

**ANCHORAGE WATER & WASTEWATER UTILITY  
ANSWERS TO QUESTIONS ABOUT YOUR UTILITY RATE REFUND**

The Regulatory Commission of Alaska (RCA) approved AWWU's plan to refund customers part of the rate increase that went into effect on January 8, 2018 for wastewater service. After issuing an interim and refundable rate increase of 2.5 percent for wastewater service, the RCA's final order approved a rate increase of .98 percent.

A partial refund may be due to customers that received wastewater service between January 8, 2018 and January 15, 2019 because the final approved rate increase was less than the interim and refundable rate increase.

**Q: When will I see a refund and how much is it expected to be?**

**A:** Refunds will be issued to existing customers in the form of a one-time credit reflected on the customers' billing statements issued between April 8, 2019 and April 29, 2019. AWWU calculated customers' refunds individually according to their actual monthly charges. The refund for each customer was calculated by taking the difference between the interim rates collected and the permanent rates approved. A typical single family residential customer's refund has been calculated at approximately \$8.50. Commercial customers' refunds vary depending on account activity.

**Q: Will I receive a refund if I am no longer an AWWU customer?**

**A:** Inactive customers due a refund of \$10 or greater, less any outstanding account balance due to AWWU, will be mailed a check during the month of April. Checks will be sent to the customer's last known address according to utility records.

**Q: What if my refund is less than \$10?**

**A:** Existing customers will receive a refund as a one-time bill credit regardless of the dollar amount. Inactive customers will be sent a refund check by mail only if the refund due for wastewater service is at least \$10. The \$10 refund threshold for inactive customers was approved by the RCA because of the cost associated with issuing checks for AWWU.

**Q: What happens to unclaimed refund checks?**

**A:** Refund checks that remain unclaimed after 12 months of issuance will be presumed abandoned and submitted to the State of Alaska, Department of Revenue, Treasury Division, Unclaimed Property, pursuant to AS 34.45.280 – AS 34.45.340.

**Q: Will the refund include interest?**

**A:** No. The RCA gave AWWU the option to put funds collected through interim and refundable rates in an escrow account. Refunds will not include interest because the costs associated with opening and maintaining the escrow account exceeded the interest earned.

**Q: Why is AWWU not refunding a portion of the rates charged after January 15, 2019?**

**A:** On January 16, 2019 the permanent rates granted by the RCA went into effect.

**Q: Where can I find additional information on AWWU's rate refund?**

**A:** All information filed with the RCA regarding AWWU's rate case and associated refunds can be found on the RCA's website (<http://rca.alaska.gov>) under matter U-18-003.

**Q: Who can I contact with questions about my refund?**

**A:** Please call Customer Service at 564-2700 with any questions.