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Subject:

Dear R A C members . In my opinion the SAWS rate setting period for sewer service is pretty confusing to customers .I know it is to me .The rate set period is from November 15th through March 15th { 128 days} , The actual rate setting period is computed on the average water usage for 90 days during three consecutive billing cycles .128 days less 90days leaves 38 days .The specific 90 days to be measured are unclear and appear SAWS optional .If a 90 day average is to be used the specific dates of the 90 days should be clearly communicated to SAWS customers well in advance of the specific measurement period . Customers should not have to guess on a pocket book issue like this. Looking at temperatures the last few years the best , fairest, and easiest to understand measurement period for non outdoor watering I believe would be December and January which are traditionally the coldest months of the year .SAWS easily identified two additional months to bill Summer rates so setting sewer rate measurements on a two month basis should be easy .This would be much clearer to SAWS customers . In addition SAWS needs to mandate a ZERO tolerance regarding water usage estimating for two months prior to and during the set period .I have a very specific documented case of rate estimating prior to the set period last year which was then caught up in the rate setting period .Result was a more than doubling of the sewer rate in SAWS favor of a 93 year old customers bill . .Unfortunately because of a prior commitment I will miss this weeks meeting but hopefully someone will put forth my thoughts . Thank you Joe Soules