



## PROP 218 FREQUENTLY ASKED QUESTIONS

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### PROPOSED WATER AND SEWER RATE ADJUSTMENTS

The City of Arcadia (the City) will conduct a public hearing on **Tuesday, December 2, 2025**, at **7:00 p.m.**, or as soon thereafter as practicable, in the City of Arcadia Council Chambers, located at 240 West Huntington Drive, Arcadia, CA 91007, to consider adopting increases and adjustments to the rates of its water and sewer service fees.

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#### **Q: What is Proposition 218?**

Proposition 218, is a voter measure that passed in November 1996, to ensure that all taxes and certain user fees on property owners are subject to voter approval. This requires the City to notify property owners of record with City water and/or sewer connections of proposed water and sewer rate adjustments and their right to protest.

#### **Q: What does this mean for the City of Arcadia?**

To comply with Prop 218, when imposing or increasing water or sewer rates the City must:

- Identify the parcels upon the which the fee will be imposed;
- Calculate the fee ([Cost of Service Study](#));
- Provide written notice by mail to the record owner or any tenant directly liable for the payment of fees, which includes the amount of the fee; basis upon which the fee was calculated; reason for the fee; and the date, time, and location of public hearing ([Prop 218 Mailer Notice](#)).

#### **Q: Why are my Water and Sewer Rates increasing?**

The City of Arcadia strives to provide safe and reliable water and sewer services, now and in the future. However, aging infrastructure, rising costs for water supplies, evolving regulations, and inflation pose financial and operational challenges. Costs incurred by the City to operate, maintain, repair, and replace water and sewer infrastructure such as pipes, pumps, and other essential facilities continue to increase. Revenues from current rates are no longer adequate to support operations and fund the much-needed system improvements and maintenance planned over the next five years.

#### **Q: Will there be any information sessions I can attend?**

Yes, the City is hosting several community information sessions to address questions about proposed rates, how they were determined, what's driving the need to increase rates, and how your bills may be impacted beginning in 2026. The same content will be covered in each session.

There will be 2 information sessions:

1. Wednesday, October 22, 2025, at 7:00 p.m. at the Arcadia City Council Chambers, 240 West Huntington Dr., Arcadia, CA 91007
2. Thursday, November 6, 2025, at 5:00 p.m. at the Arcadia Library Cay Mortenson Auditorium on 20 West Duarte Road, Arcadia, CA 91006

**Q: What is a written Protest?**

The proposed water and sewer rate adjustments are subject to a majority protest process under Proposition 218. Any record owner of a property that receives water and/or sewer service from the City or occupant who is directly liable for payment of the City's water and/or sewer service charges (Customer of Record) may submit a written Protest against the proposed rate adjustments for water and/or sewer service.

**Q: What must a written Protest include?**

A **written Protest** must include all of the following to be counted in determining whether there is a majority protest:

- Clearly stated opposition to the proposed rate adjustments for the water service charges, sewer service charges, or both, as applicable.
- Name of the record property owner or account holder who is submitting the Protest.
- Identification by street address or other clear identification of the property for which the protest is made; and
- Signature and legibly printed name of the record property owner or customer who is submitting the Protest.

**Q: Where do I submit my written Protest?**

Written Protests may be delivered to the City Clerk during the Public Hearing. In advance of the Public Hearing, **written Protests may be mailed or personally delivered to the City Clerk at 240 West Huntington Dr., Arcadia, CA 91007 by 7:00 p.m. Tuesday, December 2, 2025. No e-mailed or faxed protests will be accepted, nor late postmarked Protests.**

**Q: Can I call, email, or fax in my protest?**

No, Proposition 218 requires a written protest with a signature from any record owner of a parcel or any tenant directly liable for the payment of water and sewer fees.

**Q: How many protests can be counted per parcel?**

Only one protest will be counted per identified parcel.

**Q: How many protests are required to stop the proposed rate adjustments from taking effect?**

Proposition 218 requires a majority of 50 percent plus one (51 percent) of the affected customers.

**Q: What is a written objection?**

Pursuant to California Government Code Sections 53759.1 and 53759.2, a person or entity will be prohibited from bringing a judicial action or proceeding alleging that the proposed rates do not comply with Proposition 218 unless that person or entity has submitted a written Objection to the proposed rates. This is known as an Exhaustion of Administrative Remedies requirement and is separate from the Proposition 218 majority Protest process described above.

**Q: What must my written objection include?**

To exhaust your administrative remedies, your written Objection must include the specific grounds for alleging noncompliance of the proposed rates with Proposition 218.

**Q: Can I call, email, or fax in my written objection?**

Please note, **only written objections** regarding administrative remedies **may be emailed**.

**Q: Where do I email my written objection?:**

Written Objections may be emailed at [CityClerk@ArcadiaCA.gov](mailto:CityClerk@ArcadiaCA.gov), mailed, or personally delivered to the City Clerk at **240 West Huntington Dr., Arcadia, CA 91007, and must be received by the City Clerk by 4 p.m., Monday, November 24, 2025**. Note that this deadline for submitting a written Objection is one week before the Public Hearing, whereas written Protests may be submitted until the Hearing is closed.

**Q: When will the new rates be implemented?**

If adopted by the City Council, the proposed rate adjustments will become effective on January 1, 2026, with annual rate adjustments on January 1 of each year from 2027 through 2030.

**Q: When was the last time the City adjusted water and sewer rates?**

The last uniformed water and sewer rate adjustment was implemented in February 2021.

**Q: Why is the City proposing to increase water and sewer rates?**

Operations and maintenance comprise the majority of the City's water operating expenditures. Of these costs, providing for the supply of water comprises the majority of the expense. While the City continually strives for cost reductions and better utilization of the assets it holds, it has determined that rate increases are necessary to enable it to:

- Recover current and projected increases in the costs of operations and maintenance, including; water supply costs, wastewater discharge costs, infrastructure improvements;
- Comply with State and Federal mandated regulatory requirements;
- Avoid operational deficits and depletion of reserves; and
- Operate the utilities in a financially prudent manner.

**Q: Why is the City proposing a monthly single-family tiered water rate structure?**

A monthly single-family tiered water rate structure will improve our ability to identify and respond to potential customer leaks in a timely manner. Transitioning to monthly billing also enhances our tracking of water loss for audit reporting, provides more accurate data on supply and demand, and strengthens our ability to forecast future water needs. In addition, this structure provides a clear pricing signal that encourages customers to use water efficiently while offering an incentive to reduce excessive consumption.

**Q: How can I find out my meter size for my account?**

To find your meter size you may call the Public Works Services Department at (626) 254-2700 and/or locate the size on your most current water bill.



**CITY OF ARCADIA  
UTILITY STATEMENT**  
240 W. Huntington Drive  
P.O. Box 60021  
Arcadia, CA 91066-6021  
[www.ArcadiaCA.gov](http://www.ArcadiaCA.gov)

|||||...|||||...|||||...|||||...|||||...|||||...  
TO: CITY OF ARCADIA  
1234 ANY STREET  
ARCADIA CA 91007-6021

**UTILITY ACCOUNT INFORMATION**

Bill Date: 09/12/25  
Account Number: 1234567890-00  
Customer Name: CITY OF ARCADIA  
Service Address: 1234 ANY STREET  
Service Period: 07/12/25 - 09/09/25

**IMPORTANT NOTICE**

Please submit your payment within 15 days of bill receipt. Charges for current billing period shall become delinquent if payment is not received. If you have a past due amount listed on this statement, your account is subject to shut off with no notice. Account balance and penalties must be paid before service is reestablished. (AMC 7532.1)

**USAGE SUMMARY**

Rate	Units Used/CC	Cost
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**ACCOUNT SUMMARY**

Prior Billing	0.00
Payments - Thank You!	0.00
Past Due Balance	0.00
Current Charges	0.00
Adjustments or Refunds	0.00
<b>TOTAL AMOUNT DUE</b>	

**MESSAGES**

No convenience fee to pay online. Visit [www.arcadiaca.gov/payment](http://www.arcadiaca.gov/payment).  
Questions? Contact Customer Service at (626) 254-2700 or [wb@ArcadiaCA.gov](mailto:wb@ArcadiaCA.gov).

**ACCOUNT DETAIL**

Meter Service Charge Size 1.0in	0.00
Water Usage Charge	0.00
Sewer Service	0.00
ARC-UUTAX	0.00
<b>Total Current Charges</b>	0.00

**Q: Is the City moving away from summer/winter allotments?**

Yes, the City will move away from summer/winter allotments. Tier allotments will remain the same throughout the year.

**Q: How will the proposed rates affect a single-family water bill?**

The following table presents the current customer tier charges alongside the proposed monthly charges for comparison. Additional information can be found in the [Prop 218 notice](#).

**Proposed Water Rate Charges**

**VOLUMETRIC CHARGE, \$/hcf**

Effective Date			Jan 1, 2026	Jan 1, 2027	Jan 1, 2028	Jan 1, 2029	Jan 1, 2030
Customer	Current	Proposed	2026	2027	2028	2029	2030
<b>Residential*</b>							
Tier 1	\$2.39	Tier 1: 0-8	\$2.61	\$2.93	\$3.23	\$3.43	\$3.64
Tier 2	\$2.98	Tier 2: 9-26	\$3.03	\$3.40	\$3.74	\$3.97	\$4.21
Tier 3	\$3.07	Tier 3: >26	\$3.53	\$3.96	\$4.36	\$4.63	\$4.91
Tier 4	\$3.83						
<b>MultiFamily</b>							
12 hcf/du/bi-mo	\$2.18	6 hcf/du/mo	\$2.59	\$2.91	\$3.21	\$3.41	\$3.62
>12 hcf/du/bi-mo	\$2.43	>6 hcf/du/mo	\$2.93	\$3.29	\$3.62	\$3.84	\$4.08
<b>Governmental, Institution &amp; Irrigation</b>							
All	\$2.83	All	\$3.18	\$3.57	\$3.93	\$4.17	\$4.43
<b>Commercial</b>							
All	\$2.32	All	\$2.75	\$3.08	\$3.39	\$3.60	\$3.82

\*Current tier breakpoints vary by meter size and season.

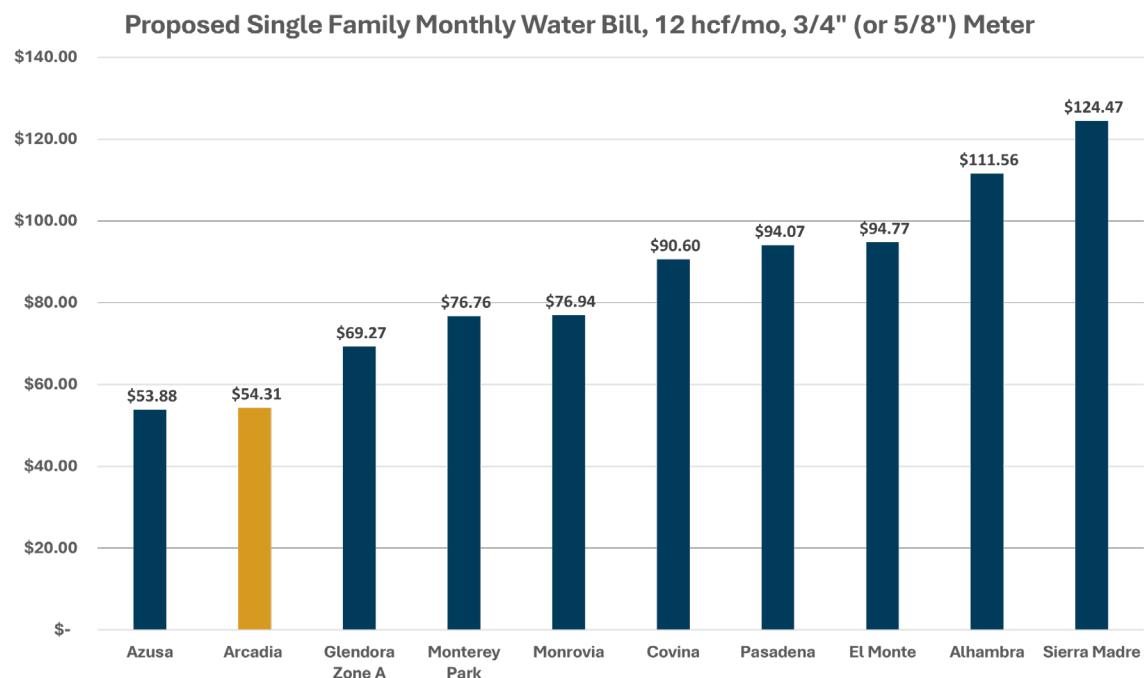
**Proposed Monthly Water Service Charges**

**MONTHLY SERVICE CHARGE, \$/mo**

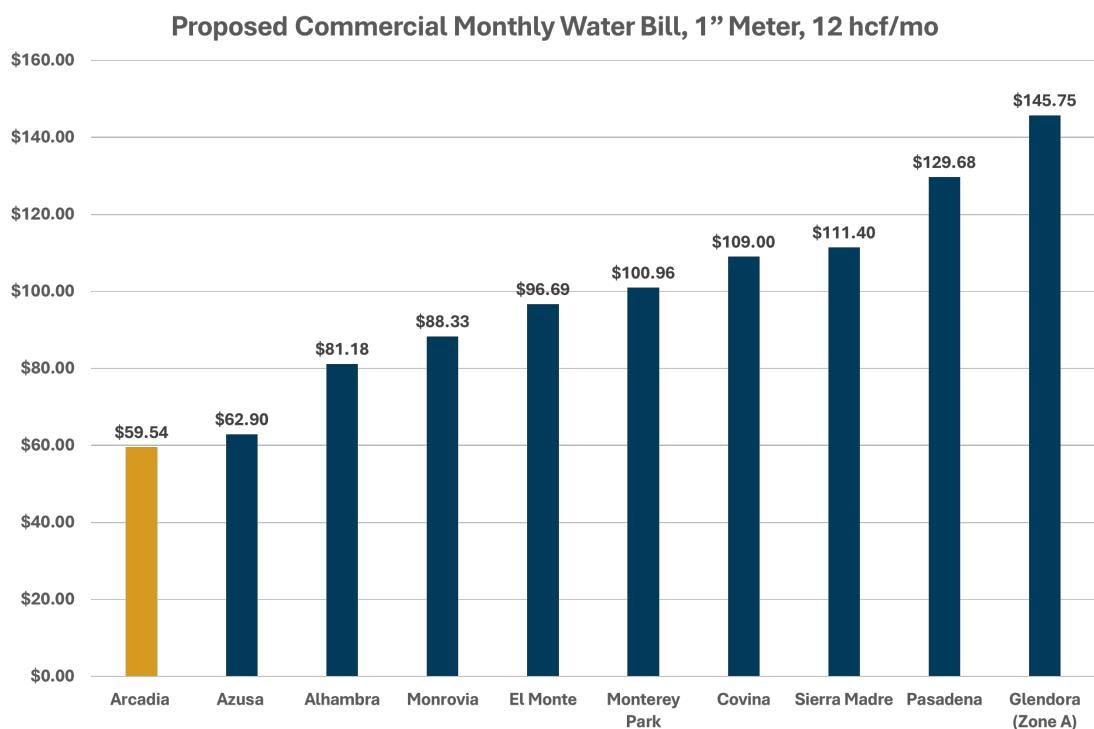
Effective Date		Jan 1, 2026	Jan 1, 2027	Jan 1, 2028	Jan 1, 2029	Jan 1, 2030
Meter Size	Current	2026	2027	2028	2029	2030
5/8"	\$19.90	\$21.31	\$23.87	\$26.26	\$27.84	\$29.52
3/4"	\$21.26	\$21.31	\$23.87	\$26.26	\$27.84	\$29.52
1"	\$23.98	\$26.54	\$29.73	\$32.71	\$34.68	\$36.77
1-1/2"	\$30.78	\$39.61	\$44.37	\$48.81	\$51.74	\$54.85
2"	\$38.94	\$55.30	\$61.94	\$68.14	\$72.23	\$76.57
3"	\$57.98	\$91.91	\$102.94	\$113.24	\$120.04	\$127.25
4"	\$85.19	\$144.21	\$161.52	\$177.68	\$188.35	\$199.66
6"	\$166.80	\$274.96	\$307.96	\$338.76	\$359.09	\$380.64
8"	\$262.01	\$431.86	\$483.69	\$532.06	\$563.99	\$597.83
10"	\$398.04	\$641.06	\$717.99	\$789.79	\$837.18	\$887.42

**Q: How does the City's water and sewer rates compare to other neighboring cities' rates?**  
 The City's water and sewer rates are among the lowest in the area, and will remain so, even with the proposed rate adjustment.

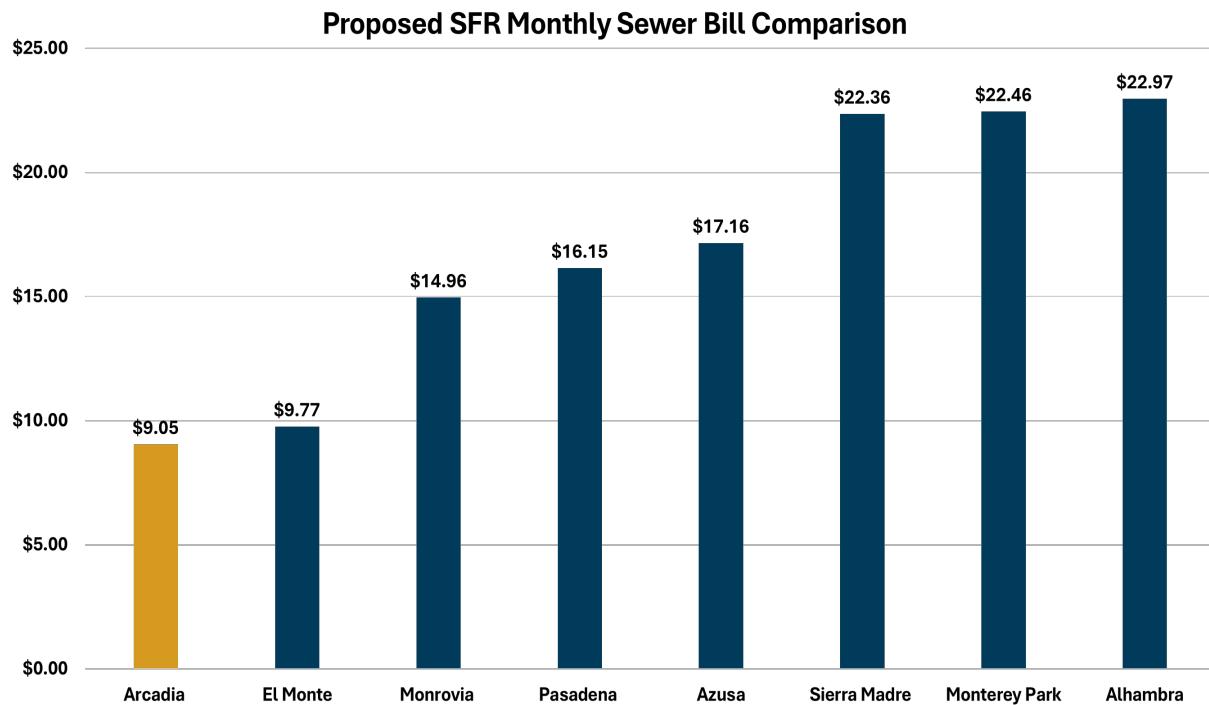
### Residential Water Rate Comparison



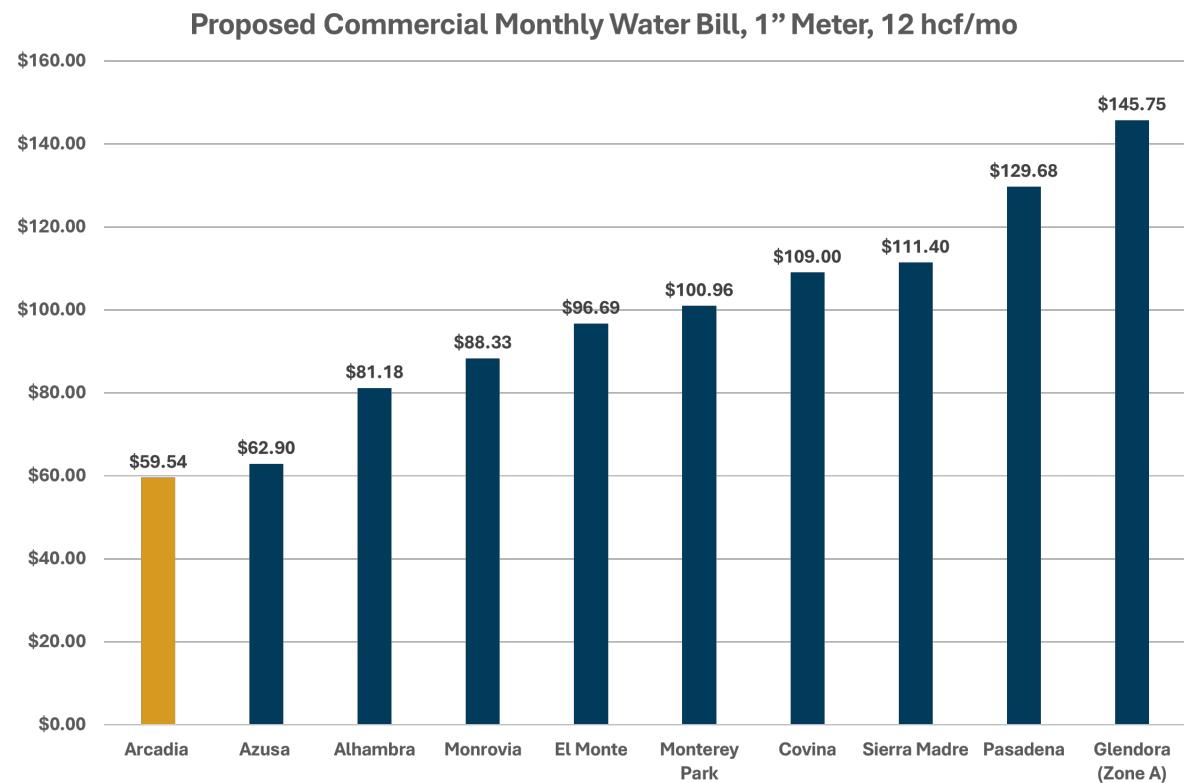
### Commercial Water Rate Comparison



## Residential Sewer Rate Comparison



## Commercial Sewer Rate Comparison



**Q: What are Pass-Through rates?**

Should the cost of imported water increase at any time during 2026-2030, the water rate will be adjusted to reflect a direct pass-through of the increase over and above the increase projected in the rate model.

**Q: What are Drought Rates?**

Drought rates serve as a tool to recover net revenue loss during times of reduced water use. These rates are supplemental charges added to normal condition rates and are temporary in nature. Implementation is subject to the procedural and substantive requirements of Proposition 218 and may be implemented or rescinded at the discretion of the Council. The Council also maintains the discretion to implement drought rates at levels lower than those noticed or to utilize an alternative financial tool.

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More information for the proposed rate adjustments may be found at [www.ArcadiaCA.gov/WaterandSewer](http://www.ArcadiaCA.gov/WaterandSewer), or by contacting the Public Works Services Department at (626) 254-2700.