

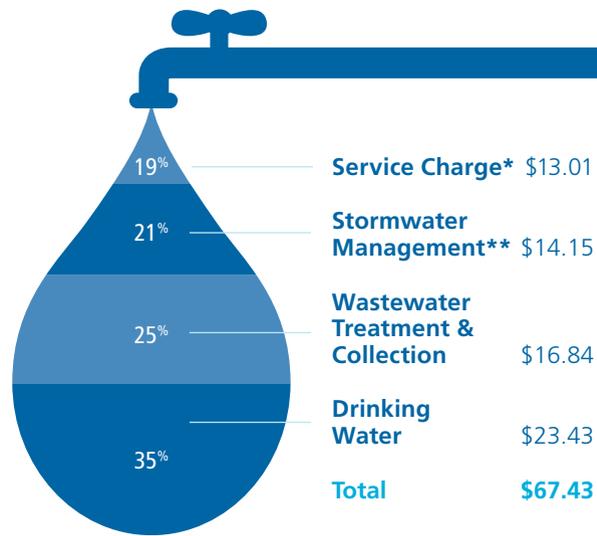
## What does my current water bill pay for?

The average Philadelphia household uses about 600 cubic feet or almost 4500 gallons each month. The monthly bill includes costs for that amount of water usage, the wastewater (what you flush down the drain) treatment that keeps the water supply clean, the stormwater management that keeps the streets clear and the rivers healthy, and the billing and collecting done by the Water Revenue Bureau. The average bill comes to about \$67.

The payment of your monthly water bill allows the Philadelphia Water Department to continue to ensure safe, high quality drinking water while being a responsible steward of the region's waterways – the Delaware and Schuylkill Rivers along with the city's creeks – which are enjoyed by thousands of people every day.

In addition to managing stormwater and treating wastewater, this pays for 150 gallons of high-quality drinking water per day, or:

- 3 showers
- 15 flushes
- 3 gallons drinking water
- 1 dishwasher load
- 10 faucet uses (to shave, wash face, brush teeth)



Based on a current monthly average bill of \$67.43 for 600 cubic feet of water

\* The service charge includes the following: \$7.94 for billing and collections of water and wastewater services; \$2.78 for metering; \$1.89 for illegal connections and groundwater control costs; and \$0.40 for monitoring and preventing excessive pollution of our sewer system and waterways.

\*\*Stormwater Management charge includes \$1.69 for billing and collecting

### COST COMPARISONS

Your 10 gallons of top quality tap water costs about 7 cents. In comparison, 10 gallons of bottled water (which is likely treated tap water) in that \$1.67, 20-ounce bottle from the local convenience store would cost about \$107.

### Information about the stormwater fee for non-residential customers

As a result of the FY13-FY15 Rates Settlement, the Stormwater Fee Credit Program under the Department's parcel based stormwater fee has been revised.

For more information about the program, please go to: [http://www.phila.gov/water/wu/Stormwater\\_Billing.html](http://www.phila.gov/water/wu/Stormwater_Billing.html)

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

Low-income customers in danger of shut-off can apply to the Water Revenue Bureau for the Water Revenue Assistance Program "WRAP." Eligible customers can receive grants up to \$500 to pay water bills and get help in obtaining federal energy assistance.

### PAYMENT AND CUSTOMER SERVICE LOCATIONS:



#### PAYMENTS BY MAIL

Water Revenue Bureau  
P.O. Box 41496  
Philadelphia, PA 19101-1496



#### IN-PERSON AUTHORIZED PAYMENT CENTERS\*

Center City Philadelphia  
Municipal Services Building  
1401 John F. Kennedy Blvd.  
Concourse Level  
Hours: Monday - Friday, 8am - 5pm

EFFECTIVE JULY 1<sup>ST</sup> 2014

*Para recibir una copia de este folleto en español llame al 215-685-6300*

## Q&A about your new Water, Sewer and Stormwater Charges



### IMPORTANT INFORMATION

For more information about your water, sewer and stormwater bill and payment assistance programs, call the Water Revenue Bureau, Monday through Friday, 8am - 5pm at 215-686-6880.

To order a copy of "Know Your Rights as a Residential Water and Sewer Customer," please 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 home, please call: 215-685-6300.

More information about the Department's rates process, as well as other Water Department projects, can be found on our website at [www.phila.gov/water/wu/stormwater](http://www.phila.gov/water/wu/stormwater)

Beginning July 1, 2014, your water, sewer and stormwater bill will reflect new rates for water and wastewater services.

These new rates are the third, and final, of a three phase change to rates spread over a two-and-a-half-year period.

During this phase, a typical residential customer's monthly bill will increase to \$67.43, an increase of \$3.19. A typical residential customer uses 600 cubic feet of water monthly and has a 5/8" meter.

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

**FOR BILLING QUESTIONS AND PAYMENT ASSISTANCE PROGRAMS, call Monday through Friday, 8am to 5pm: 215-686-6880**

\*The Water Revenue Bureau is not responsible for payments made at any locations other than the authorized payment locations. Other authorized locations can be found at [http://www.phila.gov/waterrev/Payment\\_Centers.html](http://www.phila.gov/waterrev/Payment_Centers.html).

# What's in my bill?

## SAMPLE OF CURRENT TYPICAL MONTHLY BILL FOR HOMEOWNERS

Illustrates a typical customer who uses 600 cubic feet (cf) or 4,488 gallons of water as measured by the meter.

Your bill consists of three parts:

**A USAGE CHARGE** for treatment and delivery of drinking water, the collection and treatment of sewage and related environmental services;

**A SERVICE CHARGE** for costs associated with metering, billing and collection operations; and

**A STORMWATER CHARGE** for the costs of collection and treatment of all rain water in the City that drains to our waterways or to our sewer collection system.

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

### USAGE CHARGES

Water Usage:		
600 cf x \$39.05/1000 cf =		\$23.43
Wastewater Usage:		
600 cf x \$28.07/1000 cf =		\$16.84

### SERVICE CHARGE

For a 5/8-inch meter:		\$13.01
<small>(See table to the right for allocation between water and sewer charges.)</small>		

**STORMWATER CHARGE** \$14.15

**TOTAL MONTHLY BILL** **\$67.43**

(Includes Usage, Service & Stormwater Charges)

Are discounts still available?

YES.

Qualifying seniors, 65 years of age or older, can receive a 25 percent discount. The income test to qualify for this discount is now \$32,000 annually. The same discount applies to charities, churches, non-profit hospitals, schools and universities.

## WHY THE CHANGE IN RATES?

New rates are required so that the Department can pay for all costs associated with operating a safe, reliable and economic water and wastewater system. Some of the key costs are associated with:

- Environmental regulatory requirements
- Increased costs of materials, services, supplies, chemicals and energy
- Increase in costs associated with salaries and benefits
- Higher costs associated with funding our capital program to repair/replace infrastructure
- Assistance Programs
- General Inflation and New Programs

Under the Philadelphia City Charter and various bond covenants with investors, the Water Department is not allowed to operate with a deficit. Our rates and revenues must be sufficient to enable us to meet all of our financial requirements. Without these new rates, we would be unable to meet our legal requirements.

## TYPICAL RESIDENTIAL CUSTOMER MONTHLY BILLINGS

PERIOD	% INCREASE OF MONTHLY BILL	ADDITIONAL MONTHLY WATER & SEWER CHARGE	TOTAL MONTHLY BILL
First Phase: 1/1/13 - 6/30/13	5.8	\$3.31	\$60.74
Second Phase: 7/1/13 - 6/30/14	5.8	\$3.50	\$64.24
Third Phase: 7/1/14 - 6/30/15	5.0	\$3.19	\$67.43

### USAGE:

#### Quantity Charges

MONTHLY WATER USAGE	WATER USAGE CHARGE PER MCF	MONTHLY WATER USAGE	WASTEWATER USAGE CHARGE PER MCF
First 2 Mcf	\$39.05	All billable water usage	\$28.07
Next 98 Mcf	\$31.54	<b>1 Mcf</b> = 1,000 cubic feet = 7,480 gallons <b>mg/l</b> = milligrams per liter	
Next 1900 Mcf	\$28.95		
Next 2000 Mcf	\$21.98		

#### Wastewater surcharges

<b>Biochemical Oxygen Demand</b> = \$0.350 per pound of Biochemical Oxygen Demand in excess of 250 mg/l	<b>Suspended Solids</b> = \$0.332 per pound of suspended solids in excess of 350 mg/l
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### SERVICE:

#### Monthly Charges

METER SIZE (INCHES)	METER CODE	MONTHLY WATER CHARGE	MONTHLY SEWER CHARGE*	COMBINED MONTHLY CHARGE*
5/8	R	\$6.46	\$6.55	\$13.01
3/4	Z	\$7.49	\$8.04	\$15.53
1	Q	\$9.98	\$11.39	\$21.37
1-1/2	P	\$15.56	\$19.24	\$34.80
2	X	\$23.05	\$29.31	\$52.36
3	O	\$39.64	\$52.07	\$91.71
4	W	\$69.00	\$89.15	\$158.15
6	N	\$133.60	\$174.77	\$308.37
8	V	\$208.47	\$275.38	\$483.85
10	E	\$302.43	\$398.07	\$700.50
12	T	\$530.00	\$715.77	\$1245.77

\* Does not include Stormwater Charges

### SERVICE:

#### Information for homes with residential fire sprinkler systems

Water service charges for customers with residential fire services are \$1.95 higher for all meter sizes although the sewer service charges are the same as a residential customer with a 5/8 inch meter without a fire service. Please see the chart below if you have a residential fire service.

#### Monthly Service Charges for Customers with Residential Fire Service

METER SIZE (INCHES)	METER CODE	MONTHLY WATER CHARGE	MONTHLY SEWER CHARGE*	COMBINED MONTHLY CHARGE*
3/4	Z	\$9.44	\$6.55	\$15.99
1	Q	\$11.93	\$6.55	\$18.48
1-1/2	P	\$17.51	\$6.55	\$24.06
2	X	\$25.00	\$6.55	\$31.55