



ROSEBURG URBAN SANITARY AUTHORITY

1297 N.E. Grandview * P.O. Box 1185 Roseburg, OR 97470 * 541-672-1551 * 541-672-7548 Fax

February, 2009

RE: Rate Changes to Meet Improvements Mandated by the Oregon Department of Environmental Quality (DEQ)

Dear Valued Customer:

Since Roseburg Urban Sanitary Authority's (RUSA) formation in 1983, our Board of Directors has been dedicated to providing the best possible service at the lowest appropriate cost. To meet process and service requirements set out by DEQ, RUSA must increase its processing facilities. In lieu of building a new conventional wastewater treatment plant, with an estimated cost of up to \$134 million, we plan to construct new wetlands and enhance existing wetlands utilizing a Natural Treatment System, with a total estimated cost under \$8 Million.

By being fiscally responsible, RUSA has not had to raise customer service rates since 2003. Unfortunately, to meet the required improvements, effective July 1, 2009, the cost of monthly sanitary sewer service will increase to \$25.00 per Equivalent Dwelling Unit (EDU). Even with this planned increase, RUSA will continue to have the lowest monthly sanitary sewer rate in Douglas County. Also, to better serve our customers, effective July 1, 2009, our billing cycle will change from **bi-monthly billing to monthly billing**. As a service to our customers, we also provide an automatic payment option (see enclosed Authorization Form).

A more detailed explanation of the DEQ requirements is attached. If you would like more information about these changes and RUSA's Natural Treatment System Project, please visit our website at www.rusa-or.org. You may also call us at our office at (541) 672-1551.

Sincerely,

J. William Neuner
Chairman of the Board
ROSEBURG URBAN SANITARY AUTHORITY

JWN:em
Attachment