



Missoula Water Utility

Excellence

Missoula Water prides itself on providing excellent customer service while distributing some of the highest quality drinking water in the State of Montana.

- Our system is viewed by the Department of Environmental Quality as one of the best operated systems in Montana.
- Our facilities have the capacity to meet the community’s needs for domestic and fire protection water into the foreseeable future, 24 hours per day, 365 days per year.
- Our customers know that what comes out of the tap will be healthy for them and their families due to the rigorous testing provided by Missoula Water.
- Missoula water customers pay approximately \$0.004 per gallon of water compared to \$1.15 per gallon for bottled water. So, our water is 287 times less expensive per gallon than bottled water!

Missoula Water’s rates are the same as they were in 2011, even though the Consumer Price Index has risen 20% over the same time period.



Leak detection equipment helps us find water main leaks.

Investing in the Future

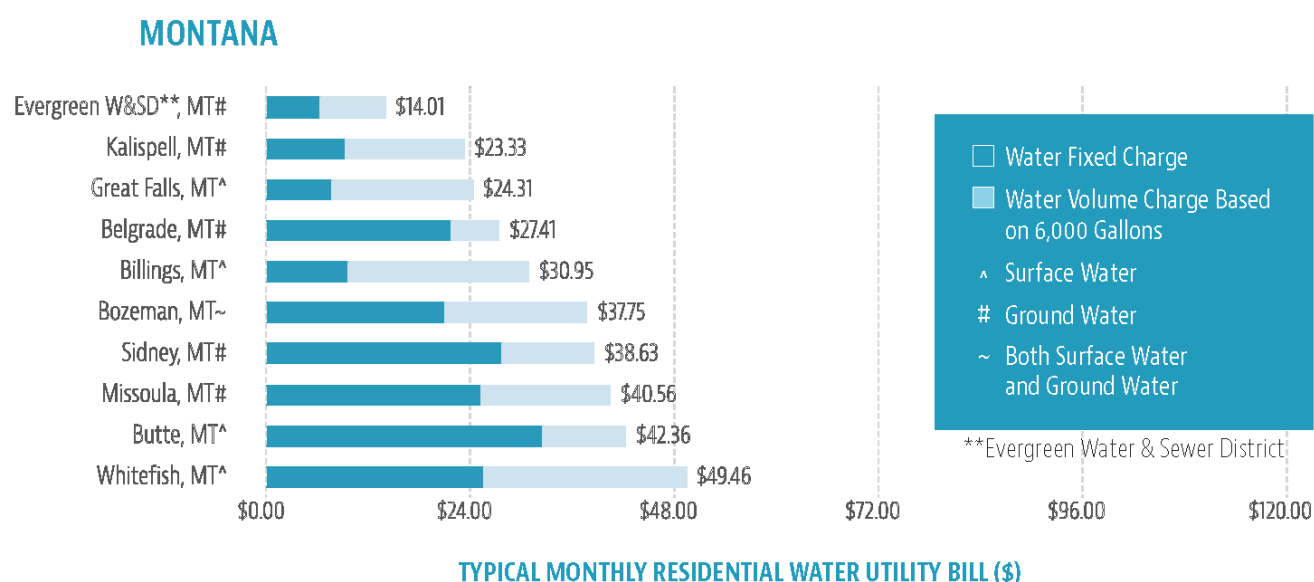
The current water rates will no longer support investment needed in community’s water system to replace our aging pipes and reduce system leakage.

The additional investment will allow us to accomplish the following:

- Address inflationary costs for everything from our power bills to equipment to supplies needed to operate.
- Make progress toward our goal of replacing 1% of our water mains each year.
 - We have averaged 0.3% in replacements per year over last four years.
 - We will increase that rate to 0.6% in fiscal year 2022 (nine water main projects to replace 12,000 feet of main) and continue to increase replacements in future years.
- Complete the implementation of our Advanced Metering Infrastructure (AMI) system by 2024:
 - Improves water meter performance by providing real-time information about water usage and will include a customer portal that allows customers to monitor their water use, which also helps them identify leaks in their water service lines.
 - Drastically reduces our need to drive around Missoula to pick up meter reads, improving both our economic and environmental sustainability.
- Make progress toward our goal to decrease greenhouse gas emissions for Public Works & Mobility by 10% over the next five years.
 - Invest in new technology and training to find and fix leaks.
 - Replace inefficient pumps and motors to reduce electricity use and cost.
- Make significant investments in new storage tanks, transmission mains, and new water supply wells.

2021 Water Rates in Other Montana Cities and Towns

Missoula’s water rates remain competitive with other Montana cities despite the previous private ownership, which required the water utility to make a profit for its investors/stockholders.



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Note: For comparison purposes, AE2S uses costs related to 6,000 gallons of water usage to determine water charges, but the average Missoula water customer uses slightly more than that.