



Seeing Tomorrow Clearly

You may have heard that Daphne Utilities, for the first time in three years, voted to raise its water and sewer rates slightly beginning October 1st. *What you may not know is why.*

Our customers deserve the highest quality services we can provide. They also deserve to have all of their water, wastewater and natural gas needs met every single day. We have not always been able to meet these standards, but we have made significant improvements to our system in recent years and, today, it's a different story.

Today, our utility is recognized as one of the best operated systems in the country. We have received numerous state and national awards for operational excellence and are known as one of the best places to work in America. Other utilities now visit Daphne to witness for themselves how a great water, wastewater and natural gas utility operates.

The level of excellence our customers now enjoy didn't come easy. It took a board of directors who were willing to make the tough

decisions and committed employees who never saw a challenge they didn't welcome.

But, tomorrow brings new questions. Our aging infrastructure is in need of significant investment, and we must increase drinking water capacity to not only meet tomorrow's demand, but today's, as well.

Our wastewater treatment process is of particular concern. The facility is in serious need of immediate repairs and capacity expansion. In fact, the utility currently loses money for every gallon of wastewater treated. And, without improvements, we'll not be capable of meeting more stringent EPA and ADEM guidelines set to go into effect in the very near future.

To do so, we'll need to invest at least \$12 million in new treatment facilities and

But how much of a rate increase will you see in October? The average household will pay only about \$44 more a year. That's just 12 cents a day. Minimum users will see even less of an increase, only about a nickel a day.

processes in our existing plant. And this can't be done overnight. Designing and building these new facilities could take five years to complete.

To avoid future water rationing, the utility will have to spend several million dollars developing new wells and well fields to meet our customer's water demand. And, we'll need at least one new water storage tank to provide water pressure and holding capacity. That's another \$1 million.

This represents a total investment of at least \$15 million that must begin soon. There was no other option to meet that price tag without an increase in rates.

Investing wisely in our future today will insure that Daphne Utilities remains the quality system that we are all proud of today.

At Daphne Utilities, we're committed in providing the finest services possible, for you, your children and their children. We see a promising future together.



Daphne Utilities