

City of Tempe  
P. O. Box 5002  
20 East Sixth Street  
Tempe, AZ 85280  
480-350-8361 FAX:480-350-8191 TDD:480-350-8400  
[www.tempe.gov](http://www.tempe.gov)



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Financial Services Department  
Customer Service Division

Dear Customer:

Effective Nov. 1, residential and commercial customers of water, sewer and solid waste/refuse services in Tempe and Guadalupe will see rate increases on their monthly municipal bills.

Tempe recognizes the difficulty, in these economic times, of raising rates. However, federally mandated regulations necessitate improvements to Tempe's water and sewer treatment systems and require the city to replace and renew infrastructure through its Capital Improvement Program. City water and sewer services are provided through a dedicated, self-sustaining enterprise fund; sales and property taxes do not supplement these services. In order to ensure that Tempe has a robust and reliable system to deliver quality services, we have to ask each median single-family residential customer (who uses 11,000 gallons of water and returns 9,000 gallons of wastewater to the sewer each month) to invest an additional \$7.68 per month in our water, sewer and solid waste programs. Even with these increases, Tempe remains one of the Valley's low-cost leaders in delivering these services.

The recent changes are the second part of a three-year effort to fairly distribute costs among all the city's customers: single family residential, multi-family residential, industrial and commercial. The City Council will consider a third set of cost-equalizing rate changes next year.

Tempe cares about providing the best possible water, sewer and solid waste services to its residents, businesses and visitors. If you have questions about the rate increases, contact Customer Services at 480-350-8361, Monday through Friday, 7 a.m. to 5 p.m. or visit [www.tempe.gov/water/rates.htm](http://www.tempe.gov/water/rates.htm).

Thank you.