

Important Notice: Water Rate Adjustment

Why is my bill increasing?

Effective Date: October Billing

We understand a rate increase impacts your household, and want to be transparent.

Our challenges:

- Aging infrastructure needs repair
- To maintain low rate, HCWA has re-invested sparingly over the years.
- Maintaining optimal service and water quality is challenging.
- Unbilled water lost through water main breaks and leakage.

Your support will help us:

- Replace outdated pipes and equipment.
- Improve water pressure and reliability.
- Respond faster to service issues.

We're committed to reducing unaccounted-for water by investing in modern leak detection technologies, replacing aging infrastructure, improving metering accuracy, and ensuring tight data management. Managing this effectively helps us conserve water, reduce costs, and ensure a reliable supply for our community.

The Authority has been very sensitive to customer rates over the years. Our industry is not immune from inflation; our last rate adjustment was in 2022 and as most residents and business owners have observed, costs for goods and services have escalated throughout most of the U.S. economy since that time.

How much will rates be adjusted?

The amount of the increase will depend on how much water you use. To illustrate, see the comparison for a typical bill of 4,000 gallons use in a month.

Comparison of Monthly Residential Water Bill

Description	Existing FY-2025	Approved FY-2026
Base Charge	\$16.95	\$14.90
Volumetric Charge @ 4Kgals	\$24.84	\$33.18
Total Monthly Bill	\$41.79	\$48.08
Difference - Amount		\$6.29
Difference - Percentage		15%



When can we expect to see changes with the system?

We're actively working on improvements and will implement changes over time. While we don't have a specific timeline to share yet, we're committed to keeping the community informed as progress continues.

We hear you.

You've spoken—and we're responding. This rate adjustment is part of our plan to improve service across Heard County.

How you can help:

We need your eyes and ears in the community. Report leaks and water issues to HCWA as soon as you notice them.

Leak detection tips:

- Unexplained increase in your water bill
- Wet spots in yard, driveway or road
- Hissing or dripping sounds around pipes or toilets.
- Low water pressure or inconsistent flow



Thank you for your support.

We know this rate increase is a sacrifice. Every dollar will be reinvested into building a stronger, safer, and more reliable water system for our community.

Together, we can protect Heard County's water for generations to come.