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.

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

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

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

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 1ST 2014

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

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

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.

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.

COST COMPARISONS

| Service Charge* | $13.01 |
| Stormwater Management** | $14.15 |
| Wastewater Treatment & Collection | $16.84 |
| Drinking Water | $23.43 |
| Total | $67.43 |

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.

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

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What’s in my bill?

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.

### 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.

#### Usage Charges

<table>
<thead>
<tr>
<th>Meter</th>
<th>Code</th>
<th>Monthly Water Charge</th>
<th>Combined Monthly Charge*</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/8</td>
<td>R</td>
<td>$6.46</td>
<td>$13.01</td>
</tr>
<tr>
<td>3/4</td>
<td>Z</td>
<td>$7.49</td>
<td>$15.53</td>
</tr>
<tr>
<td>1</td>
<td>Q</td>
<td>$9.98</td>
<td>$21.37</td>
</tr>
<tr>
<td>1-1/2</td>
<td>P</td>
<td>$15.56</td>
<td>$34.80</td>
</tr>
<tr>
<td>2</td>
<td>X</td>
<td>$23.05</td>
<td>$52.36</td>
</tr>
<tr>
<td>3</td>
<td>O</td>
<td>$39.64</td>
<td>$91.71</td>
</tr>
<tr>
<td>4</td>
<td>W</td>
<td>$69.00</td>
<td>$158.15</td>
</tr>
<tr>
<td>6</td>
<td>N</td>
<td>$133.60</td>
<td>$308.37</td>
</tr>
<tr>
<td>8</td>
<td>V</td>
<td>$208.47</td>
<td>$483.85</td>
</tr>
<tr>
<td>10</td>
<td>E</td>
<td>$302.43</td>
<td>$700.50</td>
</tr>
<tr>
<td>12</td>
<td>T</td>
<td>$530.00</td>
<td>$1,245.77</td>
</tr>
</tbody>
</table>

* Does not include Stormwater Charges

#### Service Charges

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

#### Stormwater Charge

For a 5/8-inch meter: $13.01

### Total Monthly Bill

(Includes Usage, Service & Stormwater Charges)

$67.43

### 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

<table>
<thead>
<tr>
<th>Period</th>
<th>% Increase of Monthly Bill</th>
<th>Additional Monthly Water &amp; Sewer Charge</th>
<th>Total Monthly Bill</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Phase: 1/1/13 - 6/30/13</td>
<td>5.8</td>
<td>$3.31</td>
<td>$60.74</td>
</tr>
<tr>
<td>Second Phase: 7/1/13 - 6/30/14</td>
<td>5.8</td>
<td>$3.50</td>
<td>$64.24</td>
</tr>
<tr>
<td>Third Phase: 7/1/14 - 6/30/15</td>
<td>5.0</td>
<td>$3.19</td>
<td>$67.43</td>
</tr>
</tbody>
</table>