

**City Of Woodland  
Utility Billing FAQ**

**What is the City’s utility services?**

Woodland's water utility provides high quality drinking water to more than 5000 people in the City of Woodland. The city’s water is collected by way of a series of pipes horizontally placed under the Lewis River. The water is then pumped and delivered to the City’s Water Treatment Plant, which is located adjacent to the City’s water reservoirs, at the top of Scott Hill Road. All chemical treatment is done at the treatment plant which includes chlorination for disinfection. This includes approximately 42 miles of water lines, ½ M and 1M gallon reservoir tank. The Water Treatment Plant operates 365 days a year and is designed to produce 3,000,000 gallons per day.

Woodland’s sewer utility includes almost 40 miles of sewer pipe. This includes approximately 121,000 ft sewer main lines, 75,000 side sewers, 14,000 feet of force main and 14 wastewater lift stations. The City's collection system safely transports wastewater to the Woodland Waste Water Treatment Plant located at Sandalwood Road. The Waste Water Treatment Plant operates 365 days a year. All lab analysis is done at the treatment plant. The plant produces 164 dry tons of biosolids per year.

The City's stormwater drainage system includes approximately 40 miles of streets, ditches, culverts, pipes, swales, detention ponds and other publicly-owned facilities that collect and/or convey stormwater, protects properties from flooding, and preserves the natural environment. As development occurs, the City seeks to minimize urban runoff that could carry bacteria and other pollutants into our local creeks, our watershed and to the ocean by requiring developers to treat and detain the runoff from their properties. The City currently requires developments to meet the 1992 Puget Sound Stormwater Manual from the Department of Ecology. This is the standard manual for small communities in rural counties.

**How are the City of Woodland utilities funded?**

Utilities are funded from revenues collected from the utility rates. The City’s utilities do not receive any funding from taxes. Under state law, utilities must operate like a business enterprise.

**Why did the City of Woodland increase its water, sewer and stormwater utility rates?**

In 2020, a financial analysis of each utility was prepared. This financial analysis evaluated the operational and capital construction needs facing each utility and determined that increases to rates were needed to fund critical capital construction projects in each utility. The following table lists some of the major projects facing each utility.

| Water Utility   | Sewer Utility  | Stormwater Utility   |
|---|--|--|
| <ul style="list-style-type: none"> <li>- Additional water reservoir</li> <li>- West Scott Avenue water connector</li> <li>- Water Treatment Plant filter restoration and media replacement</li> <li>- Meter replacements</li> </ul> | <ul style="list-style-type: none"> <li>- Wastewater Treatment Plant blowers</li> <li>- Wastewater Treatment Plant dewatering projects</li> </ul> | <ul style="list-style-type: none"> <li>- Street sweeping</li> <li>- Stormwater culvert repairs and maintenance</li> <li>- Localized surface water flooding mitigation</li> </ul> |

**How does the City of Woodland spend the revenue it collects from utility rates?**

Approximately 17% of revenue collected from utility rates are spent for staffing, 42% are spent to support daily operations, and 41% are spent to support the construction of critical utility projects, such as those discussed above.

|                     | Water Fund<br>(401) | Sewer Fund<br>(402) | Booster Fund<br>(413) | WTP HVAC<br>Fund (414) | Water<br>Reserves<br>Fund (421) | Sewer<br>Reserves<br>Fund (422) | Total               | % of Ttl    | % of Ttl<br>(w/o<br>reserves) |
|---------------------|---------------------|---------------------|-----------------------|------------------------|---------------------------------|---------------------------------|---------------------|-------------|-------------------------------|
| Personnel           | \$ 568,692          | \$ 599,369          |                       |                        |                                 |                                 | \$ 1,168,061        | 12%         | 17%                           |
| Operations          | \$ 1,119,770        | \$ 1,301,477        | \$ 434,198            |                        |                                 |                                 | \$ 2,855,445        | 30%         | 42%                           |
| Capital             | \$ 47,695           | \$ 1,184,658        | \$ 624,378            | \$ 534,198             | \$ 133,025                      | \$ 33,025                       | \$ 2,556,979        | 27%         | 38%                           |
| Debt Service        | \$ 54,990           | \$ 125,572          |                       |                        |                                 |                                 | \$ 180,562          | 2%          | 3%                            |
| Ending Fund Balance | \$ 574,182          | \$ 946,842          | \$ 222,752            | \$ -                   | \$ 241,115                      | \$ 664,389                      | \$ 2,649,280        | 28%         | Reserves                      |
| <b>Total</b>        | <b>\$ 2,365,329</b> | <b>\$ 4,157,918</b> | <b>\$ 1,281,328</b>   | <b>\$ 534,198</b>      | <b>\$ 374,140</b>               | <b>\$ 697,414</b>               | <b>\$ 9,410,327</b> | <b>100%</b> |                               |

Source: 2020 budget book

**How is the amount of my utility bill determined?**

Your water billing consists of two components – a base charge that is based on the size of your water meter and a variable charge that is based on the amount of water used. Your sewer billing includes a base charge and a variable charge that is based on the amount of water used during the winter months only. The city has postponed implementation of a stormwater charge.

An average family of four will use about 1400 cubic feet of water every two months. That is equal to 10,472 gallons, or approximately 173 gallons of water per day.

**My utility bill seemed high.**

The amount of your water and sewer billing is based on the amount of water you use. In particular, during warmer and drier summer months, you may use more water than normal for outdoor irrigation. It is important that you monitor your indoor and outdoor water usage. For example, if you have a leaking faucet or toilet, it is important to have those repaired. If you have a garden, pool and prefer outdoor irrigation during the summer, you may want to consider the option of installing an irrigation meter. This water usage is not included in the sewer discharge billing.

**I need help paying my utility bill?**

If you are having difficulty paying your utility bill, please call the City of Woodland at 360-225-8281. You may be eligible for a discount on your utility bill if you meet age, household income, or disability requirements.