



Questions and Answers about your new water and sewer charges

Effective July 1, 2011

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**Update:
Phase 4**

Starting July 1, 2011, your bill will reflect new rates for water, sewer and stormwater services for the period of July 1, 2011 to June 30, 2012. A residential customer's typical monthly bill during this period will increase to \$62.94, an increase of \$3.49. These new rates are the last of a four-phase change to rates over a three and a half-year period.

The first-phase of the rate changes was applied November 1, 2008 through June 30, 2009. The second-phase of the rate changes was applied July 1, 2009 through June 30, 2010. The third-phase of the rate changes was applied July 1, 2010 through June 30, 2011. The fourth-phase of the rate changes will be applied July 1, 2011 through June 30, 2012.

What's in my bill?

Your monthly bill has three parts. One is the usage charge, which is based upon the amount of water used and wastewater produced, as measured by the water meter.

Another part is the monthly service charge, based on the size of the water meter. The service charge is the cost of basic service, which includes metering, billing and collecting revenues. The last part is the stormwater charge, which is the cost of collection and treatment of all rain water in the City that drains to our waterways or to our sewer collection system.

The July bill of the Phase 4 rate change is higher than future bills under Phase 4. The July bill includes an adjustment for the three-month advance service charge. Your August bill, and those following, will be lower because they will be based on a standard one-month service charge. Our long-standing practice of maintaining a three-month reserve of the monthly service charge remains the same. As in the past, updating the three-month advance service charge takes place with the first billing under new rates; in this case, your July bill.

Most customers, including households and small businesses, have a 5/8-inch size meter.

Sample of Current Typical Monthly Bill for Homeowners

USAGE CHARGE + SERVICE CHARGE + STORMWATER CHARGE = MONTHLY BILL

If a customer uses 700 cubic feet (cf) or 5,236 gallons of water as measured by the meter, the usage charge would equal:

WATER USAGE:

$$700 \text{ cf} \times \$32.85/1000 \text{ cf} = \$23.00$$

WASTEWATER USAGE:

$$700 \text{ cf} \times \$22.14/1000 \text{ cf} = \$15.50$$

TOTAL USAGE CHARGE:

\$38.50

The service charge for a 5/8-inch meter consists of:

Billing and Collecting Costs: \$ 7.67

Metering Costs: \$ 2.73

Industrial Waste Control: \$ 0.38

Water and Sewer Service Charge: \$ 10.78

(See table below for allocation between water and sewer charges.)

MONTHLY STORMWATER CHARGE = \$13.66

Total Monthly Bill:

$$\$38.50 + \$10.78 + \$13.66 = \$62.94$$

(includes Usage, Service AND Stormwater Charges)

Wastewater Surcharges

Biochemical Oxygen Demand = \$0.332 per pound of Biochemical Oxygen Demand in excess of 250 mg/l

Suspended Solids = \$0.326 per pound of suspended solids in excess of 350 mg/l

1 Mcf = 1,000 cubic feet = 7,480 gallons

mg/l = milligrams per liter

Quantity Charges

Monthly Water Charge	Water Service Charge per Mcf	Monthly Water Usage	Wastewater Service Charge per Mcf
First 2 Mcf	\$32.85	All billable water usage	\$22.14
Next 98 Mcf	\$26.62		
Next 1,900 Mcf	\$24.43		
Next 2,000 Mcf	\$18.60		

Monthly Service Charges

Meter Size (Inches)	Meter Code	Monthly Water Charge	Monthly Sewer Charge*	Combined Monthly Charge*
5/8	R	\$ 6.37	\$ 4.41	\$ 10.78
3/4	Z	\$ 7.31	\$ 15.21	\$ 22.52
1	Q	\$ 9.65	\$ 23.55	\$ 33.20
1-1/2	P	\$ 14.81	\$ 43.92	\$ 58.73
2	X	\$ 21.82	\$ 68.92	\$ 90.74
3	O	\$ 37.27	\$ 126.64	\$ 163.91
4	W	\$ 65.10	\$ 213.19	\$ 278.29
6	N	\$ 125.72	\$ 423.20	\$ 548.92
8	V	\$ 195.78	\$ 673.29	\$ 869.07
10	E	\$ 284.23	\$ 969.86	\$ 1,254.09
12	T	\$ 495.30	\$ 1,787.53	\$ 2,282.83

*Does not include Stormwater charges.

Typical Residential Customer Monthly Billings

Period	Percentage Increase of Monthly Bill	Additional Monthly Water & Sewer Charge	Total Monthly Bill
Fourth Phase: 7/1/11 to 6/30/12	5.9	\$3.50	\$62.94

Are discounts still available?

Yes. Qualifying seniors, 65 years of age or older, can receive a 25 percent discount, and the income test to qualify for this discount is now \$30,500.00 annually. The same discount applies to charities, churches, non-profit hospitals, schools and universities.

Are assistance programs still available for customers who can't afford to pay their water and sewer bills?

Income eligible customers in danger of shut-off can apply for the Water Revenue Assistance Program. Qualified applicants can receive a grant up to \$200, and get assistance obtaining other available grants and affordable monthly payment terms.

For more information about the Water Revenue Assistance Program, please call 215-686-6880. You may also visit the Water Revenue Bureau office nearest you.

Water Department Initiatives: Green City, Clean Waters

The Philadelphia Water Department (PWD) has committed approximately \$2 billion over the next 25 years to meet its Clean Water Act obligations to significantly reduce the release of stormwater combined with sewage into rivers and streams. Green City, Clean Waters is the Department's infrastructure management plan that will manage stormwater runoff in a way that significantly reduces the reliance on construction of additional underground infrastructure. To ensure this substantial, public investment results in clean and beautiful waterways while also providing tangible, additional benefits to Philadelphia's citizens, PWD is dedicating a large portion of the Green City, Clean Waters plan to a green stormwater infrastructure approach, the first of its kind in the United States.

PWD's green stormwater infrastructure includes a range of soil-water-plant systems that intercept stormwater, infiltrate a portion of it into the ground, evaporate a portion of it into the air, and in some cases, release a portion of it slowly back into the sewer system. As a result, less stormwater enters the combined sewer system, ultimately reducing combined sewer overflows.

Over the next several years, the Water Department will implement some of the following Green Programs using green stormwater infrastructure:

- Green Streets
- Green Homes
- Green Open Space
- Green Industry, Business, Commerce and Institutions
- Green Alleys, Driveways and Walkways
- Green Parking
- Green Schools
- Green Public Facilities

As green stormwater infrastructure becomes the standard practice, we will systematically reduce the amount of stormwater runoff from the City's built environment every time we re-create or renew the urban landscape and streetscapes.

How do Philadelphia's rates compare with other utilities in our region?

Our rates will still be among the lowest in the region after the rate change.

Other Resources

For information about your water and sewer bill and payment assistance programs, call Monday through Friday, 8:00 a.m. to 5:00 p.m.: 215-686-6880.

To order a copy of "Know Your Rights as a Residential Water and Sewer Customer," call: 215-686-6880.

All residential properties must have an automatic meter reading device. If an automatic meter reading device has not been installed in your property, please call: 215-685-6300.

FOR WATER AND SEWER EMERGENCIES, call 24 hours a day: 215-685-6300

Payment and Customer Service Locations

Payments by Mail
Water Revenue Bureau
P.O. Box 41496
Phila., PA 19101-1496

In-Person Authorized Payment Centers*

Center City Philadelphia
Municipal Services Building
1401 John F. Kennedy Blvd.
Concourse Level

Office Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.

Northeast Philadelphia
Northeast Shopping Mall
9239 Roosevelt Blvd., Rear
Office Hours: Monday through Friday, 8:30 a.m. to 5:00 p.m.

North Philadelphia
Hope Plaza • 22nd and Somerset Sts.
Office Hours: Monday through Friday, 8:30 a.m. to 5:00 p.m.

*The Water Revenue Bureau is not responsible for payments made at any location other than the authorized payment locations listed above.

If you would like more information about other Water Department projects, please call us at 215-685-6300 or visit our website at www.phila.gov/water.

