



2011 NACWA Service Charge Index Survey Questionnaire

1) Agency Name: _____

2) City and State: _____

3) Contact Person / Completed By: _____

4) Telephone: _____ 5) Email: _____

6) 2011 Service Area Population: _____

NOTE: If your agency provides exclusively WHOLESAL SERVICE, please report the average annual amount that a household would pay for sewer services within the largest community you serve. This would include the household sewer charges attributable to your agency's wholesaler rates AND the related sewer fees on households charged by the community (i.e. collection charges). These would include flat service fees, volume-based charges, and applicable taxes.

7) Average Annual Single Family Residential Charge for Sewer Services from January 1, 2011 through December 31, 2011

(including any ad valorem tax applicable to sewerage service): _____

8) Please describe the method used to determine average annual charge and/or add additional comments:

9) Do you foresee annual residential rate increases over the next one to five years? If the amount of rate increase/decrease is known (as a dollar amount or percentage value), please insert a value (with \$ or %) in the appropriate box below. If the value is unknown, simply insert a checkmark in the applicable row for each year.

	2012	2013	2014	2015	2016
a) Approved (by governing Board) rate change					
b) Anticipated rate change					
c) No changes in rates expected					
d) Uncertain					

----- Responses to Past Surveys (2006-2010) -----

Year	Service Charge	Population Served	Survey Respondent	Future Rate Changes
No Previous Data (2006-2010) is Recorded For Your Agency				

If you have questions, please contact Mark Hoeke at (202) 361-7446 or mhoeke@dfinet.ch. Please feel free to use either of the following methods to complete and submit the survey questionnaire.

Submit Online: You can submit an online response at www.cleanwatercentral.org/logon.asp. Your user ID is: **xxxx** and password is: **xxxx**. After logging in to the website, press the "Surveys" hyperlink.

FAX Response: You can complete this hardcopy form and fax it to the attention of Mark Hoeke at (202) 318-1472

We ask for your completed response by: December 23, 2011.

Thank you, we greatly appreciate your efforts and input.