



# New rates process: Every customer can participate.

In 2012, voters approved the creation of the **Philadelphia Water, Sewer and Stormwater Rate Board**, an independent rate-making board that is responsible for setting and regulating water, sewer and stormwater rates. As of January 2014, the Rate Board oversees rate changes requested by Philadelphia Water.

## How the process works now:

**Rate request.** We calculate the costs to provide services in upcoming fiscal years, and if current rates aren't enough to cover those costs, we present the Rate Board with a request to change rates. We also notify City Council of the request, and transparent Public Input Hearings are held to give customers a voice.

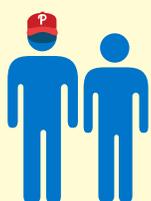
**Fact based.** Philadelphia Water is required to prove that the rate change is needed and reasonable, and must provide the Rate Board with supporting documentation with regard to:

- Establishing revenue requirements necessary to meet operating and capital needs, as well as our bond covenants
- Maintaining Philadelphia Water's financial stability
- Providing a fair allocation of costs among customer groups (residents, commercial property owners, etc.) based on the costs of services

**Clear, timely decisions.** Within 120 days of our request, the Rate Board reaches its decision to approve, modify or reject the proposed rate change, based on financial records, public testimony, and a formal report.

**Who is on the Rate Board?** The Rate Board consists of five members appointed by the Mayor and approved by City Council. For more information on the Rate Board and its members, visit [www.Phila.gov/water/rateboard](http://www.Phila.gov/water/rateboard).

## The Public's Role: Actions You Can Take



### Send a letter to the Rate Board.

You can tell the Rate Board why you support or object to the requested rate increase in your letter. This information can be helpful to the Rate Board in investigating the rate request.

### Attend or present testimony at Public Input Hearings.

You can attend or be a witness at a Rate Board Public Hearing. The Rate Board holds at least four Public Input Hearings as a part of its investigation of the rate request. At these hearings, you may present your views in person to the Rate Board. Your testimony becomes a part of the record of the proceeding. Hearings will be scheduled around the City at venues

and times to be announced by the Rate Board. There is no filing requirement to participate in Public Input Hearings.

### File a notice of participation and present testimony at Technical Hearings.

If you want to participate in Technical Hearings, you must file a notice of participation with the Rate Board at the City of Philadelphia offices located at 1515 Arch Street, Philadelphia, Pa. 19102. You then have the opportunity to participate in Technical Hearings concerning the proposed rate increase. You can also receive all documents filed by other participants in the rate proceeding. For more information on participation, visit [www.Phila.gov/water/rateboard](http://www.Phila.gov/water/rateboard).