



BRIEFLY

1

Update your contact information

Log in to MyAccount to update your email and phone number.

2

Download the CS Utilities app

Start or stop service, pay your bill and check your balance all in one place.

3

Water-wise resources

Get rebates, free webinars and tips from experts for a healthy landscape.

Scan code to learn more



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Proposed rates to fund the future

We are facing a period of historic demands and industry change. Over the next five years, we have major projects planned to ensure reliability for decades to come. The 2025 proposed budget is currently estimated at \$1.8 billion – a 21% increase over the 2024 approved budget.

The budget drivers fall into these categories:

- **Reliability.** Structures or equipment required to operate the existing system.
- **Regulatory.** Required by local, state or federal law.
- **Growth.** Projects that increase capacity for population or system growth.

We've proposed an increased budget to our Utilities Board to pay for these necessary projects. Increasing our budget will result in proposed rate increases across all four services for the next five years. If approved by City Council, the total estimated impact on a typical residential bill for 2025 is about \$23 a month (\$14 base rate total plus \$9 fuel rates).

Despite these challenges, we believe this plan will keep rates competitive. Peer utilities across the state and nation are facing similar issues, especially energy providers. We understand increases have an impact on our customers and are committed to providing assistance programs, rebates, efficiency information and rate options to support you. [Learn more](http://csu.org) at csu.org.

Eastern Wastewater System Expansion



An expanded wastewater system is needed to meet the demands of growth within the city. The Eastern Wastewater System Expansion consists of three large, complex projects that will provide the critical backbone needed to serve customers in the rapidly growing eastern portion of our city.

The project includes design and construction of 18 miles of new pipelines and two lift stations that will help move waste to existing treatment plants in the city. The current estimated cost of the first phase is \$396 million. When complete, this expansion will serve up to 225,000 residents.

Charges paid by builders, along with wastewater base rates, will fund this phase. We're proposing wastewater base rate increases over the next five years to fund this and other necessary wastewater capital investments. On the average residential bill, this will mean an estimated monthly increase of \$3-\$4 over the next five years. This increase is included in the proposed base rate adjustments for 2025, as detailed on page one.

For more information about our proposed rates visit csu.org. As we embark on this new chapter, we're committed to ensuring another century of reliable utility services.

FAST FACT

Water-wise tip: Hand water flowers, bushes or lawn brown spots if they need a little extra water to make it through a hot and dry stretch.



Sharing water in times of plenty

Our water sharing partnerships with farmers in the Lower Arkansas Valley are based on meeting both agriculture and municipal needs. With our help to invest in more efficient irrigation, the farmer needs less water to keep up farm productivity and we can acquire the "saved" water that is no longer needed in the fields.

Water connects people in many ways. Our water sharing program is an example of meeting multiple needs in our native Arkansas River Basin. In years that we have more than enough water to meet our obligations, we prioritize leasing any additional water back to agriculture in the valley. This year, with our reservoir storage well above average and abundant incoming supplies, we were able to lease more than 18,000 acre-feet of water to farmers we work with. They will use the extra water to farm more land, increase crop yields or store it for future years.

We're thankful to have good working relationships with our farming neighbors who also need a reliable supply of water to keep us well supplied with products we need. To learn more visit csu.org



Fall weather prep

September is upon us, and before the frigid temperatures kick-in, now is the time to prep your home. Follow [our tips](#) to increase energy and water efficiency while saving money on your utility bill.



Scan code or visit csu.org to get our fall-efficiency tips