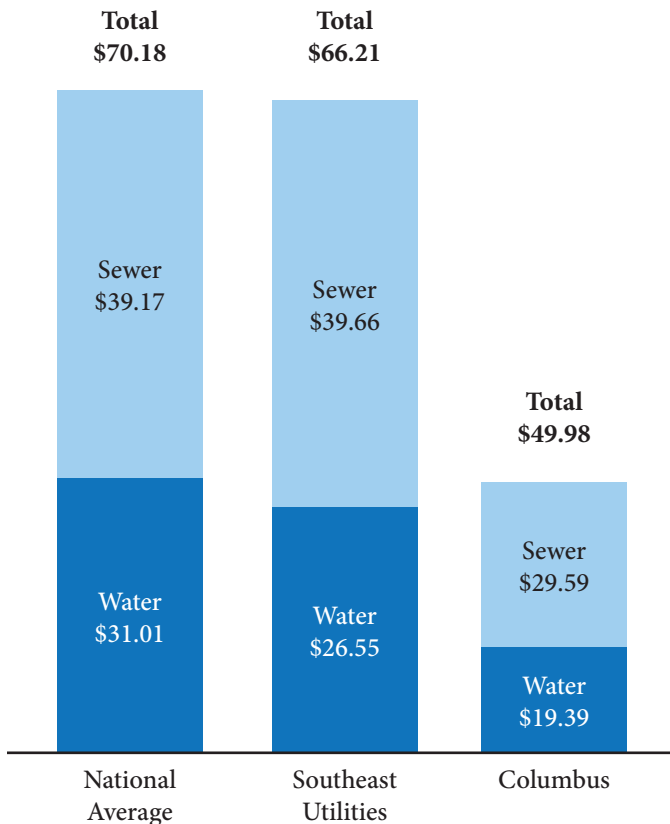


# 2024 Water and Sewer Rates

## Changes Ahead For Your Water Bill

- + A 4.95% rate increase will allow us to continue to provide safe and reliable drinking water.
- + The majority of customers will see less than a \$2.42 per month increase, with more than 80% of customers seeing less than a \$3.29 increase.
- + Low Income Household Water Assistance Program (LIHWAP) provides funds to assist low-income households with water and wastewater costs and has provided over \$1,100,667 to more than 1,700 eligible low-income or vulnerable customers.

### Customer Bill Benchmarks 5 Ccf or 3,750 gallons



CWW service is approximately one penny per gallon of service.

### Key Facts



CWW does not receive outside funding (like tax revenue), so customer bills must change to support the financial needs of the system.



Over \$85 million in capital investment in next 5 years.

- + \$77 million state loan at 0.13% interest rate and \$8 million at 1.92% interest rate saves customers \$19 million compared to traditional borrowing.

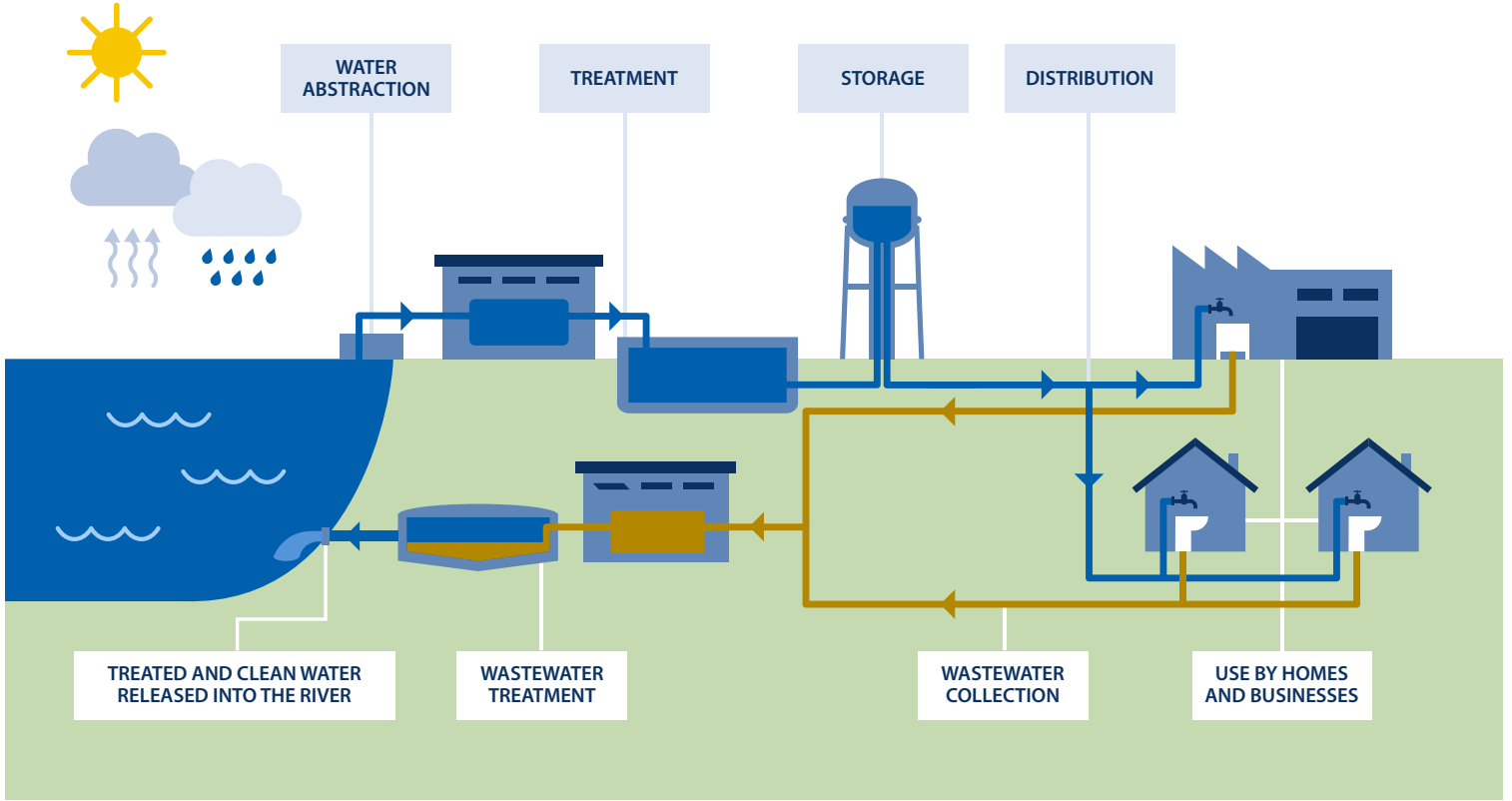


Operating cost increases driven by inflation and supplier increases.

## Want more information?

Visit [www.CWWGA.org](http://www.CWWGA.org), and select Rates and Fees for the most up-to-date rates information.

# How Does Your Water System Work?



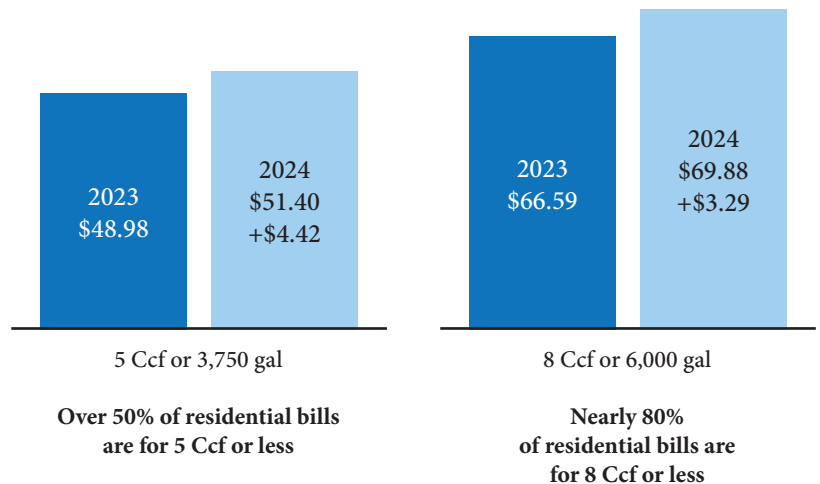
## Customer Bills

- + Jan 2024 rate increase:  
4.95% Across-the-board

## Customer Assistance Options

- + LIHWAP - up to \$500 of assistance is available for eligible customers
- + Existing Low Income Credit program provides \$8.50 monthly credit

## Sample Residential Customers



### Visit Us:

📍 1421 Veterans Parkway  
Columbus, GA 31901

### Contact Us:

✉️ [www.cwwga.org/contactus](http://www.cwwga.org/contactus)  
☎️ 706-649-3400

### Account Information:

🌐 [www.cwwga.org](http://www.cwwga.org)  
☎️ 1-855-748-1350

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