



Water Customer Impact Statement

The Tyler City Council approved a rate increase in water, sewer and garbage collection services, effective October 1. This decision was made after careful consideration of the rising costs associated with maintaining and improving our water utilities infrastructure, ensuring continued access to safe and reliable water services to our community.

Service or Fee	Fiscal Year 2023 - 2024	Fiscal Year 2024 - 2025	Monthly Dollar Change	Typical Ratepayer Defined as
Water	\$43.14	\$48.30	\$5.16	Average consumer of 8k gallons
Sewer	\$44.40	\$56.20	\$11.80	Average consumer of 8k gallons
Water Service	\$0.27	\$0.27	\$0	Water customer
Water Quality	\$0.35	\$0.35	\$0	Water customer
Stormwater	\$6.13	\$7.32	\$1.19	Water customer
Regulatory Compliance Fee	\$19.70	\$19.70	\$0	Water customer
Water Franchise Fees	\$5.70	\$6.61	\$0.91	Water customer
Solid Waste	\$22.66	\$23.57	\$0.91	Residential customer with base service
Total Monthly Impact	\$142.35	\$162.32	\$19.97	Average consumer of 8k gallons

The average consumer of 8k gallons is a household of five people. The average utility bill for a consumer of 8k gallons in FY25 totals \$1,947.84 annually. In FY24 the total annual bill was \$1,708.20. The annual dollar change is \$239.64

THE UTILITY BILL

The monthly utility bill covers a comprehensive range of services and costs associated with municipal infrastructure and services, as broken out below:

1. Water System:

- o This includes the cost of treating water from Lake Tyler and Lake Palestine.
- o It also covers the operation and maintenance of the pumps, tanks, and pipes that distribute treated water.

2. Sewer System:

- o This system collects sewage from homes and businesses.
- o It includes the treatment of sewage to ensure it meets environmental standards before being discharged.

3. Regulatory Compliance:

- o Covers the cost of projects to comply with mandates from the Environmental Protection Agency and the Texas Commission on Environmental Quality.

4. Stormwater:

- o This system manages stormwater runoff to prevent flooding and erosion.
- o It includes infrastructure like drainage pipes, culverts, and retention basins.

5. Solid Waste System:

- o This system manages garbage and trash collection and disposal.

6. For explanations on other fees associated with your water bill, visit the [Water Business Office Rates and Fees webpage](#) at CityofTyler.org.

HIGHLIGHT

Tyler will invest \$50 million in water and wastewater capital projects next year, focusing on customer experience. This includes the water-meter replacement project, a pilot taste and odor study at the Lake Palestine Water Treatment Plant and increase water pressure across town through added elevated storage tanks and upsizing old water lines.

