



CHELAN COUNTY

# Rate Setting Procedures

Challenges & Opportunities

July 23, 2018

# Today's discussion

**No action today**

Challenges of existing procedures

Improvement opportunities

Next steps

# Current procedures adopted in 1980 prescribes:

Number and location of  
meetings required

Advertising dates and outlets

Multiple, redundant notices to  
affected customers

## Challenges:

No flexibility, language lacks  
clarity

Does not include procedures for  
water & wastewater rates

Inefficient use of District  
resources

Inefficient use of Customer time

Not taking advantage of digital  
communication opportunities



# Examples of Meeting Attendance

## **LED Streetlight Rates**

No attendance at any of the meetings

## **Rate 35 High Density Load Information Meetings**

High attendance; audience rarely varied

## **Establishing base charge for 12” Fire Service**

Procedures adjusted through motion by Board

## **Establishing basic & volume charge for large general service Dryden system**

Procedures adjusted through motion by Board

# Proposed rate setting procedure

**Prior to seeking rate action,  
staff will propose a rate proceeding schedule that includes:**

- » Informational meeting number and location based on factors such as number of customers and relative impact
- » Minimum of one formal hearing will be held during a regularly scheduled board meeting
- » Public notice plan that will include Legal notice and additional media outlets
- » More extensive opportunities for engagement digitally



# Proposed information to customer requirements (post rate adoption)

**One clear and concise explanation of the original rate and the newly adopted rate to the affected customers within 30 days of adoption.**

» Efficient, cost effective options may include bill messages, direct mail or digital notification

# Benefits of renewed procedures

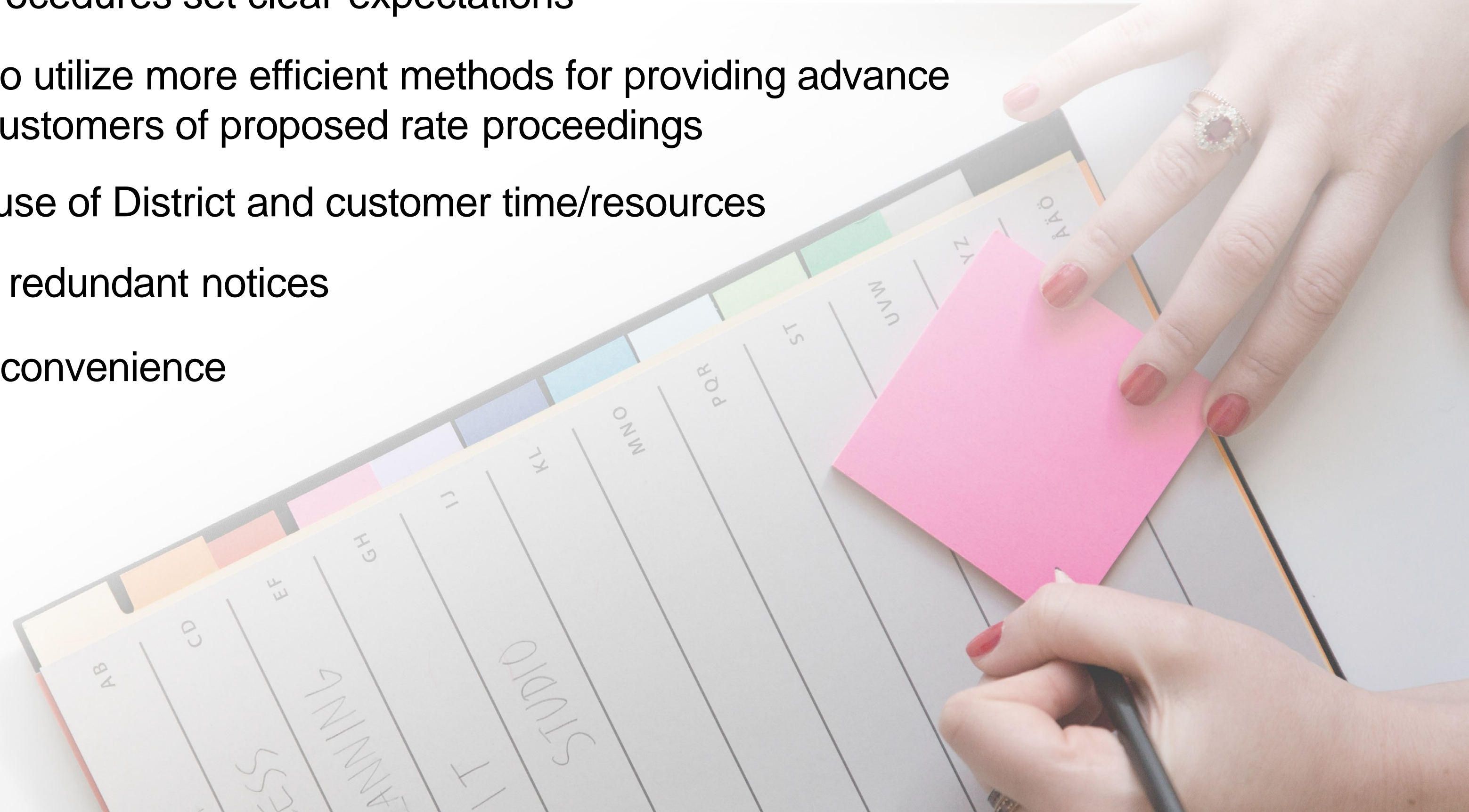
Revised procedures set clear expectations

Flexibility to utilize more efficient methods for providing advance notice to customers of proposed rate proceedings

Improved use of District and customer time/resources

Eliminates redundant notices

Customer convenience



An aerial photograph of a town and a large lake, with mountains in the background. The foreground is dominated by a dense forest of evergreen trees. The middle ground shows a large body of water, likely a reservoir, with a town built along its shore. The background features rolling hills and mountains under a clear sky.

# Next Steps

Return in August with resolution

Questions?