



PO Box 309
140 Broadway Street
Sterling, NE 68443
Phone 402-866-4545

Dear Customer,

The Village of Sterling is modernizing its operations and technology infrastructure to improve its customers' experience. Part of this initiative is the installation of water meters that use the Advanced Metering Infrastructure (AMI).

The meters will enable the automated transmission of customers' water meter readings, providing them with accurate, near-real-time data on their water usage. Through our Neptune 360 Mobile app we will be able to data log to capture up to 96 days of hourly historical consumption-addressing customer issues faster.

Installing smart meter infrastructure provides water customers peace of mind, leak detection, and powerful budgeting tools to help manage consumption and improve water stewardship. Residents will be contacted if they have abnormal usage so they can check for any potential leaks. Meters will also allow the village to be eligible for water infrastructure grants and/or long-term low interest loans. The Village of Sterling is in the process of working with contractors on getting a test hole drilled which has a cost estimate of \$66,500 so that we have a new municipal well.

Your new monthly invoice will change slightly showing your monthly usage along with a chart showing the prior month's usage. The board determined that all costs associated with the purchase of water meters, installation, and replacing meters down the road in the Village of Sterling should be recovered through regular monthly assessments on the monthly utility invoice. This monthly assessment will be \$10 per month in addition to the regular billing for a period of 60 months to reimburse these costs.

The Board of Trustees has reviewed the rates of surrounding communities and those with similar populations. The monthly residential base fee for meters under two-inches is \$20, anything two-inches and over is \$150 which includes 1,000 gallons of usage, then \$2/1,000 gallons up to 9,999 gallons, \$3/1,000 gallons from 10,000-14,999 gallons, \$4/1,000 gallons from 15,000-19,999 and increase \$1/1,000 gallons for every increment of 5,000 gallons up to 50,000 gallons, anything over 50,000 gallons is \$10/1,000 gallons of usage. Monthly commercial base fee for meters under two-inches is \$25 and over two-inches is \$150, then \$2/1,000 gallons of usage.

If you have any questions or concerns, please contact a board member or the village clerk.