TOWN OF WINDSOR
WATER & WASTEWATER CUSTOMERS

GOALS, PROJECTS, REASONING

WATER UTILITY: OUR FOCUS

- Drought resiliency
- Emergency preparedness
- Stabilizing rates
- Key Needed Capital (Infrastructure) Projects
- Drill 2 new wells in North Windsor
- Install treatment system on existing Esposti well
- Implement a new corrosion control system

Under policies adopted by the Water District Board in 2014, the costs and revenues associated with urban recycled water usage are encompassed within the water utility operation.

WASTEWATER UTILITY: OUR FOCUS

- Meet regulations
- Improve efficiency
- Achieve NetZero goals
- Control costs
- Stabilize rates

Key Needed Capital (Infrastructure) Projects

- Update aging treatment system to meet regulatory requirements
- Develop Class A biosolids handling facility using pyrolysis technology to produce biosolids





BIOSOLIDS SOLUTION SAVES MONEY & AIR QUALITY

Biosolids Treatment Challenges

- The Town currently pays an outside contractor to truck and dispose of our biosolids
- Costs for biosolids contract services have increased 10%, on average, the past seven years and will continue to increase significantly.
- The current bid for these services increased by 40% to $1.4 million per year
- The current process does not address PFAS regulations in biosolids

Our Solutions

- Improve biosolids treatment to Class A advanced treatment through pyrolysis technology
- Use nutrient-rich, Class A biosolids as soil additive in Windsor and neighboring areas
- The pyrolysis process eliminates PFAS in biosolids
- Generate revenue from sale of biosolids

REASONS AND BASIS FOR PROPOSED INCREASES

The District imposes rates for water and wastewater services in order to provide reliable services to its customers. The new rates reflect the cost of these services, including:

1) ongoing operations and maintenance
2) repairing, replacing and upgrading water and water reclamation facilities
3) acquiring equipment, materials, and supplies
4) labor and administrative costs
5) maintaining adequate reserves

COMBINED RATE COMPARISON



Rate comparisons based on average monthly rate for a single-family home with a 3/4-inch meter. Water rate based on 6,000 gallons of water use. Wastewater rate based on 3,000 gallons of winter water use.

For a typical single-family customer, year one proposed rate increases (July 1, 2025-June 30, 2026) will be $3.24 for water and $8.82 for wastewater service.

PROPOSED RATES

PROPOSED ANNUAL WATER AND WASTEWATER SERVICE CHARGES BEGINNING JULY 1, 2025

NOTICE IS HEREBY GIVEN that pursuant to Article XIIID of the California Constitution, the Windsor Water District Board of Directors is proposing an increase for fiscal year 2025-2026 through fiscal year 2029-2030 for annual water and wastewater service charges to the property for which you are shown as the current property owner and/or ratepayer.

The proposed water and wastewater rates reflect the costs of providing water and wastewater services, respectively, on a fair and proportionate basis to the District's customers.

How Proposed Rates Will Impact Residential Customers

Under the proposed water and wastewater rates, a typical single-family monthly utility bill would increase as shown below in July 2025. A typical single-family customer has a ¾" water meter, uses an average of 6,100 gallons per month of water during the year, and uses 3,300 gallons per month in the winter. Winter water usage is the basis for wastewater billing and is determined by averaging the three lowest water use months in the December through March period for each customer.

Proposed Year 1 Change

Effective date	Water	Wastewater	Total
Current	$35.61	$85.25	$120.86
July 2025	$38.85	$94.07	$132.92

Each customer's utility bill is effected by individual characteristics such as water usage, meter size, customer class, and location within the Town (due to differences in pumping costs). You may determine the amount of your monthly utility bill, based on proposed water and wastewater rate schedules, by using information on your utility bill. Property owners or customers may also contact utility billing staff at the Windsor Civic Center, or by calling 707-838-1004, for assistance in determining how the proposed rates and charges for water and wastewater services will affect them. Please note that the water and wastewater rates are expressed on a monthly basis.

PROPOSED MONTHLY RATES: 2025-2029

WATER UTILITY

Proposed water rate schedules are presented in **Table 1**. Proposed water rates for July 1, 2025 reflect an overall annual water rate revenue increase of 6 percent, however specific water rates may change by more or less than 6 percent due to updates to the water rate structure. **The proposed annual water rate adjustments scheduled each July from 2026 through 2028 will be 6 percent, while the increase in July of 2029 will be 5 percent.** In all cases, the proposed water rates reflect the cost of providing water service and are necessary to meet the service and financial obligations of the water utility.

WASTEWATER UTILITY

Proposed wastewater rate schedules are presented in **Table 2**. Proposed wastewater rates for July 1, 2025 reflect an **overall** annual water rate revenue increase of 11 percent, however specific wastewater rates may change by more or less than 11 percent due to updates to the wastewater rate structure. **The proposed annual rate adjustments scheduled each July from 2026 through 2028 will be 11 percent, while the increase in July of 2029 will be 4 percent**. In all cases, the proposed wastewater rates reflect the cost of providing wastewater service and are necessary to meet the service and financial obligations of the wastewater utility.

The wastewater use rate for special situations may include wineries, breweries, food processors or other customers with unique and/or significant wastewater discharge characteristics, as determined by the Director of Public Works, that fall outside the strength ranges for standard low, medium, and high strength categories. In those situations, the wastewater usage rate shall be calculated based on the formula below (using the charges for July 2025 from Table 2, as an example).

Wastewater Usage Rate = $15.73/TGAL + [Biochemical Oxygen Demand x $3.23/lb + Suspended Solids x $4.62/lb] x 0.00834

RECYCLED WATER UTILITY

Proposed recycled water rate schedules are presented in **Table 3**. The rate adjustments for July 2025 reflect cost of service and revenue needs, as well as recycled water policies adopted by the Water District Board. **Beyond the initial adjustment in July 2025, recycled water usage rates and service charges will be adjusted at the same percentages as the water rates.** Recycled water rates for urban customers reflect a proportionate share of water system costs, and recycled water rates for agricultural customers represent fair and reasonable compensation to the wastewater utility for the water provided.

The calculation and justification of proposed water and wastewater rates are presented in a final report entitled Town of Windsor 2025 Comprehensive Water and Wastewater Rate Study Report, dated March 5, 2025. This document is available online at the Town's website at townofwindsor.ca.us/1575/water-and-wastewater-finances and for public review and/or copying during normal business hours at the Town Clerk's office, Building 400, Windsor Civic Center, 9291 Old Redwood Highway, Windsor.

TABLE 1: PROPOSED MONTHLY WATER RATES

		Current	July 2025	July 2026	July 2027	July 2028	July 2029
Water Usage Rates ($/gallon)							
Single Family Residential							
1st Tier	0-7,000 gal/month	$0.003550	$0.003975	$0.004210	$0.004460	$0.004730	$0.004970
2nd Tier	7,001-17,000 gal/mo	$0.006510	$0.006397	$0.006780	$0.007190	$0.007620	$0.008000
3rd Tier	Over 17,000 gal/mo	$0.007610	$0.008058	$0.008540	$0.009050	$0.009590	$0.010070
Multi-Family Residential (per dwelling unit)							
1st Tier	0-3,000 gal/mo/DU 1	$0.003550	$0.003975	$0.004210	$0.004460	$0.004730	$0.004970
2nd Tier	3,001-5,500 gal/mo/DU	$0.006510	$0.006397	$0.006780	$0.007190	$0.007620	$0.008000
3rd Tier	Over 5,500 gal/mo/DU	$0.007610	$0.008058	$0.008540	$0.009050	$0.009590	$0.010070
Town Commercial	All usage	$0.004540	$0.004777	$0.005060	$0.005360	$0.005680	$0.005960
Town Irrigation - Winter	Nov-May	$0.003550	$0.003975	$0.004210	$0.004460	$0.004730	$0.004970
Town Irrigation - Summer	Jun-Oct	$0.004810	$0.005264	$0.005580	$0.005910	$0.006260	$0.006570
Airport Commercial & Residential	All usage	$0.008220	$0.007892	$0.008370	$0.008870	$0.009400	$0.009870
Airport Irrigation - Winter	Nov-May	$0.007340	$0.007396	$0.007840	$0.008310	$0.008810	$0.009250
Airport Irrigation - Summer	Jun-Oct	$0.008520	$0.008035	$0.008520	$0.009030	$0.009570	$0.010050
Additional Usage Charge for Pumping							
Shiloh Meadows - Zone 2	All usage	$0.001260	$0.002370	$0.002510	$0.002660	$0.002820	$0.002960
- Zone 3	All usage	$0.003220	$0.003193	$0.003380	$0.003580	$0.003790	$0.003980
- Zone 4	All usage	$0.004780	$0.004548	$0.004820	$0.005110	$0.005420	$0.005690
Mayacama	All usage	$0.003220	$0.003929	$0.004160	$0.004410	$0.004670	$0.004900
Vinecrest	All usage	$0.003110	$0.004345	$0.004610	$0.004890	$0.005180	$0.005440
Monthly Service Charges ($/month)							
All Water Services including Airport Area	Up to 3/4" meter	$13.95	$14.60	$15.48	$16.41	$17.39	$18.26
	1" meter	$22.09	$23.26	$24.66	$26.14	$27.71	$29.10
	1 1/2" meter	$42.23	$44.73	$47.42	$50.27	$53.29	$55.95
	2" meter	$66.51	$70.59	$74.83	$79.32	$84.08	$88.28
	3" meter	$123.17	$130.97	$138.83	$147.16	$155.99	$163.79
	4" meter	$204.10	$217.21	$230.24	$244.05	$258.69	$271.62
	6" meter	$406.22	$432.63	$458.59	$486.11	$515.28	$541.04
	8" meter	$648.89	$691.23	$732.71	$776.67	$823.27	$864.43
	10" meter	$932.06	$993.01	$1,052.59	$1,115.75	$1,182.70	$1,241.84
Additional Service Charges for Pumping							
Shiloh Meadows - Zone 2	1" meter	$9.03	$9.25	$9.80	$10.39	$11.01	$11.56
- Zone 3	1" meter	$27.31	$19.83	$21.02	$22.28	$23.62	$24.80
- Zone 4	1" meter	$53.55	$46.86	$49.67	$52.65	$55.81	$58.60
Mayacama	1" meter	$27.31	$32.49	$34.44	$36.51	$38.70	$40.64
	1 1/2" meter	$54.47	$64.79	$68.67	$72.79	$77.16	$81.02
	2" meter	$87.22	$103.70	$109.92	$116.52	$123.51	$129.69
Vinecrest	Up to 1" meter	$33.85	$28.85	$30.58	$32.41	$34.35	$36.07

1 "DU" refers to residential dwelling units

TABLE 2: PROPOSED MONTHLY WASTEWATER RATES[1]

	Current	July 2025	July 2026	July 2027	July 2028	July 2029
Wastewater Usage Rates ($/gallon)						
Single Family[1]	$0.021	$0.024	$0.026	$0.029	$0.032	$0.034
Multi-Family / Mobile Homes[1]	$0.021	$0.024	$0.026	$0.029	$0.032	$0.034
Commercial[2]						
Low strength	$0.019	$0.021	$0.024	$0.026	$0.029	$0.030
Medium strength	$0.026	$0.030	$0.033	$0.037	$0.041	$0.042
High strength	$0.047	$0.054	$0.060	$0.067	$0.074	$0.077
Schools[2]	$0.019	$0.021	$0.023	$0.026	$0.028	$0.030
Monthly Service Charges						
Single Family	$15.52	$16.12	$17.90	$19.87	$22.06	$22.94
Multi-Family / Mobile Homes (per DU)	$12.20	$9.42	$10.45	$11.60	$12.88	$13.40
Commercial						
Up to 3/4" meter	$15.52	$16.12	$17.90	$19.87	$22.06	$22.94
1" meter	$24.40	$24.55	$27.26	$30.26	$33.59	$34.93
1 1/2" meter	$46.43	$45.45	$50.45	$56.00	$62.16	$64.65
2" meter	$72.96	$70.62	$78.39	$87.01	$96.58	$100.44
3" meter	$134.94	$129.40	$143.64	$159.44	$176.98	$184.06
4" meter	$223.46	$213.35	$236.82	$262.87	$291.79	$303.46
Additional Monthly Lift Station Charges						
Greens Subdivision	$20.01	$15.97	$17.73	$19.68	$21.84	$22.71
Vintage Greens Subdivision	$15.74	$13.36	$14.83	$16.46	$18.27	$19.00
Wastewater-Only Accounts						
Single Family (per DU)	$89.53	$88.30	$98.01	$108.79	$120.76	$125.59
Mobile Homes (per DU)	$67.76	$61.20	$67.93	$75.40	$83.69	$87.04
Commercial (per ESFD)[3]	$89.53	$79.90	$88.69	$98.45	$109.28	$113.65
WW Usage Rate Components for Special Situations [4]						
Flow Volume ($/TGAL)[5]	$14.55	$15.73	$17.46	$19.38	$21.51	$22.37
BOD ($/lb)	$2.69	$3.23	$3.59	$3.98	$4.42	$4.60
SS ($/lb)	$3.86	$4.62	$5.13	$5.69	$6.32	$6.57

Notes:

1 Residential usage charges determined based on the lower of: (1) actual monthly water usage, or (2) average winter water usage determined from the three lowest use months during the prior period from December through March. Bill adjustments based on winter water usage occur in July each year.

2 Non-residential wastewater usage rates apply to actual monthly water usage.

3 Each equivalent single family dwelling (ESFD) is equivlent to 20 fixture units.

4 Applicable to situations with unique wastewater discharge characteristics, as determined by the Director of Public Works. Standard Service Charges still apply.

5 TGAL = thousand gallons

TABLE 3: PROPOSED MONTHLY RECYCLED WATER RATES

		Current	July 2025	July 2026	July 2027	July 2028	July 2029
Urban Recycled Water Customers[1]							
Water Usage Rate ($/gallon)	All Usage	$0.003630	$0.003820	$0.004050	$0.004290	$0.004540	$0.004770
Monthly Service Charge	Up to 3/4" meter	$11.16	$11.68	$12.38	$13.13	$13.91	$14.61
	1" meter	$17.67	$18.61	$19.73	$20.91	$22.17	$23.28
	1 1/2" meter	$33.78	$35.78	$37.94	$40.22	$42.63	$44.76
	2" meter	$53.21	$56.47	$59.86	$63.46	$67.26	$70.62
	3" meter	$98.54	$104.78	$111.06	$117.73	$124.79	$131.03
	4" meter	$163.28	$173.77	$184.19	$195.24	$206.95	$217.30
	6" meter	$324.98	$346.10	$366.87	$388.89	$412.22	$432.83
	8" meter	$519.11	$552.98	$586.17	$621.34	$658.62	$691.54
	10" meter	$745.65	$794.41	$842.07	$892.60	$946.16	$993.47
Vineyards[2]							
Water Usage Rate ($/gallon)	All Usage	$0.001140	$0.001190	$0.001270	$0.001340	$0.001420	$0.001490
Monthly Service Charge	2" meter	$16.63	$17.65	$18.71	$19.83	$21.02	$22.07
	3" meter	$30.79	$32.74	$34.71	$36.79	$39.00	$40.95
	4" meter	$51.03	$54.30	$57.56	$61.01	$64.67	$67.91
	6" meter	$101.56	$108.16	$114.65	$121.53	$128.82	$135.26
	8" meter	$162.22	$172.81	$183.18	$194.17	$205.82	$216.11
	10" meter	$233.02	$248.25	$263.15	$278.94	$295.68	$310.46
Pasture and Other Non-Vineyard Agriculture[2]							
Water Usage Rate ($/gallon)	All Usage	$0.000570	$0.000600	$0.000630	$0.000670	$0.000710	$0.000750
Monthly Service Charge	2" meter	$8.31	$8.82	$9.35	$9.92	$10.51	$11.04
	3" meter	$15.40	$16.37	$17.35	$18.40	$19.50	$20.47
	4" meter	$25.51	$27.15	$28.78	$30.51	$32.34	$33.95
	6" meter	$50.78	$54.08	$57.32	$60.76	$64.41	$67.63
	8" meter	$81.11	$86.40	$91.59	$97.08	$102.91	$108.05
	10" meter	$116.51	$124.13	$131.57	$139.47	$147.84	$155.23

Notes:

1 Urban customers include parks, schools, and commercial and residences using recycled water for landscapes in the Vintage Greens subdivision. Dual plumbed homes using recycled water for landscapes are exempt from the recycled water monthly service charges. Revenue from urban recycled water accounts accrues to the Water utility.

2 Revenue from agricultural accounts accrues to the Water Reclamation utility.

Windsor Water District
Town Clerk's Office
Windsor Civic Center, Bldg. 400
9291 Old Redwood Highway
Windsor, CA 95492

PRESORTED STANDARD
AUTO
US POSTAGE
PAID
SANTA ROSA, CA 95401
PERMIT NO. 120

ATENCIÓN A NUESTROS VALIOSOS CLIENTES

Únete a nosotros en una audiencia pública sobre los aumentos propuestos a los cargos por servicios de agua y aguas residuales.

7 de mayo de 2025 a las 6 p.m.
Salones del Consejo Municipal

ATTENTION VALUED CUSTOMERS

Join us at a public hearing about proposed increases to water and wastewater service charges

May 7, 2025 at 6 p.m.
Town Council Chambers

PROTESTS

Written Protests and Comments

Any members of the public may participate in the Public Hearing to provide oral comments. Any property owner (or customer of record if different) may submit a written protest for the proposed rates. Oral comments at the Public Hearing will not qualify as formal protests unless accompanied by a written protest, but the District welcomes your input. Only one protest will be counted per parcel.

WRITTEN PROTESTS must be submitted in one of two ways:

1) Prior to the public hearing: Protest must be:

- Mailed to the Town Clerk at P.O. Box 100, 9291 Old Redwood Highway, Windsor, CA 95492 or
- Hand delivered to the Town's payment drop box located at 9291 Old Redwood Highway in front of the Windsor Police Department

2) During the public hearing, written protests must be submitted in person to the Town Clerk at the public hearing

Written protests submitted prior to the public hearing must be delivered (not postmarked) by May 7, 2025, at 5 p.m. in order to be counted. Written protests submitted during the public hearing must be submitted in person before the public hearing concludes. Written protests received after the close of the public hearing will not be counted. Written protests submitted by email, facsimile, or other electronic means will not be counted.

All written protests must include:

1) original signature of property owner or customer
2) property owner or customer's printed name
3) property address or assessor's parcel number
4) indication of which rates (water and/or wastewater) are being protested

On the envelope, please clearly identify that the enclosed written protest is for the "Public hearing on proposed increase to water and wastewater service charges."

During the public hearing the Windsor Water District Board of Directors will hear all public testimony and consider all written protests. At the conclusion, the Windsor Water District Board of Directors will decide whether to adopt the proposed increases.

If, at the end of the public hearing, written protests against the proposed increases to the water and wastewater service charges are not presented by a majority of affected property owners, the District will be authorized to adopt the proposed service charges.

If adopted, the first adjustments to the service charges will commence on July 1, 2025, and will be increased annually thereafter, as set forth herein. Pursuant to Government Code section 53759, there is a 120-day statute of limitations for any judicial action or proceeding challenging any new, increased, or extended rate, fee or charge that is subject to this Notice.

QUESTIONS?

Written Protests: Contact the Town Clerk at 707-838-1000 or email dist_townclerk@townofwindsor.com.

Notice Details: Contact Utility Billing at 707-838-1004 or email ub@townofwindsor.com.

More Information: Visit Windsor.ca.us/1575/water-and-wastewater-finances.

DEAR WATER & WASTEWATER CUSTOMERS,

We work to keep your rates low while providing reliable, transparent, and sustainable service. During the 2020 rate proposal process, we committed to completing specific projects from 2020-25, and we delivered.

In the past five years, we advanced eight water projects and 35 wastewater projects—many are complete and others are in progress. We have also made significant progress toward 100% NetZero wastewater treatment, boosting efficiency, controlling costs, reducing environmental impact, and improving air quality.

It's essential we continue the progress we have made so far. We are proposing new water and wastewater rates to:

- stabilize rates
- enhance drought resiliency
- improve wastewater sustainability
- ensure emergency readiness
- meet regulations

For details beyond this mailer, please visit our webpage and find our audits, project status updates, FAQs and much more.

Thank you.

Shannon Cotulla
Public Works Director

NOTICE OF PUBLIC HEARING

PROPOSED INCREASES TO WATER AND WASTEWATER SERVICE CHARGES

Wednesday, May 7, 2025 at 6 p.m.
Windsor Town Council Chambers

The Windsor Water District Board of Directors will hold a public hearing at its regular meeting on Wednesday, May 7, 2025 at 6 p.m., or as soon thereafter as the matter may be heard, in the Windsor Town Council Chambers, Building 400, at 9291 Old Redwood Highway, Windsor.

This notice is being sent to you by the Windsor Water District, which by law reviews and establishes rates for water and wastewater services in the Town of Windsor, and therefore authorizes the rates that are reflected in the bills you receive from the Town of Windsor.

The Water District Board will conduct a Public Hearing to consider the adoption of new water and wastewater rates (including recycled water rates) affecting customers of the District's water and wastewater (water reclamation) utilities. The Water District Board encourages all interested parties to participate in the public hearing and to comment on the issues being discussed.

More information

Más información

GET INVOLVED!

- Attend public hearings
- Follow the Town's communication channels
- Check out Windsor.ca.us/1575/water-and-wastewater-finances