



Questions and Answers about your new water, sewer and stormwater charges

Effective July 1, 2010

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**Update:
Phase 3**

Starting July 1, 2010, your bill will reflect new rates for water, sewer and stormwater services for the period of July 1, 2010 to June 30, 2011. A residential customer's typical monthly bill during this period will increase to \$59.44, an increase of \$3.20. These new rates are the third of a four-phase change to rates to be spread 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 will be 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 3 rate change is higher than future bills under Phase 3. 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:

$$700 \text{ cf} \times \$29.85/1000 \text{ cf} = \$20.90$$

WASTEWATER USAGE:

$$700 \text{ cf} \times \$21.30/1000 \text{ cf} = \$14.91$$

TOTAL USAGE CHARGE:

\$35.81

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

Billing and Collecting Costs: \$ 7.19

Metering Costs: \$ 2.61

Industrial Waste Control: \$ 0.35

Water and Sewer Service Charge: \$ 10.15

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

MONTHLY STORMWATER CHARGE = \$13.48

Total Monthly Bill:

$$\$35.81 + \$10.15 + \$13.48 = \$59.44$$

(includes Usage, Service and Stormwater Charges)

Wastewater Surcharges

Biochemical Oxygen Demand = \$0.314 per pound of Biochemical Oxygen Demand in excess of 250 mg/l

Suspended Solids = \$0.315 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	\$29.85	All billable water usage	\$21.30
Next 98 Mcf	\$24.13		
Next 1,900 Mcf	\$22.14		
Next 2,000 Mcf	\$16.86		

Monthly Service Charges

Meter Size (Inches)	Meter Code	Monthly Water Charge	Monthly Sewer Charge*	Combined Monthly Charge*
5/8	R	\$ 5.94	\$ 4.21	\$ 10.15
3/4	Z	\$ 6.84	\$ 14.90	\$ 21.74
1	Q	\$ 9.05	\$ 23.10	\$ 32.15
1-1/2	P	\$ 13.95	\$ 43.15	\$ 57.10
2	X	\$ 20.57	\$ 67.77	\$ 88.34
3	O	\$ 35.21	\$ 124.58	\$ 159.79
4	W	\$ 61.45	\$ 209.66	\$ 271.11
6	N	\$ 118.76	\$ 416.26	\$ 535.02
8	V	\$ 185.05	\$ 662.36	\$ 847.41
10	E	\$ 268.60	\$ 954.05	\$ 1,222.65
12	T	\$ 468.83	\$ 1,759.12	\$ 2,227.95

*Does not include Stormwater charges.

Typical Residential Customer Monthly Billings

Period	Percentage Increase of Monthly Bill	Additional Monthly Water & Sewer Charge	Total Monthly Bill
Third Phase: 7/1/10 to 6/30/11	5.7	\$3.20	\$59.44
Fourth Phase: 7/1/11 to 6/30/12	5.9	\$3.49	\$62.93

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 \$29,700.00 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, 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.

Stormwater: A New Way of Allocating Costs

Beginning on July 1, 2010, the Water Department will change the way we charge for stormwater collection and treatment. This method, which best represents the proportion of rain water generated by a particular property, will be phased in over the next four years. This new method is revenue-neutral and based on the fair cost of service to our system.

In the past, this charge was included as part of the sewer service charge. However, this was not the fairest and most accurate method because it did not take into account the amount of stormwater that customers' properties typically deliver to the sewer system. With the advent of new technology, we are now able to charge customers based on both the size and imperviousness (the inability to absorb rainwater) of their properties.

Residential properties will be charged the uniform monthly amount of \$13.48 that is based on a City-wide average of lot size and impervious characteristics. All non-residential customers will be charged based on the actual size of their property and the impervious area at the following rates:

Gross Area: \$0.526/500 square feet

Impervious Area: \$4.145/500 square feet

Monthly Billing: \$2.53 per account

For more information about the stormwater fee, please visit our website at: www.phila.gov/water. Select 'Stormwater Billing' on the left hand menu.

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.

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.

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," 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 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.

