

Frequently Asked Questions

Proposed Adjustments to Water and Sewer Rates

1) Why is the District adjusting the rates now?

The Heber Public Utility District (HPUD) last raised rates on July 1, 2021. During this time, the cost of materials, supplies, chemicals, and electricity has gone up. Most other public agencies like cities and water districts raise rates every year. The District has not raised rates in five years and needs to adjust the rates to keep up with costs. Heber PUD must fund water and sewer system improvements to continue to provide reliable service. With the proposed rate revenues, the District will fund manhole improvements, pipeline replacements, and repair its water ponds. If these improvements are not completed, the District could face sewer spills, water pipe breaks, service interruptions, and loss of water supply from the ponds.

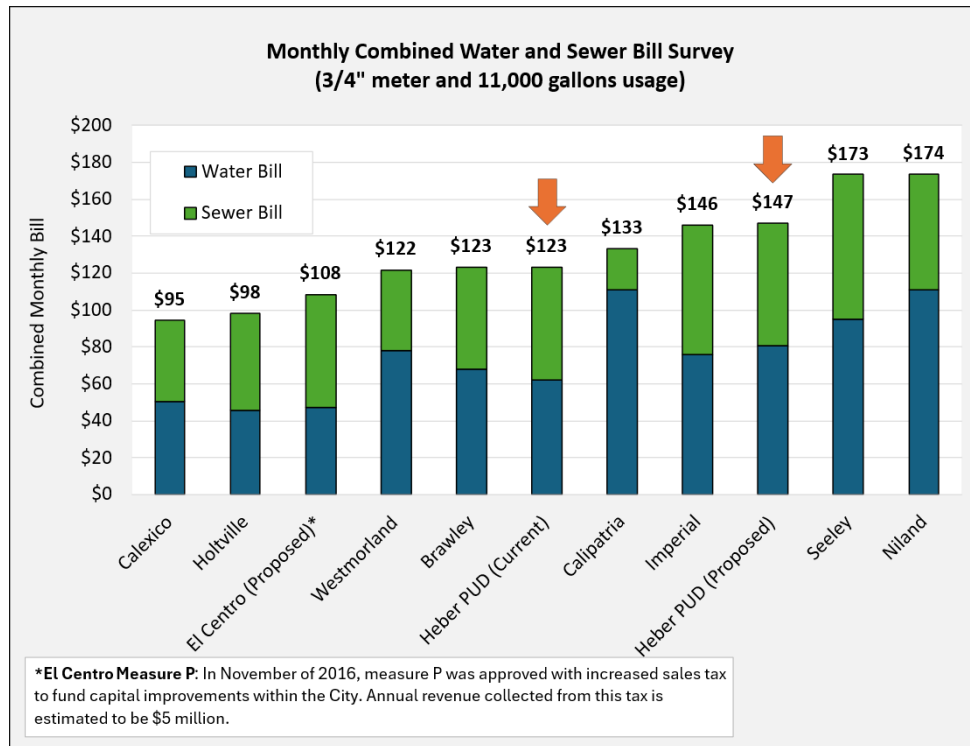
2) What is the change to my water bill?

The amount of your water bill will depend on how much water you use. The current fixed water charge is \$62.08 per month and includes up to 15,000 gallons of water use. The fixed charge is proposed to go down to \$46.75 per month but will not include any water. Instead, each 1,000 gallons of water will be billed \$3.09. This means that customers who use about 5,000 gallons of water per month will pay about the same amount. **Customers who use 4,000 gallons of water or less will receive a bill decrease.** This new method of billing is more fair to customers because you pay for what you use. Bill impacts for customers using up to 15,000 gallons per month are shown below.

Gallons Used	Current Monthly Bill	Proposed Total Monthly Bill	
		Oct 1, 2026	\$ Change
1,000	\$62.08	\$49.84	-\$12.24
2,000	\$62.08	\$52.93	-\$9.15
Very efficient - 3,000	\$62.08	\$56.02	-\$6.06
4,000	\$62.08	\$59.11	-\$2.97
5,000	\$62.08	\$62.20	\$0.12
6,000	\$62.08	\$65.29	\$3.21
7,000	\$62.08	\$68.38	\$6.30
Average winter use - 8,000	\$62.08	\$71.47	\$9.39
9,000	\$62.08	\$74.56	\$12.48
10,000	\$62.08	\$77.65	\$15.57
HPUD average user - 11,000	\$62.08	\$80.74	\$18.66
12,000	\$62.08	\$83.83	\$21.75
13,000	\$62.08	\$86.92	\$24.84
14,000	\$62.08	\$90.01	\$27.93
Average summer use – 15,000	\$62.08	\$93.10	\$31.02

3) Are HPUD's rates comparable with other utilities?

Yes. The proposed total water and sewer bill for the average single family residential customer compares closely with the City of Imperial, Seeley, and Niland. Please see the chart below for typical bills of other local utility providers.



4) How can I receive rate assistance?

Beginning October 1, 2026, the District will offer a discount of \$10 off the total water and sewer utility bills (\$5 per utility) for seniors aged 65 or older. To apply for the program, please contact the District at (760) 482-2440.

5) How can I find out more about the rate adjustment and get involved?

Please visit the District's website <https://www.heber.ca.gov/publications/prop218> to read the Water and Sewer Rate Study report. The report was developed by an independent rate consultant. You can call the District at (760) 482-2440 for any questions. A community outreach meeting will be held on Thursday, August 20, 2026 at 6:00 pm at the Heber Recreation Center at 156 Littlefield Way, Heber CA, 92249. District staff and the rate consultant will be available to answer questions and address concerns. The Board of Directors will hold a public hearing to consider the rate adjustment on Thursday, September 17, 2026 at 6:00 pm at 1078 Dogwood Road, Suite 104, Heber, CA 92249. At the hearing, you may make verbal comments to the Board of Directors during the public comment period. You may also submit written protests by mail to 1078 Dogwood Road, Suite 103, Heber, CA 92249 or by hand at the public hearing.