

2022 Utility Rate Increases Retroactive Billing

Message on each utility bill:

The “Retro Rate Increase (10/1 to 3/1)” on this bill is due to the previously approved rate increase, effective October 1st not being applied to bills between 12/01/21 and 3/05/22. Bills generated without the increase are included in the charges for each service identified above. Questions, www.naplesgov.com.

Frequently Asked Questions

What is the additional charge on my bill?

Each year, the adopted Water, Sewer, Stormwater, and Garbage Rate increases, effective October 1, are manually entered into our billing software. The city bills in arrears so the increases are first applied to billings after December 1st, for service dates of October to December. On March 1st, it was noticed the 2022 Utility Rates (effective October 1, 2021) were not entered into our billing software, so there was a delay in billing the new rate increase. The rate increase was implemented on March 5, 2022, so bills generated after this date have the applicable rate increases already calculated into the actual current bill charges. All bills that were previously billed without the increase will receive a “Retro Rate Increase (10/1 to 3/1)” equivalent to the applicable rate increase retroactive to October 1st. This is done to comply with both the City & County approved rate increases.

Why is the additional charge needed on my account?

The City is required by City Code to bring to City Council an annual rate adjustment based upon the United States Consumer Price Index. Rate increases each year are effective October 1st and include Water, Sewer, Stormwater, and Garbage Rates.

How many times will I receive this charge?

The “Retro Rate Increase (10/1 to 3/1)” will appear on only one bill. The retroactive billing will occur in April and be completed by the end of May based on the normal bimonthly billing. The first customers to see these charges on their bill will occur on or after April 12th.

Where can I find the old 2021 and new 2022 utility rates?

Both can be located on the City’s website. The 2021 rates are located at https://www.naplesgov.com/sites/default/files/fileattachments/finance/page/7981/utility_rates_2021_all_as_of.2.20.20.pdf

And the 2022 rates are located at https://www.naplesgov.com/sites/default/files/fileattachments/finance/page/7981/utility_rates_2022.pdf

How was the charge calculated?

The “Retro Rate Increase (10/1 to 3/1)” listed on the bill represents the approved 2022 rate increases. Each charge for service for services after October 1, 2021, through March 1, 2022 was calculated and added to the account. The chart below shows the breakdown for rate increases, as adopted:

Water, Reclaimed, Sewer (City), Potable Irrigation, and Stormwater	4.1%
County Sewer	2.9%
Garbage Charge Increases	
• Multifamily Collection & Disposal	9.6%
• Multifamily (using Dumpster Service) Horticultural & Recycling	43.0%
• Multifamily Horticultural & Recycling	27.5%
• Cubic Yard Charge	9.6%
• Residential Garbage	14.4%
• Commercial 96 Gallon Cart	2.0%
• Multifamily 96 Gallon Cart	2.0%
• Dumpsters and Compactors	9.6%

There appears to be Multiple “Retro Rate Increase (10/1 to 3/1)” Charges?

A customer with water, sewer, stormwater, and garbage will see four “Retro Rate Increase (10/1 to 3/1)” on their bill with each detailed for each service, for example:

- Retro Water Rate Increase (10/1 to 3/1)
- Retro Sewer Rate Increase (10/1 to 3/1)
- Retro Stormwater Rate Increase (10/1 to 3/1)
- Retro Garbage Rate Increase (10/1 to 3/1)

The customer base is just over 18,000 customers half of them received two bills without the rate increase, with the remaining customers having received one bill. Customers that were billed two times without the increase will see a corresponding “Retro Rate Increase (10/1 to 3/1)” with the retroactive billing and likely see eight additional charges for each billing.

- Retro Water Rate Increase (10/1 to 3/1)
- Retro Sewer Rate Increase (10/1 to 3/1)
- Retro Stormwater Rate Increase (10/1 to 3/1)
- Retro Garbage Rate Increase (10/1 to 3/1)
- Retro Water Rate Increase (10/1 to 3/1)
- Retro Sewer Rate Increase (10/1 to 3/1)
- Retro Stormwater Rate Increase (10/1 to 3/1)
- Retro Garbage Rate Increase (10/1 to 3/1)

I received an adjustment on my account? Can I get a reduction in the “Retro Rate Increase (10/1 to 3/1)”?

If you received an adjustment on the bill for billings between December 1st and March 1st, please email custsrv@naplesgov.com and we will review the adjustment made and see if an adjustment is appropriate.

I just purchased or sold my property and believe there is an error on the “Retro Rate Increase (10/1 to 3/1)” charge on my bill. What can I do?

If you purchased or sold the property, the retro rate increase would have been implemented on a prorated bill and the amount billed was already less due to the bill being prorated. If this does not reflect your records, for billings between December 1st and March 1st, please email custsrv@naplesgov.com and we will review the account.

The “Retro Rate Increase (10/1 to 3/1)” creates a financial hardship what can I do?

Please contact the customer service team at custsrv@naplesgov.com or 213-1800 to make arrangements.