



# NEW WATER RATES TO TAKE EFFECT NOVEMBER 1

Upcoming water rate changes will impact your utilities bill this fall. The Los Alamos Department of Public Utilities (DPU) is increasing service charges and rates for water service starting in November. Most residential customers will see a service charge increase of \$1.14 per month and a rate increase of \$0.48 per kgallon.

For a full overview of rates, visit [ladpu.com/rates](https://ladpu.com/rates).

## Why are rates going up?

Rate increases are necessary to keep water utility funds healthy because funds were negatively impacted by inflation and supply chain issues caused by the pandemic. The adopted water rate ordinance allows for four years of rate increases, with each subsequent one taking effect annually on October 1.

Additionally, DPU's financial policies, adopted in 2016, require the department to build cash reserves for each utility fund to ensure DPU's ability to meet operational needs, handle aging infrastructure and meet debt service requirements. These reserves are also collected in preparation for unanticipated system failures or external disruptions.

## What if I can't afford higher rates?

DPU has a Utility Assistance Program. Funded by DPU customer donations, the program is available to qualifying low-income customers during the months of October through March and qualifying low-income customers over age 65 year-round. Additionally, customers who demonstrate a financial hardship due to unforeseen circumstances may qualify for a single, lump sum credit.

To apply or donate, contact the Customer Care Center: 505 662 8333 or [CustomerCare@lacnm.us](mailto:CustomerCare@lacnm.us).

Other programs available to assist with customers' utility bills are LA Cares (505 661 8105) and Self Help, Inc. (505 662 4666). Also, the State of New Mexico offers the NM Low Income Energy Assistance Program (LIHEAP) to assist with energy bills (505 753 2271).

## How can I reduce my water use for a smaller bill?

- Turn off water while brushing teeth.
- Install a low-flow showerhead or simply don't turn the temperature handles to max flow.
- Skip the pre-rinse before putting dishes in the dishwasher.
- Wash full loads of laundry, not small loads.
- Install a low-flow toilet or place a toilet-tank bag to reduce its water usage.
- Landscape with native plants or xeriscape design.
- Reevaluate your lawn irrigation schedule and needs.
- Sign up for AMI to be alerted to leaks early.
- Check out this Water Calculator to estimate your home water usage: <https://ladpu.com/USGScal>
- Showers shorter than 15 minutes use less water than baths.
- Use a compost bin instead of a garbage disposal.
- Wash cars using a bucket or a commercial car wash.

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