Community Meeting Summary for the

RATE INCREASE OUTREACH

Submitted to

Town of Camp Verde Utilities Department

395 South Main Street Camp Verde, Arizona 86322

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1. Public Relations Scope of Work

1.1 Project Information

The Town of Camp Verde (Town) is currently working on a potential Town-wide water and wastewater rate increase. To assist the Town with communicating this rate increase to those affected, Beta Public Relations (BetaPr) was contracted to perform public outreach services to notify the community about this increase and facilitate a community meeting with stakeholders to present the reasoning and new rates.

1.2 Public Involvement Scope of Work

BetaPr was tasked with facilitating a community meeting and performing public outreach services for the Town. BetaPr provided the following Scope of Work to Town staff on Thursday, August 10, 2023.

Task 1 – Newspaper Advertisement Design and Production

BetaPr designed and published a newspaper advertisement in the *Verde Valley Independent/Camp Verde Bugle* (Appendix A) on Sunday, October 8, 2023. The newspaper advertisement highlighted project details and the community meeting.

Task 2 – Press Releases and Media Support

On Tuesday, October 17, BetaPr developed a press release (Appendix B) to provide information about the project and community meeting. BetaPr coordinated with Town staff to disseminate the media release to local media contacts.

Task 3 – Project Hotline Creation and Maintenance

BetaPr established and continues to maintain a 24-hour project hotline. All hotline calls are answered throughout the course of the project with all issues, questions or comments directed to the project team for resolution, if necessary.

Task 4 - Public Comments Log

A Public Comments Log documenting all hotline calls received and the resolution of those inquiries is maintained and provided to the project team, upon request. There are currently no hotline calls recorded in the Public Comments Log.

Task 5 - HOA Contact Database Development

BetaPr developed a database with Homeowners Association contact information for Town staff use.

Task 6 - Project Webpage Creation Assistance

BetaPr assisted Town staff in creating and developing copy for their project-specific webpage.

Task 7 - Facilitate Community Meeting

On Thursday, October 26, 2023, BetaPr facilitated a community meeting to present the rate increase to stakeholders. Facilitation efforts included producing six meeting displays, creating sign-in sheets and comment forms, providing refreshments for attendees, and meeting set-up and take-down.

Task 8 - Water Bill Note

BetaPr coordinated with Town staff to include a note about the community meeting in stakeholder's water utility bill (Appendix C).



2. Community Meeting Summary

2.1 Community Meeting Date, Time and Location

The community meeting was hosted at the following location:

Thursday, October 26, from 4 p.m. to 6 p.m.

Town of Camp Verde Business Resource and Innovation Center (BRIC) 385 South Main Street, Camp Verde, Arizona 86322

2.2 Community Meeting: Attendees

A total of two stakeholders signed-in (Appendix D) when they arrived. An additional seven attendees were present, consisting of Project Team members. The meeting attendees consisted of residents who live in the Town.

2.3 Community Meeting: Comment Forms

Attendees were given the option to complete a comment form at the meeting, with two stakeholders turning them in at the end of the meeting (Appendix E).

2.4 Community Meeting: Displays

BetaPr designed and produced six (6) meeting displays (Appendix F).



APPENDIX A

Newspaper Advertisement

Water and Wastewater Utility Rate Increase Coming Soon

On November 1, 2023, the Town of Camp Verde Town Council will host a public meeting regarding new utility rates for both water and wastewater services. To learn more about the new proposed rates and how they may affect you, visit the Town's website at http://bit.ly/CVrateincrease. Please note, this proposed rate increase only affects those connected to Town infrastructure.

This public meeting will be held during the regularly scheduled Town Council Meeting on Wednesday, November 1, 2023, at 6 p.m. in the Town Council Chambers at 473 South Main Street.

WHY ARE RATES INCREASING?

The average price of utilities has been increasing by almost 5-6% each year and no improvements were completed to water production, storage, or treatment in the last 15 years. The overall costs associated with treating wastewater have increased due to new regulations and fees for permits required by the Arizona Department of Environmental Quality (ADEQ). Because of this, the Town's infrastructure needs significant maintenance and upgrades. Over the next few years, the Town plans to use the money from this rate increase to fund projects that will upgrade the storage, treatment, and delivery methods for both water and wastewater infrastructure. These improvements, some of which are required by ADEQ, include new tanks, buildings, basins, pumps and pipelines. The Town will continue to seek out grants and low-interest loans to help fund this work.

JOIN US!

You are invited to a community open house meeting to discuss these proposed rate increases prior to the November 1st Town Council meeting on Thursday, October 26 at the Town's Business Resource and Innovation Center (BRIC), 385 South Main Street. The open house will be held from 4 p.m. to 6 p.m. Please note that there will be no formal presentation, staff will compile questions and answers to be presented to Town Council, prior to the November 1st meeting.

CVHS girls' soccer team looks to finish season strong

BY PAIGE DANIELS The Verde Independent

CAMP VERDE -- Camp Verde High School girls' soccer team keeps kicking through the season as they are currently 3-7 on the season with another game this evening.

Head coach Brandon Messick said overall the season has been going well.

"We have had some tough close losses, but the team has grown so much and have remained resilient through it all," Messick said. "We have improved to three wins this season, which is a huge improvement considering most of the girls were recruited and haven't played at all or since the season is out."



(VVN/Paige Daniels)

Even with tough losses, Messick says the team is full of strength and resil-

each other, on and off the break."

field. Our main weakness is just our depth," Messick said. "We would love to have a deeper bench "The girls are so good to give the starting girls a AYSO and we will com- at building each other up break. Eighty minutes is a pete to get more before and truly caring about long time to run without a

As far as players to look out for, Messick says everyone is doing their job and producing great re-

"I cannot single out any one player for this. They have all stepped up and have done what I have be a tough team to beat." asked of them," Messick "Kenzie Mulcaire and Alicia Perez have led the team with goals, with Kenzie returning next year which we are excited for."

Looking ahead in the season, Messick says they are planning on taking it one game at a time. However, Messick says he does have an eye on Thursday, Oct. 12, when the Cowboys take on the Payson Longhorns at home for senior night.

"We played them as our first game of the season and lost by two goals. I am hoping that our improvement throughout the season will make it a fun game to watch," Messick said. "We have lost some players due to injury, including our captain Anyssa Pineda, but I believe we will still play with tenacity and prove to

With a smaller team this year, Messick hopes this year will drive inspiration for the upcoming seasons.

"The culture has been built this year so we hope to attract young talent among freshman or upcoming middle schoolers," Messick said.

The Camp Verde Cowboys will be taking on the Northland Prep Academy Spartans at home on Tuesday, Oct. 10, at 4 p.m.

Meanwhile, the Camp Verde boys' team, after a four-game winning streak, lost to top-ranked Sedona Red Rock on Oct. 5 to move their record to 5-7. On Oct. 10, the Cowboys play Northland Prep, with whom they are tied atop the North region.

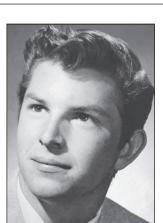
To contact Paige, email PDaniels@VerdeNews. com or call 928-634-2241, ext. 6033.

OBITUARIES

William 'Bill' Grant 1938 - 2023

William "Bill" Grant passed peacefully in his sleep on Sept. 23, 2023, at the age of 85.

He is survived by his wife Margie, his sister Liz, his three children and multiple grandchildren and great-grandchildren. He was preceded in death



William 'Bill' Grant

by his grandson Carl William Sweet and his siblings, Jack, Mary, and Kathleen.

William was born in Longton, Kansas and later moved to Phoenix, Arizona as a young boy. After high school, he moved to Yavapai County where he eventually retired from the Mountain Bell Telephone company.

He was married to his wife Margie for 64 years. When you would ask him how he met her, he would say, "We met at a dance hall in Phoenix. When she walked in with her friends, I saw her and said, 'She's the one." They ended up dancing all night and married four months later. He always told vivid stories of the memories he and Margie shared throughout their marriage.

Bill was an inventor and creator. He loved to hunt,

garden, pan for gold and fix up old cars. He could take any piece of scrap and give it new life. There wasn't anything that he couldn't fix or create for his grandchildren. He even designed the whole cast of the Wizard of Oz out of scrap metal to watch over his beautiful garden.

Bill was always creating poems and rhymes and loved to share them. He will be missed by his

family and everyone who knew him. In lieu of flowers the family please ask that you pay a kindness toward a stranger. Bill was always the one to secretly pay for someone's meal and they ask that you do the same in his memory.

An online guestbook is available to sign WestcottFuneralHome.com

Information provided by the family.

Richard John Carlson

Richard John (Dick, Gunny) Carlson, Sr., age 76, passed away at home in Camp Verde, Arizona on August 31, 2023.

Dick was born in Wisconsin Rapids, Wisconsin and moved at a young age to Flagstaff, Arizona and to Camp Verde, Arizona in 1986. Gunny, a decorated

veteran, proudly served 21 years in the United States Marine Corp-his final courageous battle was with agent orange related lymphoma. He also retired from Bashas Market in 2004.

Dick is survived by his wife of 56 years, Suzanne (Schutte) Carlson and children Richard John



Richard John Carlson

Carlson, Jr. (Bonnie) and Brenda Carlson, as well as Grandson, Aric Diamanti (Liz) and Great Grandson, Noen. Dick is the son of Leon and Lilas Carlson (deceased), and is survived by four brothers and sisters.

Dick was active in his

church and in various veterans organizations. Dick's caring and loving soul, wit and sense of humor will be missed by

Memorial service will be October 21, 2023 at 11:00 a.m. at Our Shepherd Lutheran Church, 1090 S. Page Springs Road, Cornville, AZ. Denim shirts (his favorite attire) may be worn in memory of Gunny. In lieu of flowers, donations to Northern Arizona Hospice or Our Shepherd Lutheran Church are welcomed. Condolences and favorite memories may be shared at BuelerFuneralHome.

Information provided by the funeral home.

Freddie Eugene **Newton** 1934 - 2023

Freddie Eugene Newton of Camp Verde, Arizona, age 89, went home to be with our Lord on Sept. 30, 2023.

He was born in Perico, Texas on May 20, 1934. He lived in Texas throughout his youth then moved to Seligman, Arizona, where he attended his last three years of high school

Freddie met his wife Nellie in Seligman. They were married on April 5, 1954.

Freddie was a Chevron Oil bulk plant manager in Seligman then moved his family to Holbrook, Arizona, in 1967 where he managed the Chevron Oil bulk plant there. Freddie left Chevron Oil to manage a Circle K in Holbrook before retiring. Freddie and his wife Nellie moved to Camp Verde in December 2004.

He is preceded in death by his eldest



Freddie Eugene Newton

and the love of his life, Nellie. He is sur-

son, John Newton

vived by his son, Wayne Newton, of Phoenix, AZ and his daughter, Debora Morrison, of Grants Pass, OR, his grandchildren Melvin, Janet, Cyrus and Alethea, and great-grandchildren, Ashlyn, Devin and Savanna.

He was a member of St. Frances

Cabrini Catholic Church. Masses may be offered on behalf of Freddie at the request of his children.

Condolences and favorite memories can be shared at BuelerFuneralHome.

Information provided by the funeral

Vona Viola Casady 1943 - 2023

Vona Viola (Stinnett) Casady passed away peacefully in her home in Cottonwood, Arizona, on Sept. 18, 2023. Vona was born April 26, 1943 in Fordland, Missouri, she was 80 years old.

Vona married her high school sweetheart, Aron Lee Casady, on Aug. 12, 1959 in Prescott, Arizona. They later moved to Cottonwood where they had two children. Vona loved to sew, crochet, cook and spend time with



Vona Viola Casady

her family, especially her grandchildren and great-grandchildren. She spent many days watching them at the ballfields, always cheering them on. She is survived by her husband of 64 years, Aron Lee Casady, her daughter Janet Burrus, and son James Casady (Rosa). Vona adored her grandchildren Heather Wacker (Brandon), Amanda Cannon, Jenalyn Lazana, Julie San Miguel (Manuel), and her greatgrand children Hyatt Cannon, Carter Wacker, Penelope San Miguel, Ryleigh Wacker and Lincoln Brock.

At this time services will not be held; please keep the family in your thoughts and prayers.

Information provided by the family.

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This public meeting will be held during the regularly scheduled Town Council Meeting on Wednesday, November 1, 2023, at 6 p.m. in the Town Council Chambers at 473 South Main Street.

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JOIN US!

You are invited to a community open house meeting to discuss these proposed rate increases prior to the November 1st Town Council meeting on Thursday, October 26 at the Town's Business Resource and Innovation Center (BRIC), 385 South Main Street. The open house will be held from 4 p.m. to 6 p.m. Please note that there will be no formal presentation, staff will compile questions and answers to be presented to Town Council, prior to the November 1st meeting.

Vera Lee Parson 1944 - 2023

Vera Lee Parson, Born 3-30-1944, Died 10-2-

Survived by her husband Jack Parson and her children: Les Parson, Avaline Wier (deceased), Lynda Rodriguez, Teresa Parson, Dale Bershears. Cheryl Skogan and sister Lucille Bencoma. Vera had 31 grandchildren and 43 great-grandchildren and numerous nieces and nephews.

Vera loved her family one and all. She was a member of The Church of Jesus Christ of Latter-day



Vera Lee Parson

Saints and even served a mission in Salt Lake City. She was sealed in the Mesa, Arizona, Temple to Jack Lee Parson, her eternal companion. Vera

worked tirelessly doing work for her deceased relatives so their Temple work could be done and be a part of our forever family.

She did all this while being a wife, mother, aunt, sister, friend and missionary.

Vera loved reading, music, puzzles and games. She went traveling with her husband around the country. She loved working in her yard, baking and volunteering at her church, voting booth or at the library.

She was so loved and will be deeply missed.

Information provided by the family.

OBITUARIES CONTINUE ON PAGE 8



APPENDIX B

Press Release



Contact: Jeff Low, Director of Utilities

Office: (928) 554-0850 jeff.low@campverde.az.gov

Town of Camp Verde Proposed Water and Wastewater Utility Rate Increase

– Upcoming Open House Meeting

FOR IMMEDIATE RELEASE

Camp Verde, AZ (October 17, 2023) – On November 1, 2023, the Town of Camp Verde Town Council will host a public meeting regarding the proposed utility rates for both water and wastewater services. To learn more about the new proposed rates and how they may affect you, visit the Town's website at http://bit.ly/CVrateincrease. Please note, this proposed rate increase only affects those connected to Town infrastructure.

This public meeting will be held during the regularly scheduled Town Council Meeting on Wednesday, November 1, 2023, at 6 p.m. in the Town Council Chambers at 473 South Main Street.

The average price of utilities has been increasing by almost 5-6% each year and no improvements were completed to water production, storage, or treatment in the last 15 years. The overall costs associated with treating wastewater have increased due to new regulations and fees for permits required by the Arizona Department of Environmental Quality (ADEQ). Because of this, the Town's infrastructure needs significant maintenance and upgrades. Over the next few years, the Town plans to use the money from this rate increase to fund projects that will upgrade the storage, treatment, and delivery methods for both water and wastewater infrastructure. These improvements, some of which are required by ADEQ, include new tanks, buildings, basins, pumps and pipelines. The Town will continue to seek out grants and low-interest loans to help fund this work.

You are invited to a community open house meeting to discuss these proposed rate increases prior to the November 1 Town Council Meeting on Thursday, October 26 at the Town's Business Resource and Innovation Center (BRIC), located at 385 South Main Street. The open house will be held from 4 p.m. to 6 p.m. Please note, there will be no formal presentation, staff will compile questions and answers to be presented to Town Council prior to the November 1 meeting.



APPENDIX C

Water Utility Bill Note

Town of Camp Verde - Water Division 395 S Main St Camp Verde, AZ 86322 (928) 554-0850

FIRST-CLASS MAIL US POSTAGE PAID Camp Verde AZ PERMIT NO.5

815

10/30/2023 385 S NICHOLS ST

Current

Meter Readings Previous Usage

Total Due

\$0.00

815

11/1/2023

0.00

CAMP VERDE AZ 86322

JESSICA CLARK PO BOX 574

Last payment received 10/18/23 for \$57.15.

Open House Meeting October 26, 2023 from 4:00pm-6:00pm at 385 S Main Street. Town staff will be eliciting comments & questions from the public regarding the rate increase study. Please make checks payable to:Town of Camp Verde Water

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APPENDIX D

Community Meeting Sign-In Sheet

Open House Meeting | Thursday, October 26, 2023 | 4:00 p.m to 6:00 p.m.

SIGN IN SHEET

Coptional Copt	NAME	ADDRESS	PHONE NUMBER/EMAIL	PLEASE CHECK
Business Resident Other Gusiness Resident Other			(Optional)	ONE:
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Business Resident Other Gusiness Resident Other	Salsman	C.V. 86355		☐ Other
Business Resident Other Gusiness Resident Other	Sharon	635 W Saddle		Business
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Page 1 of 1



APPENDIX E

Community Meeting Comment Forms

Open House Meeting | Thursday, October 26, 2023 | 4:00 p.m to 6:00 p.m.

OPEN HOUSE COMMENT FORM

Return this comment form at the end of tonight's meeting, or mail it to:

Town of Camp Verde Public Works Department Jeff Low, Director of Utilities 395 S. Main Street, Camp Verde, AZ 86322

Please take a moment to fill out this comment form and let us know the following:

Name: Sharon Ruhalcara	Address: 635 20	Saddle Creek Dr CV & 300
Phone: (970) 570 -729	5 Email: Sharon 2010 1	saddle Creek Dr CV & 300
Is this your first time attending a Town of	of Camp Verde community meeting? TY	′es □ No
Based on your experience, how likely ar Very likely Likely Neither unlikely How did you learn about this meeting?	e you to attend another community mee	eting?
Do you have a better understanding	Was the information presented	Were your questions answered?
of the potential rate increases?	clear and helpful?	□ Yes
□ Yes → No	□ Yes ▼No	⊠*No
Which Town utility are you connected to? Water Wastewater Both Neither	Do you think the Town should create capacity fee requirements for new development? Yes No	Do you think the Town should move away from wastewater fixture rates and utilize a water use method for calculating wastewater fees? No
Do you have any concerns regarding the Yes Rates to water Company	Town's current utility infrastructure? high and was told the Veed more break of	down Levels of use
Do you think the utility system should be	expanded to other areas of the Town?	□ Yes □ No
If yes, where?		
		MARKETTA MOR DATE DOTORIT

Open House Meeting | Thursday, October 26, 2023 | 4:00 p.m to 6:00 p.m.

OPEN HOUSE COMMENT FORM

Please use this space for additional questions, comments, or input:

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Open House Meeting | Thursday, October 26, 2023 | 4:00 p.m to 6:00 p.m.

OPEN HOUSE COMMENT FORM

Return this comment form at the end of tonight's meeting, or mail it to:

Town of Camp Verde Public Works Department Jeff Low, Director of Utilities 395 S. Main Street, Camp Verde, AZ 86322

	nent to fill out this comment form and	
Name: Charlotte Salsi	ndu Address: 650W. S	addle treek Dr. C.
Phone: (928) 567 - 010	12 Email: 50/ Char 47	Dgmail, com
Is this your first time attending a Town	of Camp Verde community meeting?	Yes \$\mathre{B}\text{No}
Based on your experience, how likely a	re you to attend another community med kely, nor likely Unlikely Uvery unlik	eting?
Do you have a better understanding	Was the information presented	Were your questions answered?
of the potential rate increases?	clear and helpful?	☐ Yes
□ Yes	□ Yes	⊠No
⊠No	₩No	7-110
Which Town utility are you connected to? Water	Do you think the Town should create capacity fee requirements for new development?	Do you think the Town should move away from wastewater fixture rates and utilize a water use method for
Wastewater	≫ Yes	calculating wastewater fees?
□ Both	□ No	Yes
□ Neither		□ No
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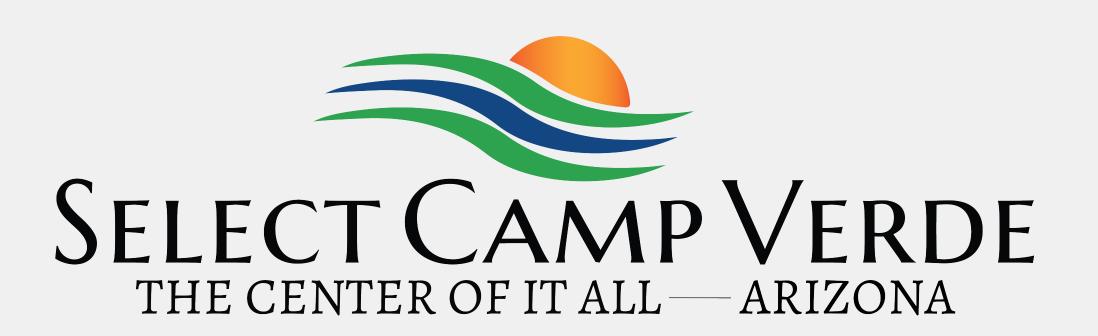


APPENDIX F

Community Meeting Displays

Why are my rates increasing?

- The average utility rate has been increasing 5% to 6% every year.
- The cost of repairing and maintaining utility systems has increased significantly in recent years.
- The Town needs over \$24 million in long-term capital improvements over the next decade to upgrade the existing water and wastewater infrastructure.



How will these rate increases benefit the Town?

- The proposed increases will enable the Town to cover all the costs of providing water and wastewater services to their customers.
- The proposed rate increase will ensure the financial health of the Town's utilities and enable the Town to make significant investments into future utilities.
- The proposed rate increases will update the water system to meet needed fire demand, both with pressure and needed production/storage.



Town of Camp Verde Water and Wastewater CIP

15,911,920

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Design/Construction Mongini Well Arsenic Removal	\$ 2,300,000
Verde River Estates Arsenic Removal Program	700,000
Total Water Treatment	3,000,000

Water Distribution

Total Water CIP

Wate	er Master Plan	\$ 183,200
SCAE	DA/Communication Tower Relocation	68,720
2024	Water Main Replacement Program	5,060,000
Addi ⁻	tional Well Pump Station	2,000,000
Addi ⁻	tional 2M Gallons Storage Facilities	1,500,000
Well 3	Storage Arsenic Pump Station No. 1	2,000,000
Total	Water Distribution	12,911,920

WASTEWATER

Wastewater Treatment

Treatment Plan Admin Office	\$ -
Plant Blower Building Addition	207,259
WWTP Control Panel Upgrade	206,250
Admin Building	200,000
Highway 260 Sewer Extension	2,000,000
WWTP Equalization Basin	4,000,000
Total Wastewater Treatment	6,613,509

Wastewater Collection

Wastewater Master Plan

Total Wastewater Collection

Sewer Lines - Black Bridge Loop Area	575,000
Lift Station at Rezzonico Park	700,000

Total Wastewater CIP 8,138,509



250,000

1,525,000

Water Impact on Monthly Charges Scenario I – Status Quo

Water Charge - Status Quo		Current	Effective Jan-2024	Effective Jan-2025	Effective Jan-2026	Effective Jan-2027	Effective Jan-2028
Meter = 5/8							
5,000 Gal	Total - \$	40.50	47.05	54.45	59.35	61.15	63.00
	Increase - \$		6.55	7.40	4.90	1.80	1.85
10,000 Gal	Total - \$	57.25	66.55	76.95	83.85	86.40	89.00
	Increase - \$		9.30	10.40	6.90	2.55	2.60
Meter = 2"							
50,000	Total - \$	342.50	398.00	460.50	501.70	516.90	532.35
	Increase - \$		55.50	62.50	41.20	15.20	15.45
100,000	Total - \$	627.50	728.00	843.00	919.20	946.90	974.85
	Increase-\$		100.50	115.00	76.20	27.70	27.95



Water Impact on Monthly Charges Scenario 2 – Conservation

Water Charge	e - Conservation	Current	Effective Jan-2024	Effective Jan-2025	Effective Jan-2026	Effective Jan-2027	Effective Jan-2028
Meter = 5/8							
5,000 Gal	Total - \$	40.50	44.30	51.45	56.10	57.90	59.75
	Increase - \$		3.80	7.15	4.65	1.80	1.85
10,000 Gal	Total - \$	57.25	64.30	74.70	81.35	83.90	86.50
	Increase - \$		7.05	10.40	6.65	2.55	2.60
Meter = 2"							
50,000	Total - \$	342.50	459.75	534.25	583.20	600.40	617.85
	Increase - \$		117.25	74.50	48.95	17.20	17.45
100,000	Total - \$	627.50	809.75	939.25	1,025.70	1,055.40	1,085.35
	Increase-\$		182.25	129.50	86.45	29.70	29.95



Wastewater Impact on Monthly Charges

Wastewater	Charge - Status Quo	Current	Effective Jan-2024	Effective Jan-2025	Effective Jan-2026	Effective Jan-2027	Effective Jan-2028
Residential Fixture Units							
12	Total - \$	34.80	41.40	49.20	57.00	58.20	59.40
	Increase - \$		6.60	7.80	7.80	1.20	1.20
18	Total - \$	52.20	62.10	73.80	85.50	87.30	89.10
	Increase - \$		9.90	11.70	11.70	1.80	1.80
32	Total - \$	92.80	110.40	131.20	152.00	155.20	158.40
	Increase - \$		17.60	20.80	20.80	3.20	3.20
Commercial Fixture Units							
34	Total - \$	153.34	181.90	215.90	249.90	255.00	260.10
	Increase - \$		28.56	34.00	34.00	5.10	5.10
70	Total - \$	315.70	374.50	444.50	514.50	525.00	535.50
	Increase - \$		58.80	70.00	70.00	10.50	10.50
120	Total - \$	541.20	642.00	762.00	882.00	900.00	918.00
	Increase - \$		100.80	120.00	120.00	18.00	18.00

