

Quantity Charges			
Monthly Water Charge	Water Service Charge per Mcf	Monthly Water Usage	Wastewater Services Charge per Mcf
First 2 Mcf	\$19.44	All billable water usage	\$15.78
Next 98 Mcf	\$15.40		
Next 1,900 Mcf	\$13.70		
Next 2,000 Mcf	\$10.25		

What's in my bill?

Your monthly bill has two parts. One is the usage charge, which is based upon the amount of water used and wastewater produced, as measured by the water meter.

The other 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 stormwater collection and treatment as well as metering, billing, and collecting revenues.

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

Wastewater Surcharges

Biochemical Oxygen Demand = \$0.235 per pound of Biochemical Oxygen Demand in excess of 250 mg/l

Suspended Solids = 0.235 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

Sample of Current Typical Monthly Bill for Homeowners	
Usage Charge + Service Charge = Monthly Bill	
If a customer uses 800 cubic feet (cf) or 6,000 gallons of water as measured by the meter, the usage charge would equal:	
Water Usage	800 cf x \$19.44 /1000 cf = \$15.55
Wastewater Usage	800 cf x \$15.78/1000 cf = \$12.63
Total Usage Charge	\$28.18
The service charge for a 5/8-inch meter would equal: (See table below for allocation between water and sewer charges.)	
Stormwater Collection and Treatment	\$8.80
Billing and Collecting Costs	\$8.77
Metering Costs	\$1.09
Industrial Waste Control	\$0.25
Total Service Charge	\$18.91
Total Monthly Bill	\$28.18 + \$18.91 = \$47.09
(includes Usage and Service Charges)	

Monthly Service Charges				
Meter Size (Inches)	Meter Code	Monthly Water Charge	Monthly Sewer Charge	Combined Monthly Charge
5/8	R	\$ 4.02	\$ 14.89	\$ 18.91
3/4	Z	\$ 4.30	\$ 71.00	\$ 75.30
1	Q	\$ 5.20	\$ 115.31	\$ 120.51
1-1/2	P	\$ 6.91	\$ 225.30	\$ 232.21
2	X	\$ 9.62	\$ 358.27	\$ 367.89
3	O	\$ 15.23	\$ 667.44	\$ 682.67
4	W	\$ 27.66	\$1,115.92	\$ 1,143.58
6	N	\$ 51.89	\$2,226.54	\$2,278.43
8	V	\$ 78.87	\$3,556.11	\$3,634.98
10	E	\$115.54	\$5,115.23	\$5,230.77
12	T	\$188.20	\$9,520.67	\$9,708.87

Other Resources

For information about your water and sewer bill and payment assistance programs, call Monday through Friday, 8:00 a.m. to 5:30 p.m.: **215-686-6880**

To order a copy of "Know Your Rights as a Residential Water and Sewer Customer": **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
9129 E. Roosevelt Blvd.
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.

New Rates: Questions & Answers (2/05)



Questions and Answers About Your New Water and Sewer Charges

Effective February 1, 2005

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

Update

Starting February 1, 2005, your water and sewer bill will reflect new rates for water and wastewater services for the period February 1, 2005 to June 30, 2005.

These new rates are the first of a four-phase change in rates to be spread over a three and a half-year period.

For the first phase of the change in rates, from February 1, 2005 to June 30, 2005, a typical residential customer's monthly bill will increase to \$47.09, an increase of \$5.33, or 12.8 percent.

However, the service portion of your February bill will be higher than subsequent bills in order to adjust that billing for the three-month advance service charge.

Final rate changes for the next three years (from July 1, 2005 to June 30, 2008) have not yet been determined.

Why the Change in Rates?

While inflation has been relatively modest, it has still had a significant cumulative effect on the Water Department's budget, particularly in the areas of materials, supplies, and equipment. These new rates are required so the Department can pay for all costs associated with operating a safe, reliable and efficient water and wastewater system. Some of the key costs are associated with:

- Loss of an \$8 million annual state subsidy
- New and higher standards of environmental regulations for water, wastewater and stormwater treatment
- Increase in labor costs
- Higher costs associated with funding our capital program to replace and renew our vast infrastructure in a cost-effective manner.
- Decrease in interest income
- Decrease in customer base

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

What has the Department done to control costs?

Quite a lot, actually –

- Rebuilding water mains and sewers saves money in the long run by preventing water main breaks and leaks which cause loss of water and property damage. During the past

decade, the department has increased the number of miles of water mains it repairs each year, approximately 22 miles, as compared to 14 miles in Fiscal Year 1994. Also, rebuilding sewers prevents sewer collapses and leakage of sewage.

- In September 1997, the Water Department and the Water Revenue Bureau launched its Automatic Meter Reading (AMR) project to eliminate the need for meter readers to gain access into customers' homes to obtain accurate readings. Within two years, 95 percent of our 472,000 residential and small business customers had automatically-read meters installed. The benefits to customers and the department's revenue collection efforts have been multiple: an increase in actual meter readings; accurate bills; reduced customer calls and complaints concerning their bills; significant reductions in meter reading costs. AMR is projected to achieve cumulative financial benefits over the 20-year useful life of the system estimated at \$30 million.

- The department refinanced \$36 million of debt as part of a November 2001 \$286 million bond issue, saving \$1.7 million. This brought the net present value savings of bonds refinanced at lower rates to \$92 million since 1993.

- A Revenue Protection Unit, created in Fiscal Year 2000, has investigated more than 4,500 customer accounts and recovered more than \$13.5 million in revenue to date.

- The department entered into a Swaption Agreement with an investment bank in December 2002 in exchange for a net payment of \$29 million. This transaction allowed the Water Department to take advantage of very favorable interest rates and enter into an interest rate swap agreement with the investment bank in return for a large, up front payment from that bank.

How do Philadelphia's rates compare nationally and locally?

Our rates will still be among the lowest in the region after the rate change. Nationally, we are about in the middle when compared with similar urban utilities.

How are water and sewer rates set?

The mayor, city council president and city controller appoint an independent hearing officer. That individual presides over the hearings and sets the time, place and number of hearings. The public hearing for the current rate change (February 1, 2005 to June 30, 2005) was held on January 10, 2005.

At that hearing, the officer listened to presentations – pro and con – about the need for new rates. The public was invited to attend the formal hearing or offer comments at that time.

When all the testimony was concluded, the hearing officer submitted his report and recommendations to the water commissioner who determines the rates. The hearing officer can also recommend that the department take specific actions. The hearing officer recommended and the water commissioner adopted the first phase of rates for the period February 1, 2005 to June 30, 2005.

The hearing officer will conduct future hearings, which the public will be invited to attend for the proposed rates for the next three fiscal years beginning July 1, 2005 and ending June 30, 2008. The hearing officer has not yet finalized dates for these public hearings. Once the dates, times and places of the hearings have been finalized, the

Water Department will notify the public through advertisements in Philadelphia's major newspapers.

Is the stormwater charge new?

No. It's always been a part of our charges. Studies performed since the water and sewer rate hearings in 1992 have led to a reallocation of stormwater costs from the small meter (5/8") customers to large meter customers. We have assigned those charges more fairly among our customers.

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 \$26,100. 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?

Low-income customers in danger of shut-off can still apply to the Water Revenue Bureau for the Water Revenue Assistance Program. They can receive grants up to \$200 to pay water bills and get help in obtaining federal energy assistance. For more information about the Water Revenue Assistance Program, please call 215-686-6880.