	\$46.89	\$86.99	\$53.06	\$6.17	13.16%
High Volume User (90 th Percentile)	880	\$76.87	\$67.65	\$86.99	\$76.55	\$8.90	13.16%

Wastewater Rates

Where your Wastewater Dollar goes ...



Usage Rate

Wastewater usage rates are proposed to increase by \$2.74 per 1,000 cf based on the amount of water used (3.0% increase).



Impact on the Customer

The impact on a customer's bill will depend on how much water is consumed. The average single-family household uses 400 cf/month (2,992 gallons/month; approximately 100 gallons/day). To the extent an individual customer's usage differs from the average will determine the impact of the proposed rate on their bill. The table below shows the monthly impact on wastewater customers at different amounts of usage.

	Water Use (cf per month)	Current Wastewater (\$ per 1,000 cf)	Current Wastewater Usage (charge per month)	Proposed Wastewater Rate (\$ per 1,000 cf)	Proposed Wastewater Usage	\$ Change	% Change
Minimal User (10 th Percentile)	140	\$92.55	\$12.96	\$95.29	\$13.34	\$0.38	2.96%
Small User (25 th Percentile)	250	\$92.55	\$23.14	\$95.29	\$23.82	\$0.68	2.94%
Median User (50 th Percentile)	400	\$92.55	\$37.02	\$95.29	\$38.12	\$1.10	2.97%
Large User (75 th Percentile)	610	\$92.55	\$56.46	\$95.29	\$58.13	\$1.67	2.96%
High Volume User (90 th Percentile)	880	\$92.55	\$81.44	\$95.29	\$83.86	\$2.42	2.97%

Water & Wastewater

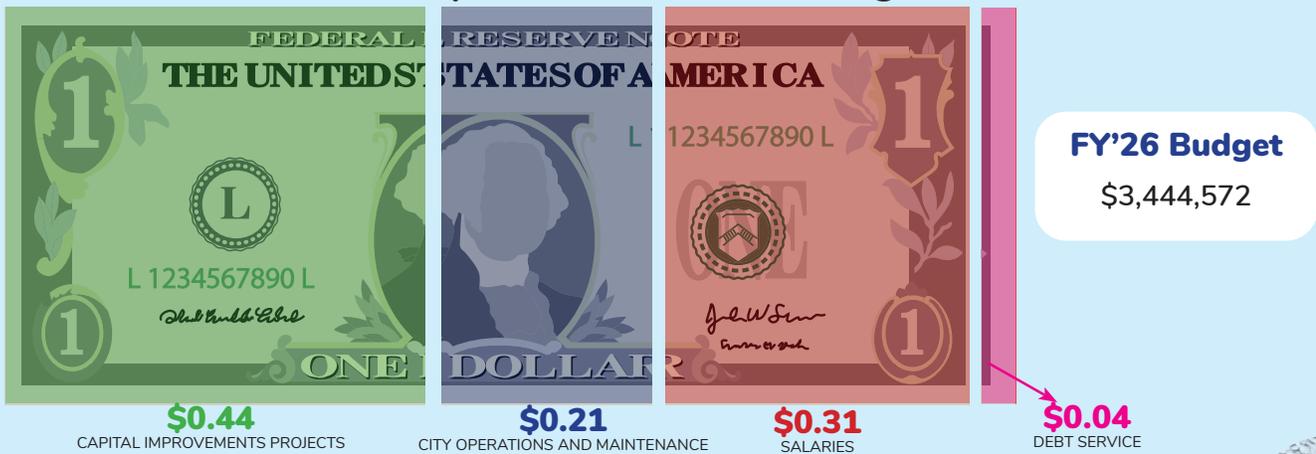
Monthly Service Charge

The monthly service charges for water and wastewater are proposed to change. The monthly service charges will increase to \$10.00 for water and \$10.00 for wastewater for a 5/8" meter. Approximately 94% of customers have a 5/8" meter. The proposed combined monthly service charges for water and sewer are as follows:

Water Meter Size (in inches)	Current	Proposed	\$ Change
5/8	\$ 15.00	\$ 20.00	\$5.00
1	\$ 37.50	\$ 50.00	\$12.50
1 1/2	\$ 75.00	\$ 100.00	\$25.00
2	\$ 120.00	\$ 160.00	\$40.00
3	\$ 240.00	\$ 320.00	\$80.00
4	\$ 375.00	\$ 500.00	\$125.00
6	\$ 750.00	\$ 1,000.00	\$250.00
14	\$ 4,912.50	\$ 6,550.00	\$1,637.50

Stormwater Rates

Where your Stormwater Dollar goes ...



Stormwater rates are proposed to remain constant for the coming year at \$1.20 per 500 square feet of impervious surface (or part thereof) per month.

Stormwater fees are billed concurrently with real estate tax assessments and are due in June and December.

Modernize and maintain infrastructure integrity while pursuing environmental stewardship.

The City has adopted a stormwater utility fee to provide a dedicated and stable source of funding for stormwater management activities. Funds received are used to help the City comply with federal and state stormwater regulations, rehabilitate the City's aging stormwater infrastructure, address drainage and flooding problems, and pursue environmental stewardship.

Impact on the Customer

The stormwater utility fee is charged to property owners based on the amount of impervious area on their property (areas covered by hard surfaces, such as: buildings, concrete, gravel, etc.).

An example fee calculation is provided below:

Example Fee Calculation

- Total impervious area (house and driveway): 2,100 SF



- Divide by 500 square feet: $2,100 / 500 = 4.2$ billing units
- Round to the next whole number: 4.2 rounds to 5 billing units
- Multiply the number of billing units by the rate (\$1.20 per billing unit per month) to determine annual fee: $5 \times \$1.20 \times 12 = \72 annual fee, billed \$36 due in June and December

Gas Rates

Where your Natural Gas Dollar goes ...



Usage Rate

Gas rates are proposed to increase for all natural gas customers. For the average residential gas customer, gas rates are proposed to increase by 4.25%.



Impact on the Customer

The impact on a customer's bill will depend on the volume of gas that the customer uses. The average single family household uses 4,600 cubic feet of natural gas per month. The table below shows the monthly impact on gas customers at different amounts of usage. The base rate is set on July 1st each year. This base rate is calculated using the cost of gas at that time.

	Gas Used (cf per month)	Current Monthly Gas Bill with Most Recent PGA	Proposed Monthly Gas Bill with Most Recent PGA	\$ Change	% Change
Minimal User	4,000	\$56.62	\$58.98	2.36	4.16%
Average User	4,600	\$63.35	\$66.04	2.69	4.25%
Large User	20,000	\$227.47	\$238.07	10.60	4.66%
High Volume User	60,000	\$651.60	\$682.55	30.96	4.75%

However, gas is purchased throughout the year and the cost per cubic foot of natural gas varies by month due to various factors (weather, economics, etc.) which are hard to predict, as shown below for the past 18 months. The purchased gas adjustment (PGA) acts as a "true up" to account for the differences between the current market cost of gas and the gas cost used to calculate the base rate. This ensures that customers are not over or underpaying and that the City is not over or under collecting.

Average Residential Customer Gas Bill with PGA



Utilities Operations Overview



The Department of Utilities is committed to providing the Charlottesville community with safe, reliable, and sustainable utility services by dedicated and knowledgeable staff.

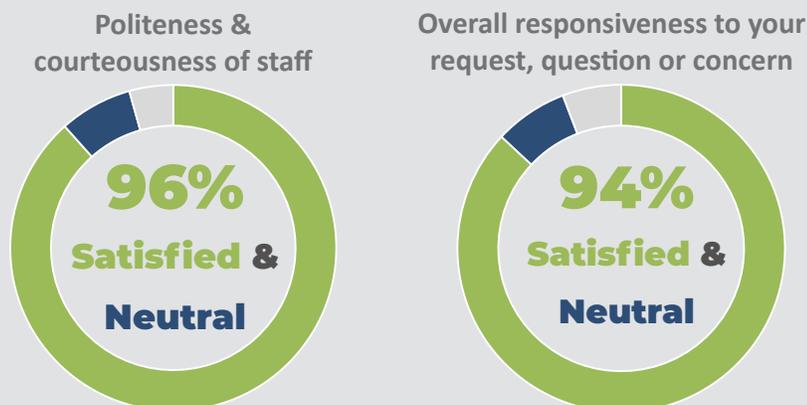
Core Programs & Services

Department-Wide

- **Utility Location Oversight**
Protecting infrastructure & critical facilities, including utility locating: **35,071** tickets in 2024.
- **24/7/365 Utilities Call Center**
The Utilities Call Center handles approximately **25,000** calls per year.
- **Customer Service**
Last year, we processed **6,631** Move-ins and **6,371** Move-outs.
- **Online Bill Pay Services**
In October 2021, we launched a new bill pay portal. To date, **7,118** customers have registered for Autopay, and over **15,535** customers receive paperless billing.
- **Emergency Operations**
Emergency response to water and gas leaks as well as sewer backups. **1,010** leaks checked in 2024.
- **GIS Mapping and Maintenance**
48,500 feet of utility lines entered and **1,420** CCTV videos cataloged last year.
- **Meter Reading and Maintenance**
We performed **449,889** meter readings including **2,626** implausible meter readings and completed **640** ERT replacements in 2024.
- **Development Site Plan Review**
Our engineers reviewed and followed the implementation of **242** site plans and **285** building permits in 2024.

Customer Satisfaction

Experience Interacting with Utilities Department Staff (% Satisfied)*



How satisfied you are with the new Utility Billing Online Payment Portal?



*Department of Utilities Customer Satisfaction Survey - SurveyMonkey - April, 2025



Water Distribution & Wastewater Collection



Water & Wastewater by numbers



14,800
CUSTOMERS
SERVED



4.5 million
GALLONS OF WATER
PROVIDED DAILY



179 miles
OF WATER
MAINS



168 miles
OF WASTEWATER
MAINS



7,726
WORK ORDERS
COMPLETED

Water Quality & Water Loss Prevention

- The quality of our drinking water meets and exceeds all regulatory requirements and expectations for safety and reliability. A water quality report is prepared annually and is available online.
- Cross-contamination:
 - The situation in which water flows in a direction that is opposite from the intended flow is called backflow and presents a serious hazard to our water supply.
 - The City's Department of Utilities currently maintains inspection records for **1,100 backflow devices** in an effort to protect and provide the highest quality water to the City residents.
- Annual system-wide leak detection survey:
 - In 2024, **6 leaks** totalling **125,280 GPD** were detected and repaired.



Granular Activated Carbon (GAC) treatment providing superior quality water to our community.

Water & Wastewater Asset Management

- Water main replacement program:
 - **6,416 linear feet** in 2024 and **135,076 linear feet** of water lines have been replaced since 2010 (**14.3%** of the entire water system).
 - Total construction cost: **\$33.1 million**
- Water service line replacement:
 - **3,935 linear feet** in 2024 and **65,118 linear feet** of water services have been replaced since 2010 (**20.3%** of the City-owned water services).
- Wastewater main rehabilitation program:
 - **5,148 linear feet** of wastewater lines were rehabilitated or replaced in 2024 and over **381,350 linear feet** of main have been rehabilitated or replaced since the program's inception (**43.0%** of the wastewater system).
 - Total construction cost: **\$41.7 million**
- Manhole rehabilitation or replacement:
 - **1,359 manholes** have been rehabilitated or replaced since the program's inception (**22.9%** of the City's wastewater manholes).



Fats, Oils, and Grease Program

- The City of Charlottesville prohibits the discharge of fats, oils, and grease (FOG) down the drain into the City's wastewater system.
 - The City of Charlottesville maintains an active FOG program that routinely inspects and advises best management practices to over **300 city food service establishments** annually on how to properly dispose of FOG.
- We provide FOG Kits to residents to help properly dispose fats, oils, and grease from cooking processes.



Customer Satisfaction

In our recent Utilities Customer Satisfaction Survey, our customers show high levels of satisfaction with the reliability of our services.

Reliability of your water service



Reliability of your sanitary sewer service



Rate the value that you pay for your water service



Rate the value that you pay for your sewer service



The vast majority of our customers rated the value of their water and sewer service as fair and above (good and excellent).



Stormwater

Stormwater by numbers



15,300
BILLABLE CUSTOMERS



9,859
STORMWATER STRUCTURES



136 miles
OF SUBSURFACE CONVEYANCE PIPING



569
OUTFALLS

Rate the value that you pay for your stormwater service



25% reported that they are not familiar with the utility's services and unable to rate the value.

Stormwater Asset Management

- Utilities has had an active Stormwater Conveyance System Rehabilitation Program since 2010.
- Stormwater rehabilitation program:
 - **82,093 linear feet** rehabilitated or replaced (**11.5%** of the system since the program's inception).
 - Total construction cost: **\$13.0 million**
- Structure rehabilitation or replacement:
 - **533** structures rehabilitated or replaced since the program's inception (**5.4%** of the system's storm structures).





Gas System

Natural Gas by numbers



21,600
CUSTOMERS
SERVED



340 miles
GAS MAIN
LINES



305 miles
GAS SERVICE
LINES



36
REGULATOR
STATIONS



10,782
WORK ORDERS
COMPLETED

Energy-efficiency programs:

The Department of Utilities is excited to launch three new incentives to help improve home energy efficiency. Utilities now offers six home envelope resources that complement each other to help community members improve the energy efficiency of their home, lower utility bills, and increase home comfort.

• Attic Insulation Self-Assessment :

- According to Energy Star®, **90% of U.S. homes are under-insulated**. The Attic Insulation Self-Assessment was developed by Utilities' staff and is a great resource to help customers better understand their attic's insulation needs. The self-assessment is **100% free** to use, and can be accessed via smartphone, tablet, or computer.

• \$500 Attic Insulation Rebate:

- Maximize the most cost-effective way to improve your home's energy efficiency with upgraded attic insulation. Gas customers can receive a **\$500 rebate** towards upgrading their home's attic insulation and take advantage of an available **federal tax credit to claim 30% of the cost of the insulation** with a maximum of \$1,200 credited. Combining these incentives could significantly lower the cost of your insulation upgrade.

• \$150 Attic Air Sealing Rebate:

- For a limited time, gas customers can receive a **\$150 rebate** to cover the cost of measures that plug holes and seal cracks in their attic. This process improves home comfort, enhances air quality, and boosts energy efficiency by keeping conditioned air inside the house.

• \$125 Smart Thermostat Rebate:

- Gas customers can now receive a **\$125 rebate** towards a smart thermostat to enhance the energy efficiency of their home. Smart thermostats use Wi-Fi to allow you to control a home's indoor air temperature remotely from a smartphone or tablet. Plus, Utilities still offers a **\$100 Programmable Thermostat Rebate** for customers interested in that option.

• Home Weatherization Program:

- The Charlottesville Gas Energy Efficiency Program (CGEEP) is Utilities' **no-cost home weatherization** program for qualified gas customers. Newly expanded income-qualification levels have broadened the reach of this program to even more members of the community, and increased outreach for CGEEP will roll out in the coming months.

In our recent Utilities Customer Satisfaction Survey, our customers show high levels of satisfaction with access to gas service, and value of natural gas.

How important is it to have gas available to your home?

Rate the value that you pay for your natural gas service

