THE CITY OF ASHEVILLE

STAFF REPORT

Council Meeting Date: March 24, 2026

Subject: Proposed Fee Adjustments for Fiscal Year (FY) 2026-27

Staff Resource(s): Tony McDowell, Finance & Management Services Director
Lindsay Spangler, Budget & Performance Manager

Action Requested: Adoption of an ordinance establishing the fees and charges for Fiscal Year 2026-27.

Background:

- Staff reviews fees and charges as part of the budget process each year and brings forward recommendations for adjustments early in the process.
- In FY25-26 fees and charges represent 12% of General Fund revenues but make up the majority of revenue in Enterprise Funds (75%).
- Last year, departments were not asked to submit updates to fees and charges to limit the impact on the community after Helene. The only major adjustment was to continue with Year 2 of the 3-year water rate adjustment.
- Fee adjustments are being proposed in the following funds: general, capital, stormwater, water, transit, and Harrah's Cherokee Center Asheville.
- Fees are primarily being recommended to be adjusted to help address operational and capital needs.
- More detailed and specific information regarding the fee adjustment for each service is included in Attachment A of this report.
- If approved, fee adjustments will become effective July 1, 2026.
- Proposed changes are based on impacts to revenues, customers, and service provision. Typical household impact of major fee changes proposed for FY 2026-27 is below:

Fee	Bi-Monthly Bill Increase	FY24 Annual Increase
Solid Waste	$ 4.00	$ 24.00
Stormwater (Tier 2)	$ 1.08	$ 6.48
Water (6 CCFs/month)	$ 6.11	$ 36.66
Total	**$ 11.19**	**$ 67.14**

Council Goal(s):

- A financially resilient city

Council Priority Recovery Area(s):

- Economic Recovery

Committee:

- The fees were initially reviewed by Council during a budget work session on March 10, 2026.

Pro(s):

- Provides for cost recovery from those that directly utilize or benefit from the service where appropriate, reducing the financial burden of City services on taxpayers.
- Provides additional revenue to help balance the FY 2026-27 budget.
- Allows staff to begin communicating fee changes to citizens, customers, and stakeholders so they are aware of changes that will be implemented on July 1, 2026.
- Helps provide revenue needed to address significant maintenance and operational needs.

Con(s):

- An increase in the cost of city services.

Fiscal Impact:

- Impacts for each recommended change are shown in Attachment A.

Suggested Motion:

- Motion to approve an ordinance amending the fees and charges manual for Fiscal Year 2026-27

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Attachment(s)

- Ordinance
- Summary of Recommended Changes to Fees & Charges (Attachment A)

ORDINANCE NO. _____

ORDINANCE ADOPTING THE FISCAL YEAR 2026-27 FEES & CHARGES

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The attached Fiscal Year 2026-27 fees and charges, attached hereto and made a part hereof, be adopted.

That this ordinance shall be in full force and effective upon July 1, 2026.

Read, approved and adopted this 24th day of March, 2026.

_____ _____

City Clerk Mayor

Approved as to form:

_____

City Attorney

Attachment A - Fee Proposals Summary

Development Services

Development Services Technology Fee (Capital Projects Fund)

Description: The technology fee is added to all Building Safety, Fire Department, Planning Department, and Engineering Department fees associated with any development.

Revenue Impact: Revenue is anticipated to increase from $132,000 to $198,000.

Background:

- In FY 2008, the City implemented the Development Services Technology Fee to fund technology that enables cross-departmental permit review, increases process efficiency, and reduces permit turnaround times across the multi-stakeholder land development and building safety permitting lifecycle.
- The Technology Fund is administered by the Information Technology Services (ITS) department to pay for a range of necessary technology tools, including permitting platform software (Clariti), IT equipment, and SaaS products (Bluebeam, Jotform).
- The fund is also used to pay for professional services to implement and maintain development-related technology systems.

Fee type	Current fee	Proposed fee	Change
DSD Technology Fee	4%	6%	2%

Customer Impact:
Customers include developers, builders, contractors, property owners, and other applicants submitting development-related permits through the Building Safety, Fire, Planning, and Engineering Departments.

Service Impact:
The cost of development software has been increasing steadily; this fee increase is needed to keep up with the rising cost and to provide efficient service.

Parks & Recreation

Riverside Cemetery Adult Interment Fees (General Fund)

Description: Fee for opening and closing adult graves at Riverside Cemetery.

Revenue Impact: This change will generate less than $1,000 annually.

Background:

- The contractor who provides these services for the City has raised its prices. The fee increase is meant to cover the cost of the contract.

Fee type	Current fee	Proposed fee	Change
Monday-Friday 8:00 am to 4:30 pm	$1400	$1425	$25
After 4:30 pm, on weekends, and on City of Asheville holidays	$1600	$1625	$25

Customer Impact: The fee is charged to families of the deceased.

Service Impact: No negative service impacts are anticipated.

Recreation Facilities – Partner/Affiliate Fees (General Fund)

Description: Community benefit club usage of community centers.

Revenue Impact: The proposed fee modification will be revenue neutral.

Background:

- The current Parks Partner and storage fees are structured as annual charges. The proposed change converts these to six-month fees and reduces the amount by half to better align with actual usage patterns and partnership agreements.
- This adjustment is intended to provide more flexibility for partner organizations while remaining revenue neutral overall.

Fee type	Current fee (Annual)	Proposed fee (Bi-Annual)	Change
Parks Partner 6 month (4 times per six months)	$100	$50	$50
Parks Partner 6 month (12 times per six months)	$125	$62.50	$62.50
Parks Partner 6 month (13 + times per six months)	$150	$75	$75
Storage	$50	$25	$25

Customer Impact: Parks Partners are organizations that use City-owned facilities to offer community programs.

Service Impact: No negative service impacts are anticipated. The revised fee structure is expected to provide greater flexibility for partner organizations while maintaining existing service levels.

Athletic Season Usage (General Fund)

Description: Agreements with groups or independent adult associations for use of City-owned fields.

Revenue Impact: The fee modification is expected to generate an additional $2,000 annually.

Background:

- Previously, organizations paid a single flat fee for seasonal use of lighted athletic fields regardless of the number of fields utilized. This resulted in the same charge whether one field or multiple fields were used.
- The proposed fee structure shifts to a per-field model, creating an approach that aligns fees with actual field usage.

Fee type	Current fee	Proposed fee	Change
Community Youth with lights for the 1st field	$150 per season	$150 per season	No Change
Community Youth with lights each additional field	None	$75 per season	$75 per season
Community Adult with lights for the 1st field	$750 per season	$750 per season	No Change
Community Adult with lights each additional field	None	$375 per season	$375 per season

Customer Impact: Customers include community youth sports organizations and adult athletic leagues utilizing City-owned lighted athletic fields for seasonal programming.

Service Impact: No negative service impacts are anticipated. The revised fee structure promotes fairness in field allocation and helps ensure sustainable operation and maintenance of athletic facilities.

City-Owned Facility Rentals (General Fund)

Description: Rental fee and deposit for the use of City-owned facilities.

Revenue Impact: The fee modification is expected to generate an additional $5,000 annually.

Background:

- A refundable deposit for the rental of City-owned facilities is required per facility and is separate from facility rental fees.
- Rental fees are to include setup and breakdown times.
- The proposed fees establish a distinct rate for for-profit rentals that is higher than rates charged to non-profit or non-revenue-generating groups. Differentiated pricing aligns facility rental fees with the nature of use and supports equitable access to City facilities.

Multipurpose Room
(Burton, Grant, Harvest House, Montford, Murphy Oakley, Senior Opportunity, Shiloh, West)

Fee type	**Current fee**	**Proposed fee**	**Change**
Deposit	$100	$100	No Change
Per hour during operating hours (non-profit/public)	$25	$25	No Change
Per hour during operating hours (for profit)	$25	$50	$25
Per hour during non- operating hours (non-profit/public)	$50	$50	No Change
Per hour during non- operating hours (for profit)	$50	$75	$25

Gymnasium
(Grant, Montford, Shiloh, Stephens-Lee)

Fee type	**Current fee**	**Proposed fee**	**Change**
Deposit	$200	$200	No Change
Per hour during operating hours (non-profit/public)	$75	$75	No Change
Per hour during operating hours (for profit)	$75	$100	$25
Per hour during non- operating hours (non-profit/public)	$100	$100	No Change
Per hour during non- operating hours (for profit rental)	$100	$150	$50

Auditorium
(Grant, Montford, Shiloh, Stephens-Lee)

Fee type	Current fee	Proposed fee	Change
Deposit	$75	$75	No Change
Per hour during operating hours (non-profit/public)	$50	$50	No Change
Per hour during operating hours (for profit)	$50	$75	$25
Per hour during non- operating hours (non-profit/public)	$75	$75	No Change
Per hour during non- operating hours (for profit)	$75	$100	$25

Additional fees

Fee type	Current fee	Proposed fee	Change
Kitchen per hour (non-profit/public)	$20	$20	No Change
Kitchen per hour (for profit)	$20	$40	$20

Customer Impact: Customers include anyone renting City-owned facilities.

Service Impact: No negative service impacts are anticipated. The fee structure supports fair cost allocation while maintaining availability and quality of City-owned facilities for all users.

Planning & Urban Design

Outdoor Dining Permit Fees (General Fund)

Description: Fees for establishments providing outdoor dining such as sidewalk seating and streeteries.

Revenue Impact: The revenue is expected to decrease due to the lower fee for renewal applications, from $12,000 to $8,000 annually.

Background:

- Currently, renewal fees for sidewalk dining and streetery permits are assessed at the same rate as new permits. This does not distinguish between new installations and previously approved, compliant outdoor dining operations.
- The updated fees establish reduced renewal fees to encourage ongoing compliance with the permitting program, support activation of downtown public space, and aid continued downtown economic recovery.

Fee type	Current fee	Proposed fee	Change
Outdoor Dining/Sidewalk Dining Permit Renewal	$7.00 per square foot	$3.50 per square foot	-$3.50 per square foot
Outdoor Dining/Streetery Permit Renewal - One Parking Space	$3,000	$1,500	-$1,500
Outdoor Dining/Streetery Permit Renewal - Two Parking Spaces	$4,500	$3,000	-$1,500

Customer Impact: Customers include restaurants and businesses operating permitted outdoor dining areas within the public right-of-way, including sidewalk dining areas and streetery installations.

Service Impact: No negative service impacts are anticipated. The reduced renewal fees are expected to promote permit compliance and continuity of approved outdoor dining operations while maintaining safe and accessible public spaces.

Public Works

Solid Waste Fee (General Fund)

Description: Charges assessed for solid waste and recycling collection services in the City of Asheville.

Revenue Impact: The proposed fee increase is expected to generate an additional $800,000 annually.

Background:

- The City's solid waste fee is below the average charged by municipalities across North Carolina and does not include surcharges for additional services that some other jurisdictions assess, such as brush and bulky item collection.
- The increased fee will offset increased tipping fees at the transfer station and the discontinuation of the County's solid waste rebate.

Fee type	Current fee	Proposed fee	Change
Standard Municipal Solid Waste Fee	$18 per household per month per cart	$20 per household per month per cart	$2 per household per month

Customer Impact: The fee is charged to all residences that receive City sanitation services within the Asheville City limits. Residents in single-family homes must pay the sanitation fee for service and cannot opt out. Multi-family properties and small businesses may qualify and opt-in for City Sanitation services if they meet certain eligibility criteria.

Service Impact: The fee adjustment supports continued reliable collection services, improved equipment maintenance, and enhanced worker safety.

Set-Out and Set-Back for Residents (General Fund)

Description: Residents may request setout/setback service for residential waste, collection of white goods, and pickup of dead animals (for residents, veterinarians, and animal hospitals).

Revenue Impact: The proposed fee increase is expected to generate an additional $1,500 annually.

Background:

- The current fee structure offers separate set-out services for trash and recycling. The proposed change consolidates these into a single combined service fee to ensure recycling is included with trash collection.
- This approach supports compliance with North Carolina state law and Buncombe County ordinances that prohibit certain recyclable materials, including corrugated cardboard, aluminum cans, and plastic beverage containers, from being landfilled.

Fee type	Current fee	Proposed fee	Change
Trash or Recycling	$255 per year	Remove	Not Available
Trash and Recycling	$510 per year	$510 per year	No change

Customer Impact: Customers include residents who request set-out and set-back services for curbside trash or recycling collection. Note that, per City ordinance, residents with physical challenges may apply for no-cost set-out services.

Service Impact: No negative service impacts are anticipated. The combined service promotes proper recycling practices and simplifies the set-out program for residents.

Collection of White Goods (General Fund)

Description: The collection of appliances such as stoves, ovens, refrigerators, freezers, dishwashers, washers, dryers, air conditioners, trash compactors, and hot water heaters.

Revenue Impact: The proposed fee increase is expected to generate an additional $2,600 annually.

Background:

- The fee no longer reflects the cost of providing the service. The fee will remain substantially lower than the typical $40–$100 charged by private installers for appliance removal.

Fee type	Current fee	Proposed fee	Change
Collection of white goods	$5 per item	$10 per item	$5 per item

Customer Impact: Customers include residents requesting curbside collection of appliances such as refrigerators, stoves, washers, and other large household appliances.

Service Impact: No negative service impacts are anticipated.

Stormwater Utility Fee (Stormwater Fund)

Description: Public Works Department Stormwater Division fees are charged to property owners (both residents and businesses) to fund the City's federally mandated stormwater management program.

Revenue Impact: The proposed fee increase is expected to generate approximately $663,000 in additional annual revenue, increasing total stormwater revenues from about $8.85 million to approximately $9.5 million. This additional funding will support operations and planned and future capital improvement projects.

Background:

- Staff is proposing a 7.5% increase to generate the revenue needed to fund upcoming and future Capital Improvement Program (CIP) projects.
- Fees are based on square footage of impervious surface for single family residential.
- For non-single family properties, one Equivalent Rate Unit (ERU) is equal to 2,442 square feet of impervious surface.

Impervious Surface Area	Current fee (per month)	Proposed fee (per month)	Change (per month)
Single Family Residential			
225 - 2,000 square feet	$4.53	$4.87	$0.34
2,001 - 4,000 square feet	$7.22	$7.76	$0.54
> 4,000 square feet	$9.94	$10.69	$0.75
All Other Properties			
Non Single-Family Properties per ERU	$7.22	$7.76	$0.54

Customer Impact: Although fees are charged only to property owners, the entire community benefits from flood mitigation, water quality improvements, reductions in nuisance flooding, and other services provided by the stormwater system and staff that manage it.

Service Impact: No negative service impacts are anticipated. The proposed increase will support continued maintenance, regulatory compliance, and capital improvements to the stormwater system.

Site Development Flat Fees (Stormwater Fund)

Description: The City of Asheville regulates development activities in the floodplain. Depending on the type of development activity, a stormwater permit may be required.

Revenue Impact: The proposed fee adjustments are expected to generate $50,000 additional revenue annually, helping offset the cost of the technical review.

Background:

- The permitting and inspection process helps to ensure that development occurs in a manner which protects life and safety as well as property and the natural environment, which in turn reduces insurance costs.
- The review process helps to ensure the design meets the city's development guidelines and regulations. The inspections process helps to ensure the construction complies with the City's specifications.
- The proposed adjustments to stormwater and flood permit fees better reflect the staff's time, technical review, coordination, and administrative effort required to process submitted applications. Permit reviews involve extensive technical plan review across multiple staff levels and include meetings, inspections, and often legal coordination.

Stormwater & Flood Permits	Current fee	Proposed fee	Change
Flood Permit - Minor Work	$150	$165	$15
Floodplain Development - Major Work (each primary structure)	$700	$1,000	$300
Floodway Development	$1,050	$2,500	$1,450
Flood Permit Extension Request (prior to expiration)	$105	$200	$95

Resubmittal	Current fee	Proposed fee	Change
Residential (after third submittal)	$75	$100	$25
Commercial (after third submittal)	$200	$500	$300

Grading Permits	Current fee	Proposed fee	Change
Residential < 10,000 sq ft	$250	$270	$20
Residential > 10,000 sq ft	$475	$520	$45

Commercial < 10,000 sq ft	$700	$760	$60
Commercial > 10,000 sq ft (per acre – minimum one acre charge)	$1,400	$1,510	$110
Publicly Funded Project (< one acre)	50%	55%	5%
Residential Permit Extension Request (prior to expiration)	$110	$120	$10
Commercial Permit Extension Request (prior to expiration)	$650	$700	$50
Commercial < 10,000 sq ft Permit Extension Request	$330	$360	$30

Customer Impact: Customers include property owners, developers, engineers, and contractors applying for stormwater and floodplain development permits.

Service Impact: No negative service impacts are anticipated. The revised fees will help ensure adequate resources for timely technical review, inspections, and regulatory compliance.

Collocated Small Wireless Facilities (General Fund)

Description: State law (§160D-935) authorizes cities to charge application and technical consulting fees for collocated small wireless facilities, subject to statutory caps.

Revenue Impact: The proposed fee adjustments are expected to generate approximately $3,250 annually.

Background:

- The proposed new fees will be implemented in accordance with legal guidance and recent discussions with wireless providers.
- The amounts reflect the maximum allowable fees under state law and are intended to recover the actual, direct, and reasonable costs associated with application review and technical analysis.

Collocated Small Wireless Facilities	Current fee	Proposed fee	Change
Application Fee for First Five Small Wireless Facilities Addressed in Application for Collocated Small Wireless Facilities	N/A	$100	$100
Application Fee for Each Additional Small Small Wireless Facilities Addressed in Application for Collocated Small Wireless Facilities	N/A	$50	$50
Technical Consulting Fee for Each Application for Collocated Small Wireless Facilities	N/A	$500	$500

Customer Impact: Customers include telecommunications providers and contractors.

Service Impact: No negative service impacts are anticipated.

Transportation

Temporary Street/Lane/Sidewalk/Greenway Closure Permit Fee (General Fund)

Description: Fees charged to temporarily close right-of-way related to development and redevelopment applications for right-of-way review, advertising, and consideration.

Revenue Impact: The proposed fee increase is expected to generate an additional $40,000 annually.

Background:

- The current fee structure is for the time length of the closure and does not account for the type or size/scale of the closure. The proposed fee structure is inclusive of the type of closure, including the number of lanes, sidewalk, bike lanes, and if the closure is in the Central Business District.
- This fee structure appropriately accounts for the complexity of the review process and therefore the timeframe needed to process permits.

Current fee		**Proposed fee**	
All Closures		Street & Bike Lane per lane (Bike lane counted separately)	
1-7 Days	$50	1 Day	$50
8-29 Days	$100	2-3 Days	$100
≥ 30 Days	$100/week	4-7 Days	$150
		8-14 Days	$200
		≥ 15 Days	$200/ 7 days
		Sidewalk	
		Outside Central Business District	$25 per day
		In the Central Business District	$50 per day
		Reducing sidewalk in CBD (includes covered sidewalk)	$25 per day
		Greenway	
		Full closure	$50 per day
		Detour or narrowed path on existing	$25 per day

	greenway	

Fee type	Current fee	Proposed fee	Change
Expedited Application Fee (<10 days prior to closure)	N/A	$150	$150
City staff creation of Traffic Control Plan	N/A	Applicant actual staff time cost minimum $250	Minimum $250

Customer Impact:
Customers include businesses, developers, contractors, and other applicants requesting temporary closures of streets, lanes, sidewalks, or greenways as part of construction, development, or maintenance activities.

Service Impact:
Temporary closures of the public right-of-way can negatively affect citizens by disrupting travel, access, and mobility. However, such closures are often necessary to support development and infrastructure improvements. The revised fee structure incentivizes shorter closure durations and better reflects the administrative effort required to manage larger or more complex closures, particularly within high-impact areas such as the Central Business District.

Standards and Specifications Modification Request Review Fee (General Fund)

Description: Fees charged for the consideration and review of sidewalk modification requests.

Revenue Impact: The proposed fee increase is expected to generate an additional $6,000 annually.

Background:

- The review time for commercial modifications exceeds that of residential modifications. The proposed change is to split the fee into residential and commercial reviews to align fees with staff effort.

Fee type	Current fee	Proposed fee	Change
Standards and Specifications Modification Request Review Fee (Residential)	$100	$100	No Change
Standards and Specifications Modification Request Review Fee (Commercial)	$100	$250	$150

Customer Impact: Customers will benefit from a more equitable fee structure, with residential applicants no longer subsidizing the higher review costs associated with commercial projects.

Service Impact: Service delivery is not expected to change; however, the revised fee structure will allow staff resources to be more appropriately allocated based on the complexity of each application.

Road Closure Impacts on Transit Fee (Transit Fund)

Description: Fees charged for event- or project-related road closures, including temporary closures, requiring deviation from normal Asheville Transit service routes.

Revenue Impact: The proposed fee increase is expected to generate an additional $1,200 annually.

Background:

- The proposed fee updates are intended to better align revenues with the actual cost of providing these services, including staff time required to evaluate route deviations, coordinate service changes, and issue passenger alerts.

Fee type	Current fee	Proposed fee	Change
Detours for non-City sponsored events or construction projects that require pre-notification of passengers	$100 per event/ project/ closure	$150 per event/ project/ closure	$50
Relocation of bus stop signs due to detour or temporary closure	$50 per sign	$100 per sign	$50

Customer Impact: Customers requesting event- or project-related road closures including property owners, developers, and event organizers.

Service Impact: The proposed fees will help maintain reliable transit operations by supporting the staff time required to evaluate route deviations and issue passenger alerts.

Harrah's Cherokee Center-Asheville

Facility and Maintenance Fees (Harrah's Cherokee Center-Asheville Fund)

Description: Fees to support facility maintenance.

Revenue Impact: The proposed increase is expected to generate $45,000 in additional revenue.

Background:

- The current facility management fee is capped at up to $3 per paid ticket, with lower rates typically applied depending on the event type.
- The increase to a maximum of $5 per paid ticket provides additional flexibility in booking negotiations and aligns the fee with industry standards.
- This change allows the City to adjust fees based on event type and market demand while remaining competitive with comparable venues.
- Online sales fees and cleaning and maintenance fees will no longer be separate charges, but all tickets sold through the I Heart Media box office at the Harrah's Cherokee Center - Asheville will be subject to the new $5 maximum fee.

Fee type	Current fee	Proposed fee	Change
Facility Fee- Maximum (all ticketed and trade show events)	Up to $3 per ticket	Up to $5 per ticket	$2 per ticket
Online Sales Only	$2.50 per ticket	N/A	-$2.50 per ticket
Cleaning and Maintenance	$0.20 per attendee	N/A	-$0.20 per attendee

Customer Impact: Customers include event organizers and patrons attending ticketed events at City-managed facilities.

Service Impact: No negative service impacts are anticipated. The increased flexibility in facility fees may support a broader range of events and help maintain the competitiveness of City venues.

Various Corrections (Harrah's Cherokee Center-Asheville Fund)

Description: Various charges for renting space, staff, and equipment at Harrah's Cherokee Center-Asheville.

Revenue Impact: There is no revenue impact. This change will update the manual to match revenue that is already collected.

Background:

- The current manual allows HCCA to negotiate facility rental costs. This update aligns the listed charges with the rates typically applied to ensure full cost recovery. These standard rates have been adjusted to remain consistent with industry practices and comparable venues, while also streamlining the settlement and billing process after events.
- Furthermore, various staffing wages were updated to meet newer pay rates.
- New rates will fully cover the cost of services during events.

Fee type	Current fee	Proposed fee	Change
Facility Rental Rates			
Arena- Ticketed Events	$3,500	$10,000	$6,500
Arena- All Other Events	$4,500	$13,000	$8,500
Thomas Wolfe- Ticketed Events	$1,500	$7,500	$6,000
Thomas Wolfe- All Other Events	$2,500	$7,500	$5,000
Thomas Wolfe- Nonprofit Rate	$750	$3,500	$2,750
Exhibit Hall- All other events	$1,500	$2,500	$1,000
Banquet Hall Rent - interdepartmental	$750	$0	-$750
Banquet Hall Rent - additional hours	$100	$500	$400
Meeting room rent - additional hours	$15	$500	$485
Box Office Service Fees- Arena- Ticketed events	$350	$500	$150
Event Staffing- Staff Reimbursement			
City Police Officer	$42	$92	$50

Coordinator	$25	$30	$5
Custodial	$20	$24	$4
Crew Leader	$20	$28	$8
Door Guard	$16.50	$23.50	$7
Electrician	$25	$40	$15
EMT (Emergency Medical Technician)	$45	$80	$35
Equipment Operator	$22	$28	$6
Fire Watch (AFD Personnel)	$48	$80	$32
Laborer	$20	$24	$4
T-Shirt Security	$17.5	$23	$5.5
T-Shirt Security Supervisor	$19.5	$26	$6.5
T-Shirt Security Overnight	$19.5	$25	$5.5
Ticket Seller	$16.5	$23	$6.5
Ticket Taker	$16.5	$23	$6.5
Usher	$16.5	$23	$6.5
Equipment Rentals and Utility Rates			
Basketball Floor	$600 per day	$2500 per event	$1900
Chairs Padded	$2	$3	$1
Follow Spot (Super Trouper)	$100	$150	$50
Bike Rack Barricade	$40	$10	$30
Exhibit Booth- Pipe and draping only	$20	$25	$5
Exhibit Booth- Pipe, draping, table, 2 padded chairs	$35	$45	$10
Exhibit Booth- Pipe, draping, table, 2 padded chairs, cover & skirt	$65	$85	$20
Microphone (1 supplied no charge)	$15	$25	$10
Microphone (wireless)	$35	$50	$15
Sound System	$100	$150	$50

Staff Reimbursement			
Production Coordinator	$350	$500	$150
Production Technician	$150	$275	$125

Customer Impact: Customers include event organizers renting City-managed facilities.

Service Impact: No negative service impacts are anticipated. This change will update the manual to match revenue that is already collected.

Water Resources

Water Resources Fees (Water Resources Fund)

Description: Fees charged to Water customers for base and consumption charges.

Revenue Impact: Fee adjustments are based on a cost of service study that assigns overall costs to customer classes, and are intended to generate funding needed to support capital and debt costs required to maintain and improve the water production and distribution system. The proposed base fee and volume rate adjustments are expected to increase water system revenues by $3.34M (from $44.5M to $47.9M)

Background:

- Service charges billed to water system customers are the primary source of revenue for the Water Resources Fund. Historically, incremental annual increases to base fees and consumption charges have been approved to align with the cost of providing service.
- Cost of Service Study and Financial Plan provided an efficient and equitable multi-year approach to adjusting fees that will provide resources required to maintain the system and deliver services.
- After analyzing the three-year and five-year phase in approaches with rate consultants last year, staff recommended the three-year phase in as the most efficient, effective and equitable approach for our customers since it will eliminate inequity among customer classes sooner, establish reserves for funding the capital program more quickly, and preserve the City's debt ratings by keeping borrowing costs as low as possible.
- These changes represent year three of the three-year phase in approach.
- Proposed changes for FY 2026-27 include:
    - An increase in base fees for all meter sizes.
    - An increase in consumption charges billed to customers based on the volume of water used. The increase in volumetric rate is based on adjusting for the cost to serve the various customer classes.

Meter Size	Current Monthly Base Fee	Proposed Monthly Base Fee	Change	Current Bi-Monthly Base Fee	Proposed Bi-Monthly Base Fee	Change
5/8"	$7.34	$7.89	$0.55	$14.34	$15.41	$1.07
3/4"	$10.04	$11.10	$1.06	$20.17	$21.68	$1.51
1”	$15.86	$17.99	$2.13	$32.68	$35.13	$2.45
1 1/2”	$30.40	$35.19	$4.79	$ 63.94	$68.74	$4.80
2”	$47.85	$55.84	$7.99	$101.46	$109.07	$7.61
3”	$94.38	$110.91	$16.53	$ 201.52	$216.63	$15.11
4”	$146.74	$172.87	$26.13	$314.07	$337.63	$23.56
6”	$292.16	$344.95	$52.79	$ 626.74	$673.74	$47.00
8”	$466.67	$551.46	$84.79	$1,001.93	$1,077.08	$75.15
10”	$1,222.88	$1,446.33	$223.45	$ 2,627.78	$2,824.87	$197.09

*Some commercial and manufacturing customers are billed monthly rather than bimonthly. Beginning in July 2022, these customers will be billed half the bimonthly base fee, plus a small fee to cover the administrative cost of more frequent billing.

Volumetric Charge (per CCF)	Current Fee	Proposed Fee	Change
Single Family Residential	$ 5.60	$ 6.02	$ 0.42
Irrigation	$ 7.74	$ 8.32	$ 0.58
Multi-Family Residential	$ 5.32	$ 5.72	$ 0.40
Commercial			
0-1,000 CCF Monthly 0-2,000 CCF Bi-Monthly	$ 5.32	$ 5.72	$ 0.40
>1,000 CCF Monthly >2,000 CCF Bi-Monthly	$ 3.82	$ 4.51	$ 0.69
Manufacturer			
0-1,000 CCF Monthly 0-2,000 CCF Bi-Monthly	$ 5.32	$ 5.72	$ 0.40
>1,000 CCF Monthly >2,000 CCF Bi-Monthly	$ 3.71	$ 4.51	$ 0.80
Wholesale	$ 2.18	$ 2.89	$0.71

Customer Impact: Customers impacted by these fees include occupants and owners of single- and multi-family residential, commercial, and manufacturing facilities, and wholesale customers connected to the City of Asheville water system.

Service Impact: Along with covering typical year-over-year cost increases, the proposed fees will also include funding for a number of key capital investments to maintain and improve both water treatment plants and the water distribution system. Over $240 million in needs were identified prior to Hurricane Helene. The additional revenue generated by these changes (and the ongoing changes in the three-year phase in plan) will support a mix of pay-go and debt funding for these projects.

Customer Billing Service (Water Resources Fund)

Description: City charge to the Metropolitan Sewerage District for billing MSD customers for sewer usage (Water Service Connection Fees).

Revenue Impact: The proposed increase is expected to result in a modest increase in revenue to the City, helping offset the cost of providing billing services to the Metropolitan Sewerage District.

Background:

- The City provides billing services to the Metropolitan Sewerage District by including sewer charges on customer water bills.
- The proposed fee increase reflects the rising costs associated with billing system operations, customer service, and administrative support required to provide this service.

Fee type	Current fee	Proposed fee	Change
Customer Billing Services	$2.92 per billing	$3.08 per billing	$0.16 per billing

Customer Impact: The fee is charged directly to the Metropolitan Sewerage District.

Service Impact: No negative service impacts are anticipated.

Community & Regional Entertainment Facilities

Office of Special Events (General Fund)

Description: Various groups approach the City in order to obtain approval to hang banners from downtown light poles.

Revenue Impact: Although the annual fee is reduced, overall net revenue is expected to remain consistent due to decreased hardware costs.

Background:

- The cost of banner hardware has decreased over the past several years. Based on these lower costs, the annual hardware maintenance fee can be reduced while still recovering approximately $225 over a typical three-year hardware lifespan. The proposed adjustment aligns the fee more closely with actual costs.

Fee type	Current fee	Proposed fee	Change
Hardware Maintenance	$150	$75	-$75

Customer Impact: Groups who want to obtain approval to hang banners from downtown light poles.

Service Impact: The reduced fee reflects lower hardware costs while maintaining the same level of service.

WNC Nature Center (General Fund)

Description: Admission fees for the Western North Carolina Nature Center.

Revenue Impact: Based on historical trends, the proposed admission adjustments are expected to increase per-capita and overall admissions revenue by approximately 17%, resulting in an estimated annual increase of about $213,355.

Background:

- The Nature Center's master and business plans, originally adopted in 2010 and revisited in 2015 and 2019, recommend adjusting admission rates approximately every five years to remain consistent with industry standards. The last admission increase occurred in 2021, and the proposed 2026 adjustment aligns with that schedule.
- Pricing was developed using comparisons with 11 science centers and zoos within a 200-mile radius, as well as industry data from the Association of Zoos and Aquariums (AZA) and the Association of Science and Technology Centers (ASTC). The proposed rates remain within approximately ±7% of comparable facilities.

Admission Fees	Current fee	Proposed fee	Change
City Resident Adult (Ages 13-64)	$9.95	$11.95	$2
City Resident Senior (Ages 65 plus)	$8.95	$10.95	$2
City Resident Child (Ages 3-12)	$7.95	$9.95	$2
Non-City Resident Adult (Ages 13-64)	$13.95	$16.95	$3
Non-City Resident Senior (Ages 65 plus)	$12.95	$15.95	$3
Non City Resident Child (Ages 3-12)	$9.95	$12.95	$3

Customer Impact: Visitors to WNC Nature Center.

Service Impact: No negative service impacts are anticipated. The proposed adjustments support ongoing animal care, facility maintenance, and visitor experience improvements.