



Sunrise Utility Potable Water Conservation Rates Frequently Asked Questions

Q: What are conservation rates?

A: The South Florida Water Management District requires the City to implement a water conservation plan, which includes a conservation rate structure. This rate structure is designed to promote the efficient use of water by charging customers higher rates per 1,000 gallons of water as water use increases. Customers with below-average water consumption will pay less per 1,000 gallons of water, resulting in a lower utility bill. Customers with higher water consumption may experience moderate increases in their utility bill as their consumption increases. Specific details about Sunrise Utilities rates will be provided once they are available.

Q: Why is the City of Sunrise changing to conservation rates?

A: The South Florida Water Management District requires the City of Sunrise and other regional water providers to implement a rate structure to encourage customers to conserve water. As a result of this requirement, the City developed a new rate structure, which will be presented to the City Commission for consideration in June 2023.

Q: How will the new Sunrise Utility rates affect my bill?

A: The new conservation rates are required by the South Florida Water Management District and are designed to reward customers who conserve water *with a slight reduction in the average utility bill amount*, which is expected for many single-family residential customers. Customers with higher consumption may see an increase in their bills when conservation rates are in effect. The new conservation rate encourages high water use customers to conserve water.

Q: How will the new rates be calculated?

A: Specific rate information will be published at sunrisefl.gov once it is available. Similar to how your bill is currently calculated, each Sunrise Utilities bill will be based on two factors:

- 1) A fixed base rate for service (related to the size of your water meter); This fixed amount is required to be billed on each bill, regardless of the amount of water and wastewater consumed. This charge is for water availability.
- 2) A cost per 1,000 gallons of water consumed, which will increase with additional water consumption. The more water that is consumed, the higher the cost.

Q: What does my utility bill cover?

A: The charges on your utility bill fully support the process to supply, treat, distribute and enhance the quality of your drinking water, as well as collect, treat and properly dispose of wastewater. This includes the cost to maintain the water treatment plants and underground system with capital improvements required to ensure system safety and reliability. In addition, Sunrise customers are also billed for stormwater, garbage and recycling services on their bills.

Q: Are the rates changing for the purpose of profit?

A: No. These rate changes are required by the South Florida Water Management District and are designed to be revenue neutral which means the utility is expected to receive the same amount of total revenue because some bills will decrease and some will increase. Water and wastewater systems are not funded by tax dollars, they are totally funded by the utility fees collected.

Q: What can I do to lower my Sunrise Utilities bill?

A: In addition to conserving water and identifying leaks, Sunrise offers many other [water conservation tips](#) and resources for residents including water-saving devices such as low flow shower heads and faucet aerators, and rebates for installing high efficiency toilets.

Q: Didn't the City just raise the water rates?

A: No, the City of Sunrise has not adjusted water or sewer rates in approximately 4 years.

Q: Will this change impact my utility account access or customer login process?

A: No, the rate changes will only affect the amount of your monthly bill. Once adopted, the new conservation rates will be automatically updated and your bills will reflect the information.

Q: Will it cost more to read my meter monthly?

A: No. The conservation rates only affect the cost of the water charges on your bill, not the reading of the meters.

If you have additional questions or require additional information, please contact Public Service at (954) 746-3232 or via email customerservice@sunrisefl.gov.