Your Bill Will Reflect New Rates

We do not make a profit.
But we do need to raise enough money to provide essential water and wastewater services, repair and upgrade our aging system and meet new regulatory challenges.

Beginning July 1, 2016, your water, sewer and stormwater bill will reflect new rates for water, wastewater and stormwater services. The changes are as follows:

How the rate change affects a monthly bill for a typical residential customer[1]

Date	Increase of monthly bill	Additional monthly water & sewer charge	Average monthly bill total
Pre-July 1	n/a	n/a	$67.43
July 1, 2016	5.1%	$3.43	$70.87
July 1, 2017	4.5%	$3.19	$74.05

1. A typical customer uses 600 cubic feet (cf) with a 5/8" meter.

These new rates were set by the independent Water Rate Board. Philadelphia Water has not raised rates since July 1, 2014.

Scroll Down For:
- Why rates are changing
- How your bill is calculated, and what it pays for
- Assistance programs to help with your bill
- Detailed rates for various usages and meter sizes

Why the Change in Rates?

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

- Investing in aging infrastructure, including replacement of 28 miles of water mains per year
- Investing in facilities and plants that make your water safe and protect rivers
- Required state and federal environmental regulations
- Less revenue due to reduced consumption (more bottled water use + more efficient appliances, etc.)
- Customer assistance programs providing discounts and grants for those in need
- Rising costs for chemicals and general goods and services

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.

Above: *New rates will fund critical infrastructure investments, replacing miles of sewers each year, improving the reliability of service, and reducing water main breaks.*

What do I get from Philadelphia Water?

Our new rates come to about $2.36 per day for the average household. In addition to managing stormwater and treating wastewater, that pays for about 150 gallons of high-quality drinking water per day, or:

3 showers (11.6 gallons)

10 flushes (30 gallons)

20 faucet uses (wash hands, brush teeth, etc.) (21.4 gallons)

1 wash (40 gallons)

1 dishwasher load (6 gallons)

16 glasses of water (1 gallon)

Did you know? The average gallon of bottled water costs $1.22. Under the new rates, our typical customer will still only pay about $0.0055 per gallon (about half a penny per gallon of drinking water!) That's 221 times cheaper.

What's in my bill?

Your bill consists of three parts:

Usage Charges for treatment and delivery of drinking water, the collection and treatment of sewage and related environmental services.

Stormwater Charge is a standard amount for residential customers based on the average surface area of impervious cover on residential properties and the average square footage throughout the city.

Service Charge for costs associated with metering, billing, and collection operations.

Here's how we calculate a typical residential bill, using 600 cubic feet and a 5/8" meter.

Usage Charges	
Water Usage	
600 cf x $41.11 / 1,000 cf =	$24.67
Wastewater Usage	
600 cf x $30.55 / 1,000 cf =	$18.33
Stormwater Charge	$14.12
Service Charge for 5/8" meter	$13.75
Totyal Monthly Bill	$70.87

Above: *This is the area of your bill that shows your usage.*

What does my water bill pay for?

Water
The average Philadelphia household uses about 600 cubic feet (nearly 4500 gallons) of top-quality water monthly.

Sewer
We treat what you flush down the drain and toilet to keep the water supply safe.

Stormwater
Includes systems and programs that manage stormwater collection, as required by environmental protection laws.

Service Charge
Includes the costs needed to operate our billing collection and metering functions.

These costs will vary according to the amount of water you use.

The cost of providing these services determines the amounts above.

Detailed rates for various usages and meter sizes

Usage: Quantity Charges

MONTHLY WATER USAGE	WATER USAGE CHARGE PER MCF	MONTHLY WATER USAGE	WASTEWATER USAGE CHARGE PER MCF
First 2 Mcf	$41.11	All Billable Water Usage	$30.55
Next 98 Mcf	$35.91		
Next 1900 Mcf	$27.93		
Next 200 Mcf	$27.14		

Wastewater Surcharges

Biochemical Oxygen Demand = $0.350 per pound of Biochemical Oxygen Demand in excess of 250 mg/l

Suspended Solids= $0.369 per pound of Suspended Solids in excess of 350 mg/l

1 MCF = 1,000 Cubic feet, or 7,480 gallons
mg/l = milligrams per liter

Service: Monthly Charges

METER SIZE (INCHES)	METER CODE	MONTHLY WATER CHARGE	MONTHLY SEWER CHARGE*	COMBINED MONTHLY CHARGE*
5/8	R	$6.58	$7.17	$13.75
3/4	Z	$7.54	$8.76	$16.30
1	Q	$9.90	$12.34	$22.24
1 - 1/2	P	$15.13	$20.68	$35.81
2	X	$22.25	$31.41	$53.66
3	O	$37.91	$55.65	$93.56
4	W	$66.31	$95.42	$161.73
6	N	$127.93	$186.85	$314.78
8	V	$199.07	$294.17	$493.24
10	E	$289.09	$425.36	$714.45
12	T	$502.82	$763.12	$1,265.94

*Does not include stormwater charges.

Service

Information for homes with residential fire sprinkler systems

Water service charges for customers with residential fire services are $2.18 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.

METER SIZE (INCHES)	METER CODE	MONTHLY WATER CHARGE	MONTHLY SEWER CHARGE	COMBINED MONTHLY CHARGE
3/4	Z	$9.71	$7.17	$16.88
1	Q	$12.07	$7.17	$19.24
1 - 1/2	P	$17.30	$7.17	$24.47
2	X	$24.42	$7.17	$31.59

Need help?

Assistance programs are available for customers who can't afford to pay their bills.

Payment Agreements
Pay your balance over a 12-month period.

Water Revenue Assistance Program (WRAP)
Grants of up to $500 on water bills to prevent shutoff for low-income customers and assist customers in obtaining federal energy assistance.

Senior Citizen Discount
A 25% discount is provided for residents who are 65 or older and have a total household income under $31,500 per year.

Utility Emergency Services Fund (UESF)
Grants to prevent shutoff or restore water service for low-income customers. Financial assistance must address unpaid past bills.

More Programs and Info:
www.phila.gov/water/BillHelp

Contact information

Water Emergencies
215.685.6300
24-Hour Hotline for main breaks, taste/odor concerns, open hydrants, and neighborhood flooding. This hotline takes calls, and dispatches crews to investigate and/or fix problems.

Assistance Programs
215.686.6880 or visit **www.phila.gov/water/BillHelp**
We offer many ways to help pay your bill. See the summary on the reverse side of this pamphlet, and visit us online.

Questions About Your Bill
215.686.6880 8 am–5 pm, Monday–Friday

Pay Your Bill Online
Go to www.phila.gov/water and click "Pay Your Bill" in the column to the right of the page. You'll need your 16 digit water/sewer account number, email address, bank account number or a credit/debit card.
Note: the provider charges a service fee

In-Person Authorized Payment Centers
Three authorized customer service locations are available. The Water Revenue Bureau is not responsible for payments made at any other location.

Center City: Municipal Services Building
8 am–5 pm, Monday–Friday

Northeast: Northeast Shopping Mall
8:30 am–5 pm, Monday–Friday

North Philadelphia: Hope Plaza
8:30 am–5 pm, Monday–Friday

Pay Your Bill by Mail
Mail in the return portion of your bill with a check or money order made payable to:

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

PHILADELPHIA WATER