

Toho Water Billing Overview

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01 Billing Overview

Toho is responding to an increase in concerns regarding high water bills

- Dedicated web page to help answer questions
<https://www.tohowater.com/bill-questions>
- Customers may request a bill review at
waterbillquestions@tohowater.com
- Information shared through social media
- Various factors may contribute to these concerns – each customer's circumstance is unique
- Toho also evaluating our billing and metering systems

02 Rate Changes

Rate changes for both Toho and the City of St. Cloud went into effect Oct. 1, 2024.

- Toho water, wastewater and irrigation rates increased 5%
- Toho reclaimed water rate increased approximately 12.6% (reclaimed water rate is 75% of potable irrigation rate)
- City solid waste and stormwater fees increased approximately 8.2%, these fees are included on Toho's bill
- City fees may be new for recently annexed properties (charged on tax bill prior to annexation)

03 Usage and Customer Cost

Variability in usage, including high irrigation usage is a significant source of bill changes.

- Tiered rate system
(higher cost per gallon at increased usage)
- Irrigation usage is often a major driver of cost
- Unusual usage (i.e. more people in home, pool fill)
- Leaks can be a source of increased bills
- Bill adjustments available for certain
planned and unplanned events

03

Usage and Customer Costs

Service Type / Usage	Effective 10/2023			Effective 10/2024			Total Increase		
	Toho Charges	City Fees	Total Bill	Toho Charges	City Fees	Total Bill	\$	%	
Water and Wastewater Services (4 kgal) with:	No Irrigation	\$48.70	\$37.77	\$86.47	\$51.13	\$40.88	\$92.01	\$5.54	6.4%
	7 kgal Reclaim	\$75.97	\$37.77	\$113.74	\$81.45	\$40.88	\$122.33	\$8.59	7.6%
	17 kgal Reclaim	\$115.25	\$37.77	\$153.02	\$125.70	\$40.88	\$166.58	\$13.56	8.9%
	27 kgal Reclaim	\$175.13	\$37.77	\$212.90	\$193.14	\$40.88	\$234.02	\$21.12	9.9%

- Average residential reclaimed water use in St. Cloud – 7 kgal / month. This equates to 120 gallons per person per day (assume 3 people / home), comparable to CFWI Gross Per Capita Water Use Goal of 115 gal/cap/day
- City fees may be new for properties recently annexed
- Reclaimed costs include cross-connection control fee

04 Autopay Limit

Customers on autopay have a limit of \$300 for credit cards.

- Bills exceeding the limit will not auto-draft
- Email sent to email on record when this occurs
- If no payment is made, next bill will reflect past-due amount (bill amount is essentially two months)
- Toho intends to revise the credit card limit to \$1,000

05 Equipment Failures

Experiencing premature failure of MTU/MIU

- MTU/MIU - electronic device that wirelessly sends usage readings to billing system from the meter (this is not the meter, it is the device that transmits data).
- 10-year full warranty, 20-year partial warranty
- Observing high failure rate at 11 to 12 years
- Approximately 6,500 devices for repair/replacement in St. Cloud (28,500 Toho wide out of a total footprint of over 210,000 devices)

05

Equipment Failures

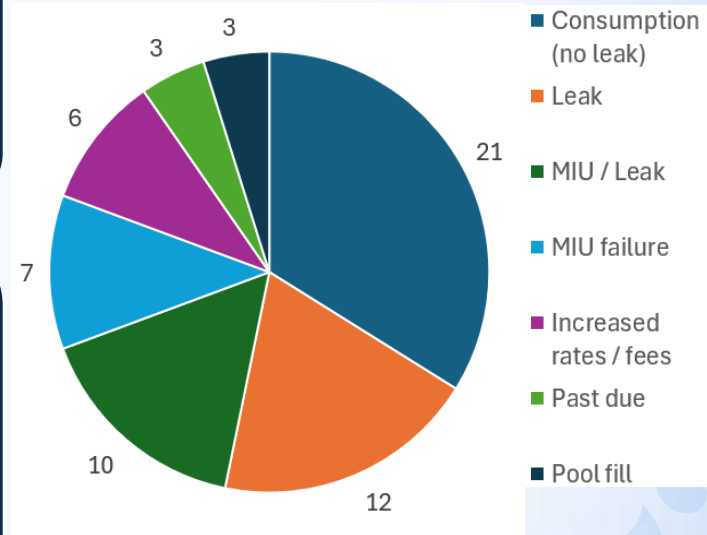
Experiencing premature failure of MTU/MIU

- Estimated usage is based on prior 12-month average use when electronic/manual read not available
- Charges updated when electronic / manual read collected
Overestimate = credit, Underestimate = charge
- Accelerated replacement program – increasing planned FY25 Toho spend for meters / MTUs from \$7.4M to \$12.4M
- Uncertain timing due to contractor capacity, device availability and ongoing failure rate –
targeting 8-month accelerated replacement program –
existing failed devices will be prioritized.

06 Summary, Commitment and Response

Toho is committed to working with the City and our customers to resolve these concerns.

- 133 emails since January 6 across Toho's service area to: WaterBillQuestions@Tohowater.com
Of these, 62 were related to high bills as noted.



06 Summary, Commitment and Response

Toho is committed to working with the City and our customers to resolve these concerns.

- Revise autopay limit to avoid/reduce failed payments
- Free irrigation consultations available, schedule at: <https://www.cognitofrms.com/TohoWaterAuthority1/TohoIrrigationHelpRequest>
- Accelerate MTU/MIU replacement program
- Customer specific bill evaluations (waterbillquestions@tohowater.com, In-person bill consultation at City Hall – times to be announced)
- Bill adjustments available for certain planned and unplanned events

06 Summary, Commitment and Response

Toho is committed to working with the City and our customers to resolve these concerns.

- Expanded customer data review (high bill, failed autopay)
- Responses to bill/data evaluations will be provided for review by City
- Expanded St. Cloud area dedicated web-page
- Propose expanded utility management update to City Council including status of billing concern resolution (mid- to late-March)

Questions / Discussion

More questions?

Email: waterbillquestions@tohowater.com
Or online at tohowater.com

