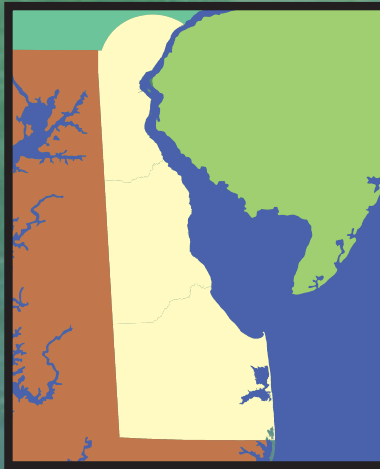


Synthesis of Water Rates in Delaware and Contiguous States

December 2008



prepared by

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Maureen H.S. Nelson, Graduate Research Assistant



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PREFACE

The University of Delaware's Institute for Public Administration (IPA) addresses the policy, planning, and management needs of its partners through the integration of applied research, professional development, and the education of tomorrow's leaders. The Water Resources Agency, a unit of the Institute for Public Administration, provides water resources planning and policy assistance to governments in Delaware, the Delaware Valley, and along the Eastern Seaboard through the University's land grant public service, education, and research roles.

IPA's Water Resources Agency has developed this report to summarize and compare residential water rates for public and investor-owned water purveyors in Delaware, Pennsylvania, New Jersey, and Maryland. The report presents the range of residential water rates throughout Delaware and its contiguous states, variability in the water-rate structure among the purveyors, and percent change in the water rates over the past eight years. This report will serve water purveyors, the public, and federal, state, and local decision-makers.

This report is an update of the original water-rate inventory prepared in September 1996 and later reports—*Economic Synthesis of Water Rates in Delaware and Surrounding River Basins* (August 21, 2000) and *Synthesis of Water Rates in Delaware and Contiguous States* (July 2004).

Jerome R. Lewis, Director
Institute for Public Administration

ACKNOWLEDGEMENTS

The authors would like to thank the public and investor-owned water purveyors in Delaware and the surrounding states of Pennsylvania, New Jersey, and Maryland for providing the water-rate data for this survey. We hope the data compiled in this report can be used to optimize water-supply management in the Delaware Valley.

Public and Investor-owned Survey Participants

Delaware

- Artesian Water Company
- Bridgeville Water Department
- Camden-Wyoming Sewer and Water Dept.
- Clayton Water Department
- Delaware City
- Town of Delmar
- City of Dover
- Town of Felton
- Town of Frederica
- Town of Georgetown
- Town of Greenwood
- Town of Harrington
- Town of Laurel
- Lewes Board of Public Works
- Town of Magnolia
- Town of Middletown
- City of Milford
- Town of Millsboro
- Town of Milton
- City of Newark
- New Castle Municipal Services Commission
- City of Rehoboth Beach
- City of Seaford
- Town of Selbyville
- Town of Smyrna
- Sussex County Department of Public Works
- Tidewater Utilities, Inc.
- United Water Delaware
- City of Wilmington

Pennsylvania

- Borough of Ambler
- Bucks County Water and Sewer Authority
- Chester Water Authority
- Coatesville Authority (now Pennsylvania American Water Company)
- Downingtown Municipal Water Authority
- Newtown Artesian Water Company
- North Wales Water Authority
- Pennsylvania American Water Company
- AQUA Pennsylvania
- Philadelphia Water Department

New Jersey

- Borough of Berlin
- Evesham Municipal Utilities Authority
- Medford Township Utilities
- New Jersey American Water Company
- City of Salem
- United Water Camden
- Washington Township Municipal Utilities Authority
- City of Trenton

Maryland

- Baltimore City Department of Public Works
- Cecil County Department of Public Works
- City of Elkton
- Perryville Department of Water

This report was edited by Mark Deshon; its cover was designed by Nicole Minni.

Photo credit for report cover: waterresource.boxharryservices.com/H2knOwHome

SYNTHESIS OF WATER RATES IN DELAWARE AND CONTIGUOUS STATES

December 2008

Introduction

The University of Delaware Institute for Public Administration's Water Resources Agency (WRA) conducted an inventory of water rates for public and investor-owned water utilities within Delaware and its bordering states—Pennsylvania, New Jersey, and Maryland. This report summarizes and compares the residential water rates for these four states and is intended to serve water purveyors, the public, and federal, state, and local decision-makers. This report is an update of the original water-rate inventory prepared in September 1996 and later reports—*Economic Synthesis of Water Rates in Delaware and Surrounding River Basins* (August 21, 2000) and *Synthesis of Water Rates in Delaware and Contiguous States* (July 2004).

It is important to note that the costs and rates charged for water services differ in many respects between public and investor-owned purveyors. For example, public purveyors have sources of capital and revenue that are born by the taxpayer but are not reflected in the water rates. For such public purveyors, finances can be intermingled with those of other municipal departments, thus revenues and costs are shared with other functions. Unlike public, investor-owned purveyors can charge rates to cover operating costs and reap a profit, and they also bear expenses, primarily taxes, that public purveyors don't. It is important to consider this and additional information related to water service and rates charged, which often vary by state, when comparing public and investor-owned data. Additional information on this topic can be found in the U.S. Environmental Protection Agency's "Four Pillars Approach—Rates That Reflect the Full Cost of Services" (www.epa.gov/waterinfrastructure).

Data Collection

WRA collected water-rate data from 51 water purveyors among the four states. The data were obtained by contacting more than 60 utilities by e-mail, telephone and fax, as well as collecting information from water-utility websites. The raw data that have been synthesized for the purposes of this report are provided in Appendix A.

Methods

The following assumptions were used to compute the residential water rates:

- Quarterly residential water use is equal to 15,000 gallons per customer.
- The average residential water meter is 5/8 inch.

The quarterly residential water rates were computed based on the following inputs:

1. Service Charge
2. Fire-Protection Fee
3. Quarterly Consumption Rates
4. Quarterly Use Fees

The following formula was used to calculate the average residential water charge per quarter:

$$AQC = (SC) + (FP) + X(QCR) + (QU)$$

Where:

AQC = Average Quarterly Charge (\$/quarter)

SC = Service Charge (\$/quarter)

- FP = Fire-Protection Fee (\$/quarter)
- X = Quarterly Residential Water Use (thousands of gallons/quarter)
- QCR = Quarterly Consumption Rate (\$/1,000 gallons)
- QU = Quarterly Use Fee (\$/quarter)

Based on the assumption that the average residential unit uses an average of 15,000 gallons per quarter, once the value of AQC (\$/quarter) is calculated, it is then divided by 15, yielding the rate per 1,000 gallons. Two additional conversions are important to note in this analysis: 1) if the water purveyor charges monthly fees rather than quarterly fees, the water rates must be converted to quarterly rates by multiplying the monthly rate by 3, and 2) if the water purveyor charges fees based on cubic feet rather than gallons, the rates must be converted to gallons.

A sample calculation of the residential water rates for the hypothetical Town of White Clay is provided below:

Given:

- AQC = Average Quarterly Charge = \$X/quarter
- SC = Service Charge = \$20.00/quarter
- FP = Fire Protection Fee = \$5.00/quarter
- X = 15,000 gallons used quarterly
- QCR = Quarterly Consumption Rate = \$2.00/1,000 gallons
- QU = Quarterly Use Fee = \$0.00/quarter

Therefore:

$$\text{AQC} = \$20.00 + \$5.00 + 15,000 \text{ gallons} \times (\$2.00/1,000 \text{ gallons}) + \$0.00$$

$$\text{AQC} = \text{Average Quarterly Charge} = \$55.00/\text{quarter}$$

And:

$$\text{Average Quarterly Rate} = \$55.00/15 = \$3.67/1,000 \text{ gallons}$$

Summary of Data

This water-rate survey includes 51 public and investor-owned utilities in Delaware, Pennsylvania, New Jersey, and Maryland. The data set includes a total of 42 public and nine investor-owned water purveyors. The breakdown by utility type and state is provided below.

	Public Sector	Investor-Owned
Delaware	26	3
Pa., N.J., and Md.	16	6
Total	42	9

The mean public-sector residential water rate for the 51 public and investor-owned water purveyors in the four states is approximately 26 percent lower than the mean water rate for the investor-owned water purveyors. Among the total water rates tabulated (51), the mean water rate is \$4.78 per 1,000 gallons, and the rates range from a minimum of \$1.51 to a maximum of \$10.27. The mean water rate for the 42 public

water purveyors equals \$4.44 per 1,000 gallons, and the rates range from a minimum of \$1.51 to a maximum of \$9.21. The mean water rate for the nine investor-owned purveyors is \$6.46 per 1,000 gallons, and the rates range from a minimum of \$2.25 to a maximum of \$10.27. These data are provided in more detail in Table 1 on page 5.

The maximum water rate for public and investor-owned water purveyors in the four states was \$5.88 in 2000, \$7.38 in 2004, and \$10.27 in 2008—a 75 percent increase from 2000 to 2008. The minimum water rate for public and investor-owned water purveyors in the four states was \$1.33, \$1.49, and \$1.51 in 2000, 2004 and 2008, respectively—a 14 percent increase from 2000 to 2008. In 2008 Philadelphia Suburban Water Company (Main Division) charged the maximum water rate—\$10.27 per 1,000 gallons. Baltimore City Department of Public Works charged the lowest water rate in 2008—\$1.51 per 1,000 gallons. These data are shown in Figure 1 on page 14.

In Delaware, the mean public water rates are approximately 43 percent lower than the investor-owned water rates. Among the 26 public water purveyors in Delaware, the mean water rate is \$4.27 per 1,000 gallons, compared to the three investor-owned utilities' mean water rate of \$7.49 per 1,000 gallons. The water rates for the public and investor-owned purveyors in Delaware are shown in Tables 2, 3, and 4 (pp. 6–8).

Based on the data collected from the 22 public and investor-owned purveyors located in Pennsylvania, New Jersey, and Maryland, the public purveyors' water rates are 21 percent lower than the investor-owned water rates. The 16 public water purveyors sampled in the three states have a mean water rate of \$4.82 per 1,000 gallons, compared to the mean water rate for the six investor-owned purveyors of \$6.12 per 1,000 gallons. The water rates for the public and investor-owned purveyors in Pennsylvania, New Jersey, and Maryland are shown in more detail in Tables 5, 6, and 7, respectively (pp. 9–11).

Percent Change in Water Rates

The percent change in water rates is an important factor to consider when reviewing the water rate data from 2000–2008. Unlike past reports, the authors calculated the percent change in the water rates from 2000–2004, 2004–2008, and 2000–2008. In gathering the data for this calculation the authors found:

- Water-rate data for all water purveyors in 2000, 2004, and 2008 were not available to complete the calculation for all water purveyors.
- Several public and investor-owned water purveyors have restructured the water rates (e.g., introducing seasonal rates), resulting in significant increases or decreases.

All available data for the percent change in water rates for the public and investor-owned water purveyors in all four states are available in Table 8 (pp. 12–13) and Figure 3 (p. 16). The information shows the percent change from 2000–2004, 2004–2008, and 2000–2008. The Delaware data are provided separately in Figure 4 (p. 17), while Figure 5 (p. 18) shows the changes in the water-rate data for Pennsylvania, New Jersey, and Maryland. The terms *Outside City*, *Inside City*, *Outside Town*, and *Inside Town* are used to specify where water rates may differ within and outside municipal boundaries (see rate data in the Appendix, pp. 19–28).

Percent Change from 2000 to 2008

Based on the 2000 and 2008 data available from the public and investor-owned purveyors from all four states, the water rates in the Elkton, Md. (Outside Town) area showed the largest increase (165%), no rates decreased, and Camden (N.J.) and Pennsylvania North Wales Water Authority (November-March) rates did not increase between 2000 and 2008. In Delaware, the water rates in Georgetown (Outside Town) had the largest increase (154%), no rates decreased, and United Water

Delaware had the smallest increase (11%) among the Delaware water purveyors. Based on the water rates for Delaware's three contiguous states—Pennsylvania, New Jersey, and Maryland—the rates in Elkton, Md. (Outside City) area showed the largest increase (165%), no rates decreased, and Camden (N.J.) and Pennsylvania North Wales Water Authority (November-March) rates did not increase.

Percent Change from 2000 to 2004

For the rates provided in 2000 and 2004, the largest rate increase (116%) among the public and investor-owned water purveyors in all four states was in the Elkton, Md., (Outside Town) area, and the largest decrease (-6%) in rates was in Milford, Del. (Inside Town). In Delaware, the Newark (Outside City) area had the largest increase (86%) in rates, while the largest decrease (-6%) in rates was in Milford (Inside Town). In comparing the other three states, the rates in the Elkton, Md., (Outside Town) area had the largest increase (116%), no rates decreased, and there were no rate increases in Camden and Trenton, N.J.

Percent Change from 2004 to 2008

For the rates provided in 2004 and 2008 among the public and investor-owned water purveyors in the four states, Harrington, Del., had the largest rate increase (149%), and Salem, N.J., had the largest rate decrease (-49%). In Delaware, the Felton (Outside Town) area had the largest rate decrease (-33%) and Harrington the largest increase (149%). Among Pennsylvania, New Jersey, and Maryland, the Perryville (Md.) Department of Water had the largest rate increase (122%) and Salem, N.J., the largest rate decrease (-49%).

Table 1. Residential Water Rate Summary (2000, 2004, and 2008)

	2000			2004			2008		
Purveyor Category	Pop. (n)	Mean (\$/1,000 gal.)	Range (\$/1,000 gal.)	Pop. (n)	Mean (\$/1,000 gal.)	Range (\$/1,000 gal.)	Pop. (n)	Mean (\$/1,000 gal.)	Range (\$/1,000 gal.)
Delaware									
Public	18	2.43	1.33–3.67	26	3.11	1.49–6.16	26	4.27	2.00–7.67
Investor-owned	3	4.81	4.64–4.90	3	5.61	4.70–6.17	3	7.49	5.44–8.60
Pennsylvania, New Jersey, and Maryland									
Public	11	3.84	1.62–5.88	21	3.58	1.75–6.50	15	4.82	1.51–9.21
Investor-owned	3	4.89	4.10–5.36	4	6.72	5.96–7.38	6	6.12	2.25–10.27
Total									
Public	29	2.97	1.33–5.88	47	3.32	1.49–6.50	41	4.44	1.51–9.21
Investor-Owned	6	4.85	4.10–5.36	7	6.24	4.70–7.38	9	6.46	2.25–10.27
All	35	3.29	1.33–5.88	54	3.70	1.49–7.38	50	4.78	1.51–10.27

Table 2. Residential Water Rates in New Castle County, Delaware (2000, 2004, and 2008)

New Castle County			
Purveyor	Average Quarterly Rate* (\$/1,000 gal.)	Average Quarterly Rate* (\$/1,000 gal.)	Average Quarterly Rate* (\$/1,000 gal.)
	2000	2004	2008
Artesian Water Company	4.90	6.17	8.43
Delaware City	3.14	4.24	5.85
Middletown	–	3.08	2.56
Newark			
<i>Inside City</i>	–	3.34	3.34
(Dec-Aug)	1.82	–	–
(Sep-Nov)	2.11	–	–
<i>Outside City</i>	–	4.65	4.65
(Dec-Aug)	2.43	–	–
(Sep-Nov)	2.82	–	–
New Castle MSC	3.40	4.28	–
(Oct-Jun)	–	–	5.20
(Jul-Sep)	–	–	5.38
Tidewater Utilities	4.89	5.95	8.60
United Water Delaware	4.90	4.70	5.44
Wilmington			
<i>Inside City</i>	1.70	1.77	2.95
<i>Outside City</i>	2.86	3.34	4.97

*Quarterly residential water use of 15,000 gallons per customer

Table 3. Residential Water Rates in Kent County, Delaware (2000, 2004, and 2008)

Kent County			
Purveyor	Average Quarterly Rate* (\$/1000 gal.)	Average Quarterly Rate* (\$/1000 gal.)	Average Quarterly Rate* (\$/1000 gal.)
	2000	2004	2008
Camden-Wyoming	–	6.16	7.14
Clayton Water Department	–	2.17	3.83
Dover			
<i>Inside City</i>	1.90	2.35	2.53
<i>Outside City</i>	2.85	3.53	3.76
Felton			2.53
<i>Inside Town</i>	–	2.53	–
<i>Outside Town</i>	–	3.80	–
Frederica	–	3.33	4.33
Greenwood	–	4.00	6.40
Harrington	–	2.24	5.58
Magnolia			
<i>Inside Town</i>	–	3.33	3.67
<i>Outside Town</i>	–	4.00	4.33
Smyrna	–	2.87	–
<i>Inside Town</i>	–	–	2.87
<i>Outside Town</i>	–	–	5.33

*Quarterly residential water use of 15,000 gallons per customer

Table 4. Residential Water Rates in Sussex County, Delaware (2000, 2004, and 2008)

Sussex County			
Purveyor	Average Quarterly Rate* (\$/1000 gal.)	Average Quarterly Rate* (\$/1000 gal.)	Average Quarterly Rate* (\$/1000 gal.)
	2000	2004	2008
Bridgeville	–	3.58	3.00
Delmar	–	2.50	2.50
Georgetown	2.75	–	–
<i>Inside Town</i>	–	2.82	5.43
<i>Outside Town</i>	–	4.23	6.98
Laurel	–	3.95	3.74
Lewes Board of Public Works	1.72	2.71	–
<i>Inside City</i>	–	–	2.46
<i>Outside City</i>	–	–	3.20
Milford	2.33	–	–
<i>Inside Town</i>	–	2.20	3.67
<i>Outside Town</i>	–	3.50	5.50
Millsboro	–	1.70	3.00
Milton	–	3.63	–
<i>Inside Town</i>	–	–	5.33
<i>Outside Town</i>	–	–	7.67
Rehoboth Beach			
<i>Inside Town</i>			
(Oct-Mar)	1.33	1.49	2.00
(Apr-Sep)	1.83	2.15	2.87
<i>Outside Town</i>			
(Oct-Mar)	2.67	2.98	4.00
(Apr-Sep)	3.67	4.30	5.74
Seaford	–	3.26	3.74
Selbyville	–	3.60	4.27
Sussex County DPW	2.45	3.80	2.95

*Quarterly residential water use of 15,000 gallons per customer

Table 5. Residential Water Rates in Pennsylvania (2000, 2004, and 2008)

Pennsylvania			
Purveyor	Average Quarterly Rate* (\$/1,000 gal.)	Average Quarterly Rate* (\$/1,000 gal.)	Average Quarterly Rate* (\$/1,000 gal.)
	2000	2004	2008
Ambler	–	3.84	5.79
Bucks County WSA	–	3.45	–
<i>New Hope, Solebury & Lower Southampton</i>	–	–	4.82
<i>Middletown Township</i>	–	–	3.93
<i>Langhorne, Langhorne Manor & Pennel</i>	–	–	4.02
Chester Water Auth.			
<i>East</i>	4.20	5.40	6.14
<i>West</i>	5.33	6.28	7.06
Coatesville Authority (now PAWCo)	5.88	6.50	9.21
Downingtown MWA	5.75	6.50	7.65
Lehigh Valley Authority	–	2.70	–
Middletown Twp. Water Department	–	2.68	–
Newtown Artesian Water Co.	–	5.58	8.46
North Wales Water Authority	4.40	4.40	–
<i>(Nov-Mar)</i>	–	–	4.40
<i>(Apr-Oct)</i>	–	–	6.00
PA American Water Company	–	7.38	9.21
Philadelphia Suburban Water Company, Main (now Aqua Pennsylvania)	5.36	7.02	10.27
Philadelphia Water Department	2.17	2.91	3.93
Phoenixville Water Department	–	4.10	–

*Quarterly residential water use of 15,000 gallons per customer

Table 6. Residential Water Rates in New Jersey (2000, 2004, and 2008)

New Jersey			
Purveyor	Average Quarterly Rate* (\$/1,000 gal.)	Average Quarterly Rate* (\$/1,000 gal.)	Average Quarterly Rate* (\$/1,000 gal.)
	2000	2004	2008
Berlin	–	3.00	4.33
Brick Township MUA	–	4.18	–
Camden	3.70	3.70	3.70
Evesham MUA		2.78	
<i>(Connected to Authority's AMR system)</i>	–	–	2.25
<i>(Not connected to Authority's AMR system)</i>	–	–	2.65
Medford Township Utilities	–	2.30	2.49
Merchantville-Pennsauken Water Commission	–	1.86	–
NJ American Water Company	5.22	5.96	–
<i>Non-exempt</i>	–	–	6.83
<i>Exempt</i>	–	–	5.92
Salem	2.89	5.71	2.93
Trenton	3.27	3.27	7.09
Washington Township MUA	–	2.17	1.73

*Quarterly residential water use of 15,000 gallons per customer

Table 7. Residential Water Rates in Maryland (2000, 2004, and 2008)

Maryland			
Purveyor	Average Quarterly Rate* (\$/1,000 gal.)	Average Quarterly Rate* (\$/1,000 gal.)	Average Quarterly Rate* (\$/1,000 gal.)
	2000	2004	2008
Baltimore City Department of Public Works	–	–	1.51
Cecil County Department of Public Works	–	–	7.00
Elkton	1.62	–	–
<i>Inside Town</i>	–	1.75	2.15
<i>Outside Town</i>	–	3.50	4.30
Perryville Water Department	3.00	3.00	6.67

* Quarterly residential water use of 15,000 gallons per customer

Table 8. Percent Change in Water Rates in Delaware, Pennsylvania, New Jersey, and Maryland

Water Utility	Water Rates			Change		
	2000	2004	2008	2000 - 2004	2004 - 2008	2000 - 2008
Artesian Water Company	\$4.90	\$6.17	\$8.43	25.97%	36.57%	72.04%
Bridgeville	-	\$3.58	\$3.00	-	-16.20%	-
Camden-Wyoming	-	\$6.16	\$7.14	-	15.91%	-
Clayton	-	\$2.17	\$3.83	-	76.50%	-
Delaware City	\$3.14	\$4.24	\$5.85	35.03%	37.97%	86.31%
Delmar	-	\$2.50	\$2.50	-	0.00%	-
Dover (Inside City)	\$1.90	\$2.35	\$2.53	23.68%	7.66%	33.16%
Dover (Outside City)	\$2.85	\$3.53	\$3.76	23.86%	6.52%	31.93%
Dover Air Force Base	-	\$0.00	\$0.00	-	-	-
Felton (Inside Town)	-	\$2.53	\$2.53	-	0.00%	-
Felton (Outside Town)	-	\$3.80	\$2.53	-	-33.42%	-
Georgetown (inside town)	\$2.75	\$2.82	\$5.43	2.55%	92.55%	97.45%
Georgetown (Outside Town)	\$2.75	\$4.23	\$6.98	53.82%	65.01%	153.82%
Greenwood	-	\$4.00	\$6.40	-	60.00%	-
Harrington	-	\$2.24	\$5.58	-	149.11%	-
Laurel	-	\$3.95	\$3.74	-	-5.32%	-
Lewes Board of Public Works (Inside City)	\$1.72	\$2.71	\$3.20	57.56%	18.08%	86.05%
Lewes Board of Public Works (Outside City)	\$1.72	\$2.71	\$2.46	57.56%	-9.23%	43.02%
Magnolia (Inside Town)	-	\$3.33	\$3.67	-	10.10%	-
Magnolia (Outside Town)	-	\$4.00	\$4.33	-	8.25%	-
Middletown	-	\$3.08	\$2.56	-	-16.88%	-
Milford (Inside Town)	\$2.33	\$2.20	\$3.67	-5.58%	66.82%	57.51%
Milford (Outside Town)	\$2.33	\$3.50	\$5.50	50.21%	57.14%	136.05%
Millsboro	-	\$1.70	\$3.00	-	76.47%	-
Milton (Inside Town)	-	\$3.63	\$5.33	-	46.83%	-
Milton (Outside Town)	-	\$3.63	\$7.67	-	111.29%	-
Newark (Inside City 12/1-8/31)	\$1.82	\$3.34	\$3.34	83.52%	0.00%	83.52%
Newark (Inside City 9/1-11/30)	\$2.11	\$3.34	\$3.34	58.29%	0.00%	58.29%
Newark (Outside City 12/1-8/31)	\$2.43	\$4.65	\$4.65	91.36%	0.00%	91.36%
Newark (Outside City 9/1-11/30)	\$2.82	\$4.65	\$4.65	64.89%	0.00%	64.89%
New Castle Municipal Services Commission	\$3.40	\$4.28	\$5.20	25.78%	21.59%	52.94%
New Castle Municipal Services Commission (July - Sept.)	\$3.40	\$4.28	\$5.38	25.88%	25.70%	58.24%
Rehoboth Beach (Inside Town summer)	\$1.83	\$2.15	\$2.87	17.49%	33.49%	56.83%
Rehoboth Beach (Inside Town winter)	\$1.33	\$1.49	\$2.00	12.03%	34.23%	50.38%
Rehoboth Beach (Outside Town summer)	\$3.67	\$4.30	\$5.74	17.17%	33.49%	56.40%
Rehoboth Beach (Outside Town winter)	\$2.67	\$2.98	\$4.00	11.61%	34.23%	49.81%
Seaford	-	\$3.26	\$3.74	-	14.72%	-
Selbyville (Inside Town)	-	\$3.60	\$4.27	-	18.61%	-
Selbyville (Outside Town)	-	\$3.60	\$4.27	-	18.61%	-
Smyrna (Inside Town)	-	\$2.87	\$2.87	-	0.00%	-
Smyrna (Outside Town)	-	\$2.87	\$5.33	-	85.71%	-
Sussex County DPW	\$2.45	\$3.80	\$2.95	55.10%	-22.37%	20.41%

Table 8. Percent Change in Water Rates in Delaware, Pennsylvania, New Jersey, and Maryland (*continued*)

Water Utility	Water Rates			Change		
	2000	2004	2008	2000 - 2004	2004 - 2008	2000 - 2008
Tidewater Utilities	\$4.89	\$5.95	\$8.60	21.64%	44.59%	75.87%
Town of Frederica	-	\$3.33	\$4.33	-	29.90%	-
United Water Delaware	\$4.90	\$4.70	\$5.44	-4.00%	15.65%	11.02%
Wilmington (inside city)	\$1.70	\$1.77	\$2.95	4.24%	66.48%	73.53%
Wilmington (outside city)	\$2.86	\$3.34	\$4.97	16.62%	49.01%	73.78%
Borough of Ambler	-	\$3.84	\$5.79	-	50.73%	-
BCWSA (Longhorne, Longhorne Manor & Penndel)	-	\$3.45	\$4.02	-	16.52%	-
BCWSA (Middletown Twp.)	-	\$3.45	\$3.93	-	13.91%	-
BCWSA (New Hope, Solebury & L.Southampton)	-	\$3.45	\$4.82	-	39.71%	-
Chester Water Authority (Village Green East)	\$4.20	\$5.40	\$6.14	28.57%	13.70%	46.19%
Chester Water Authority (Village Green West)	\$5.33	\$6.28	\$7.06	17.82%	12.42%	32.46%
Coatesville Authority (Coatesville/Octoraro)	\$5.88	\$6.50	\$9.21	10.54%	41.69%	56.63%
Downingtown Municipal Water Authority	\$5.75	\$6.50	\$7.65	13.04%	17.69%	33.04%
Newtown Artesian Water Company	-	\$5.58	\$8.46	-	51.52%	-
North Wales Water Authority (Apr. – Oct.)	\$4.40	\$4.40	\$6.00	0.00%	36.36%	36.36%
North Wales Water Authority (Nov. – Mar.)	\$4.40	\$4.40	\$4.40	0.00%	0.00%	0.00%
Pennsylvania American Water Co.	-	\$7.38	\$9.21	-	24.80%	-
Philadelphia Water Department	\$2.17	\$2.91	\$3.93	34.01%	35.14%	81.11%
Philadelphia Suburban Water Company (Main Division)	\$5.36	\$7.02	\$10.27	30.97%	46.30%	91.60%
Borough of Berlin	-	\$3.00	\$4.33	-	44.11%	-
Camden	\$3.70	\$3.70	\$3.70	0.00%	0.00%	0.00%
Evesham Municipal Utilities Authority (connected to AMR)	-	\$2.78	\$2.25	-	-19.06%	-
Evesham Municipal Utilities Authority (not connected)	-	\$2.78	\$2.65	-	-4.68%	-
Medford Township	-	\$2.30	\$2.49	-	8.26%	-
N.J. American Water Company (exempt)	\$5.22	\$5.96	\$5.92	14.18%	-0.67%	13.41%
N.J. American Water Company (non-exempt)	\$5.22	\$5.96	\$6.83	14.18%	14.60%	30.84%
Salem	\$2.89	\$5.71	\$2.93	97.58%	-48.69%	1.38%
Trenton	\$3.27	\$3.27	\$7.09	0.00%	116.82%	116.82%
Washington Township Municipal Utilities Authority	-	\$2.17	\$1.73	-	-20.28%	-
Baltimore City Department of Public Works	-	-	\$1.51	-	-	-
Cecil County DPW	-	-	\$7.00	-	-	-
Elkton (Inside Town)	\$1.62	\$1.75	\$2.15	8.02%	22.86%	32.72%
Elkton (Outside Town)	\$1.62	\$3.50	\$4.30	116.05%	22.86%	165.43%
Perryville Department of Water	\$3.00	\$3.00	\$6.67	0.00%	122.33%	122.33%

Figure 1. Minimum and Maximum Water Rates for All Water Purveyors

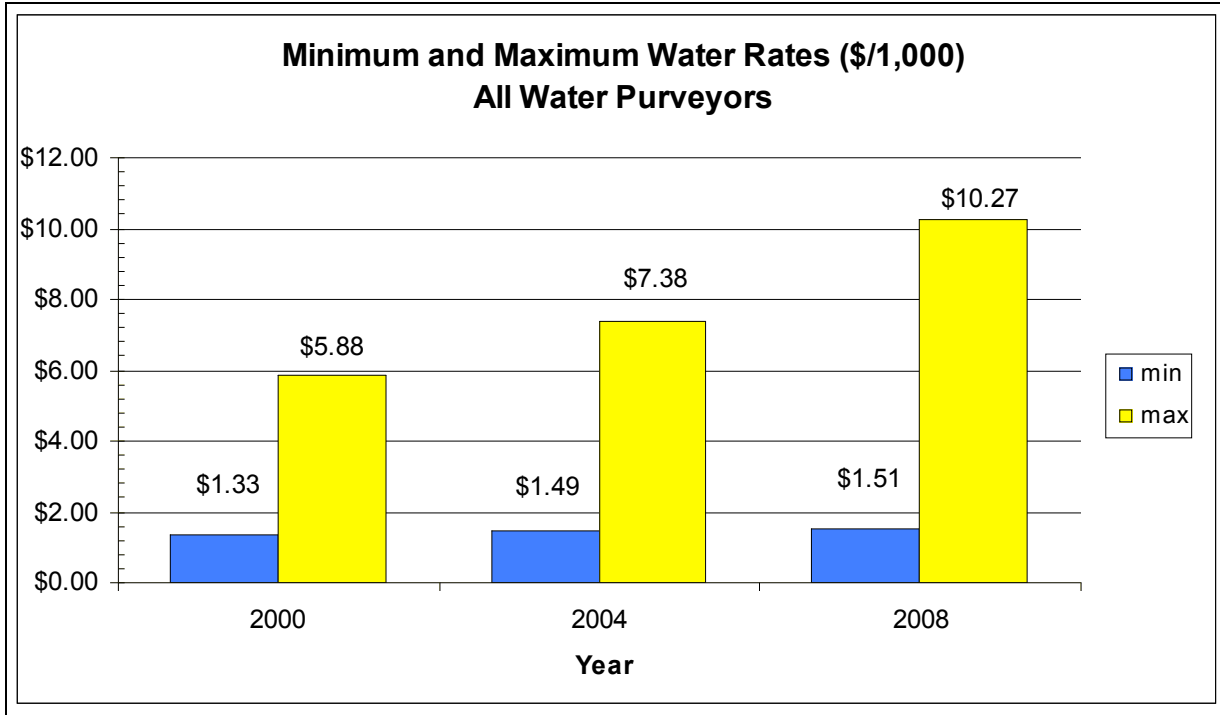


Figure 2. Average Quarterly Residential Water Rates 2008

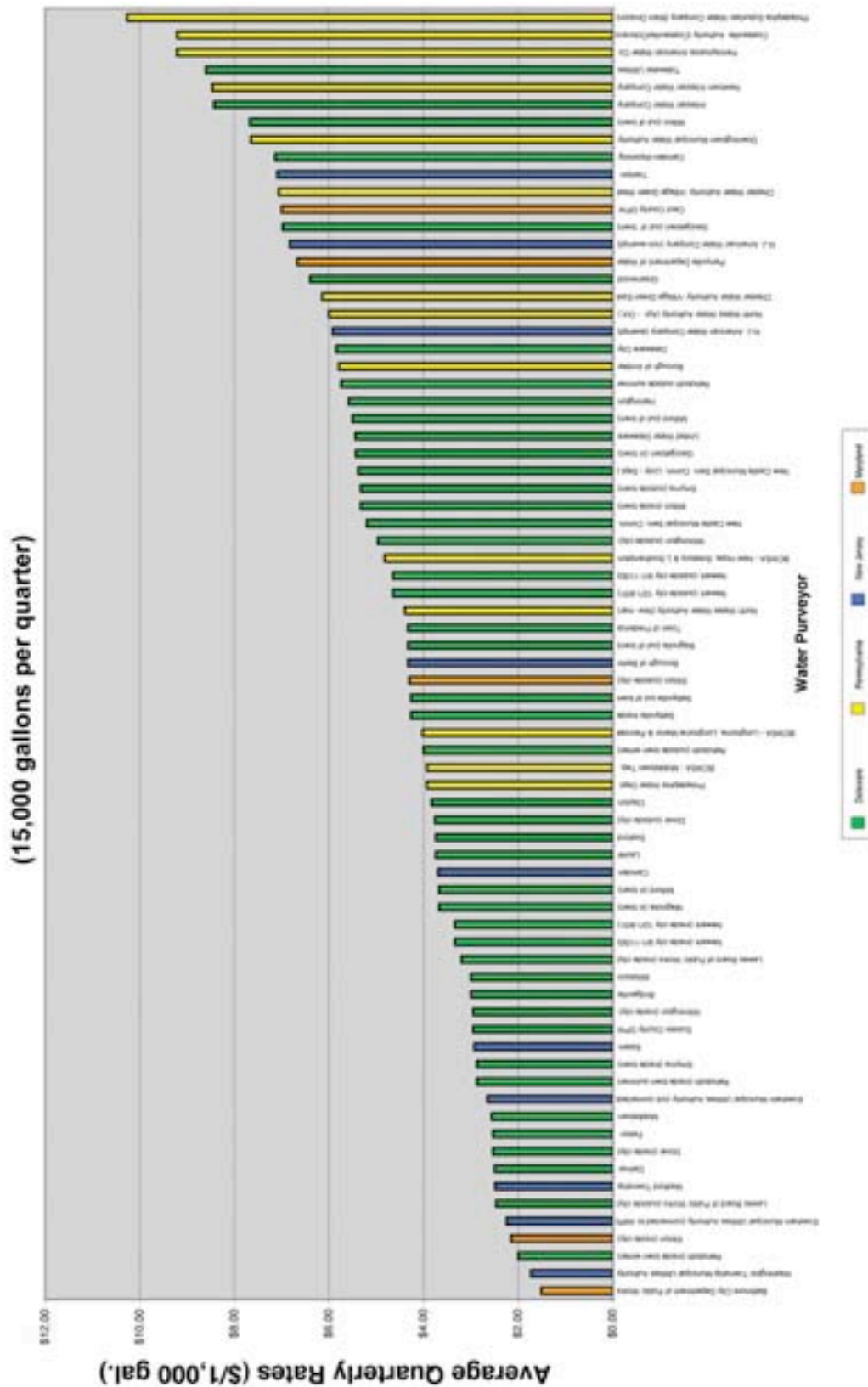
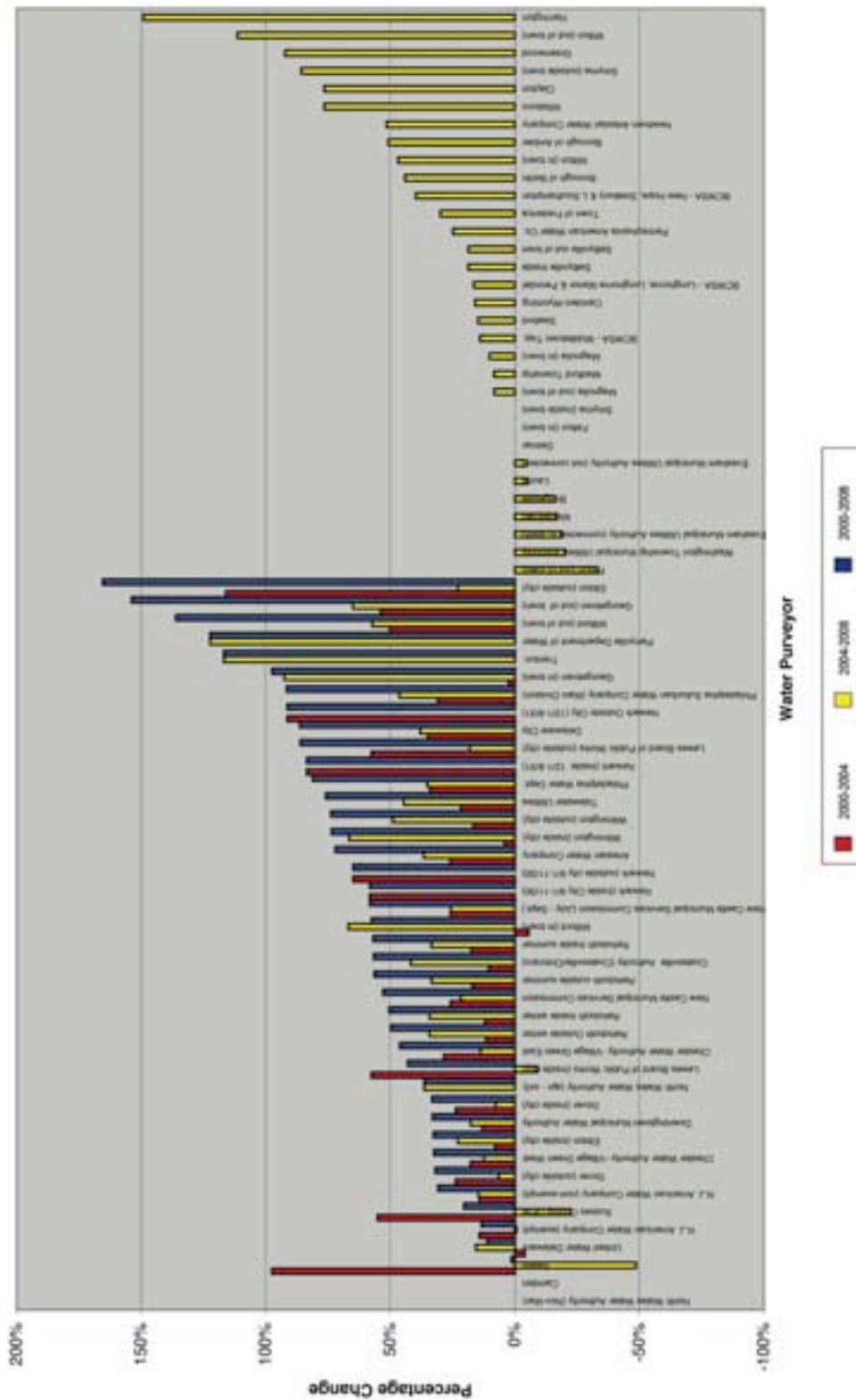


Figure 3. Percent Change in Water Rates: Delaware, Maryland, New Jersey, and Pennsylvania



*If a water purveyor’s name appears on the graph without a corresponding data bar, this indicates either no change or insufficient data; refer to Table 8 for clarification.

Figure 4. Percent Change in Water Rates: Delaware

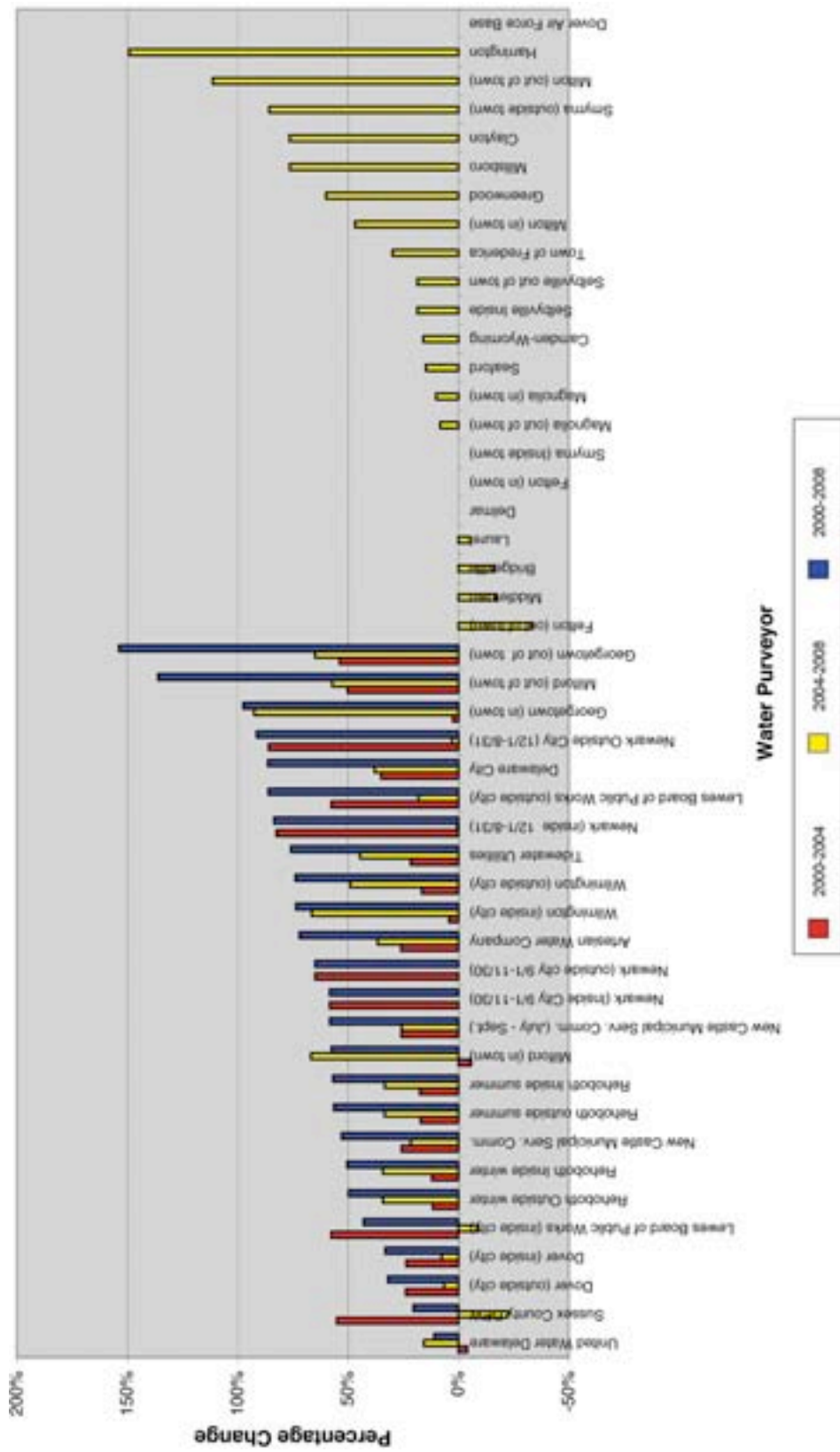
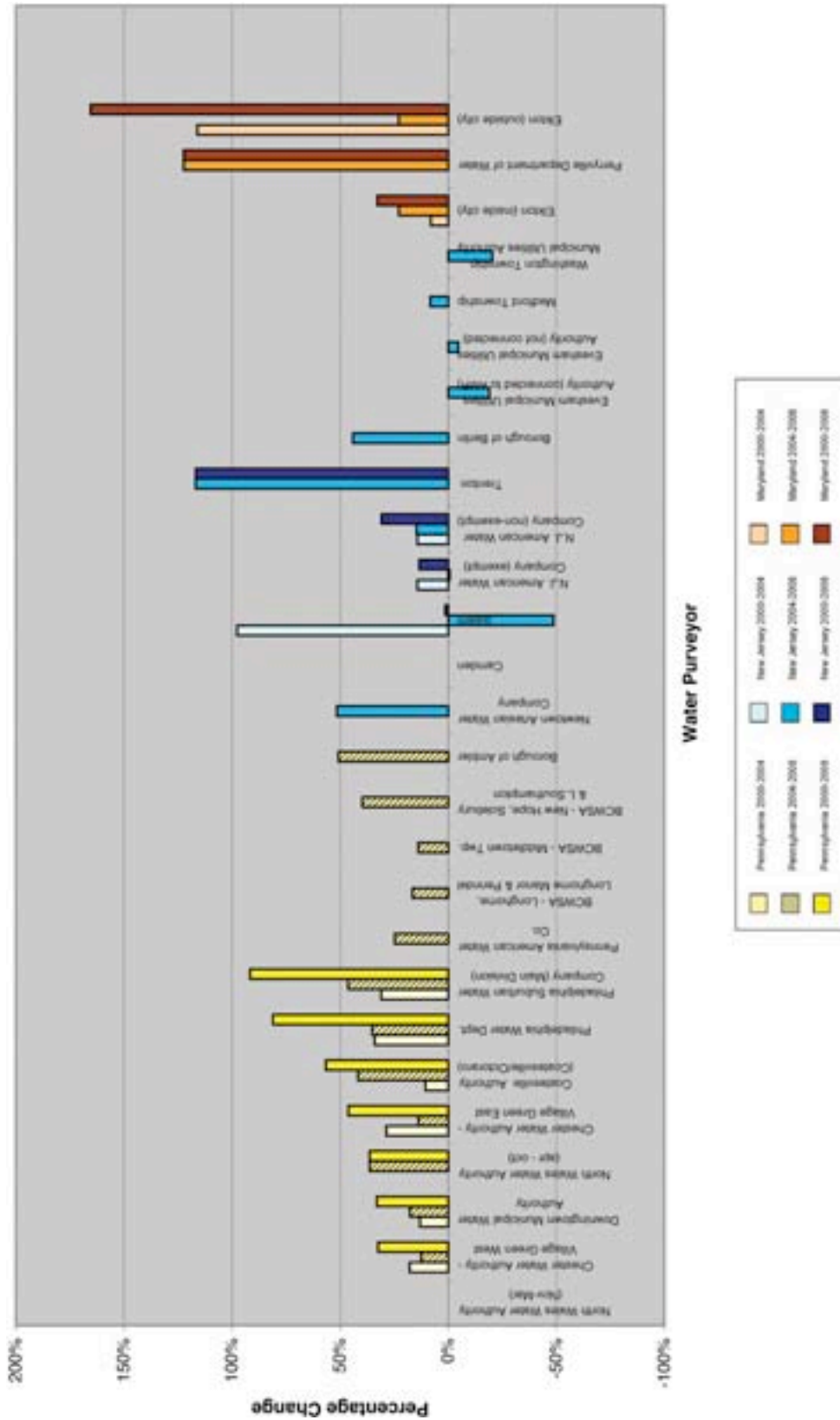


Figure 5. Percent Change in Water Rates: Pennsylvania, New Jersey, and Maryland



APPENDIX: RESIDENTIAL WATER-RATE DATA

Water Utility	A		B	C			D	F	F/15= G
	Service Charge (\$)	Fire Protection (\$)		Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Artesian Water Company				\$5,382/1,000 gal (0-5,000)	\$5,820/1,000 gal (5,001-20,000)	\$6,786/1,000 gal (>20,000)			
	\$31.67	\$9.66		\$26.91	\$58.20	\$0.00	\$0.00	\$126.44	\$8.43
Bridgeville ¹	\$3.50			\$1.79/1,000 gal (0-5,000)	\$2.35/1,000 gal (next 5,000)	\$2.75/1,000 gal (>10,000)			
	\$10.50	\$0.00		\$8.95	\$11.75	\$13.75	\$0.00	\$44.95	\$3.00
Camden-Wyoming				\$5,221/1,000 gal					
	\$28.83	\$0.00		\$78.30		\$0.00	\$0.00	\$107.13	\$7.14
Clayton ¹				\$9.50/10-3,000 gal	\$4.00/1,000 gal (>3,000)				
	\$0.00	\$0.00		\$9.50	\$48.00	\$0.00	\$0.00	\$57.50	\$3.83
Delaware City				\$3.25/1,000 gal (0-15,000)	\$3.75/1,000 gal (15,001-25,000)	\$4.55/1,000 gal (25,000-50,000 gal)			
	\$39.00	\$0.00		\$48.75	\$0.00	\$0.00	\$0.00	\$87.75	\$5.85
Delmar				\$2,501/1,000 gal					
	\$0.00	\$0.00		\$37.50		\$0.00	\$0.00	\$37.50	\$2.50
Dover ¹									
Inside City	\$1.25	\$0.00		\$2,451/1,000 gal					
				\$36.75		\$0.00	\$0.00	\$38.00	\$2.53
Outside City				\$3,681/1,000 gal					
	\$1.25	\$0.00		\$55.20		\$0.00	\$0.00	\$56.45	\$3.76

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C			D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15=G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Dover Airforce Base	The residents of the base are not charged for their water usage							
Felton	Availability Charge of \$38.00 for 15,000 gal		\$38.00/15,000 gal	\$2.00/1,000 gal (>15,000)				
	\$0.00	\$0.00	\$38.00	\$0.00		\$38.00	\$2.53	
Town of Frederica	\$0.00	\$0.00	\$0.00	\$0.00	\$65.00	\$65.00	\$4.33	
Georgetown	Service Availability							
Inside Town	\$35.00	\$0.00	\$3.10/1,000 gal	\$46.50		\$81.50	\$5.43	
Outside Town	\$35.00	\$0.00	\$4.65/1,000 gal	\$69.75		\$104.75	\$6.98	
Greenwood¹					\$32/month/1 EDU ²			
	\$0.00	\$0.00	\$0.00	\$0.00	\$32.00	\$96.00	\$6.40	
Harrington	\$0.00	\$0.00	\$0.00	\$0.00	\$83.67	\$83.67	\$5.58	
Laurel¹					\$18.70/ month minimum (based on 1 EDU ¹)			
	\$0.00	\$0.00	\$0.00	\$0.00	\$56.10	\$56.10	\$3.74	

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C			D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15= G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Lewis Board of Public Works¹	3/4 inch meter							
Inside City	Includes allowance of 12,000 gallons		\$2.46/1,000 gal (0-2,500,000 kg)	\$1.85/1,000 gal (>2,500,000 kg)				
Outside City	\$29.52	\$0.00	\$7.38	\$0.00	\$0.00	\$0.00	\$36.90	\$2.46
	Includes allowance of 12,000 gallons		\$3.20/1000 gal (0-2,500,000)	\$2.48/1000 gal (>2,500,000)				
	\$38.40	\$0.00	\$9.60	\$0.00	\$0.00	\$0.00	\$48.00	\$3.20
Magnolia								
Inside Town	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$55.00	\$55.00	\$3.67
Outside Town	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$65.00	\$65.00	\$4.33
Middletown¹			first tier fixed charge \$8.50 (0-3,330 gal)	\$2.55/1000 gal (>3,330)				
	\$0.00	\$0.00	\$8.50	\$29.84	\$0.00	\$0.00	\$38.34	\$2.56
Millford								
Inside Town	\$3.25 base (0-1,000 gal)		\$3.25/1,000 gal (1,001-4,000)	\$3.50/1,000 gal (4,001-8,000)	\$4.00/1,000 gal (>8,001)			
Outside Town	\$4.88 base (0-1,000 gal)	\$0.00	\$9.75	\$5.25/1,000 gal (4,001-8,000)	\$6.00/1,000 gal (>8,001)	\$0.00	\$55.00	\$3.67
	\$4.88	\$0.00	\$14.64	\$21.00	\$42.00	\$0.00	\$82.52	\$5.50

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C			D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15= G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Millsboro	Based on 7,500 gal usage		\$.30/100 gal (>7500)					
	\$22.50	\$0.00	\$22.50		\$0.00	\$0.00	\$45.00	\$3.00
Milton	Per Unit							
Inside Town	\$35.00	\$0.00	\$3.00/1,000 gal		\$0.00	\$0.00	\$80.00	\$5.33
Outside Town	\$70.00	\$0.00	\$3.00/1,000 gal		\$0.00	\$0.00	\$115.00	\$7.67
Newark								
Inside City			\$2.27/100 cubic feet (0-1,273 cubic feet) ^a	\$2.89/100 cubic feet (over 1,273 cubic feet)	\$0.00	\$0.00	\$50.05	\$3.34
	\$0.00	\$0.00	\$28.90	\$21.15	\$0.00	\$0.00	\$50.05	\$3.34
Outside City			\$3.01/100 cubic feet (0-1,273 cubic feet)	\$3.91/100 cubic feet (over 1,273 cubic feet)	\$0.00	\$0.00	\$69.79	\$4.65
	\$0.00	\$2.85	\$38.32	\$28.62	\$0.00	\$0.00	\$69.79	\$4.65
New Castle Municipal Services Commission ¹			0.0042/gal					
	\$7.50	\$5.00	\$21.00		\$0.00	\$0.00	\$78.00	\$5.20
July through September			0.0042/gal (0-3,242)	0.004719/gal (>3,242)				
	\$7.50	\$5.00	\$13.62	\$8.30	\$0.00	\$0.00	\$80.74	\$5.38

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C		D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15= G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)			
Rehoboth Beach							
<i>Inside Town</i>	\$8.25						
Winter (Oct-Mar)	\$8.25	\$0.00	\$1.45/1,000 gal	\$21.75	\$0.00	\$30.00	\$2.00
Summer (Apr-Sept)	\$8.25	\$0.00	\$2.32/1,000 gal	\$34.80	\$0.00	\$43.05	\$2.87
<i>Outside Town</i>	\$16.50 (1" meter)						
Winter (Oct-Mar)	\$16.50	\$0.00	\$2.90/1,000 gal	\$43.50	\$0.00	\$60.00	\$4.00
Summer (Apr-Sept)	\$16.50	\$0.00	\$4.64/1,000 gal	\$69.60	\$0.00	\$86.10	\$5.74
Seaford¹	\$0.00	\$0.00		\$18.70	\$0.00	\$56.10	\$3.74
Selbyville	Availability Charge of \$64.00 for 18,000 gal		\$64.00/18,000 gal				
	\$0.00	\$0.00	\$64.00	\$0.00	\$0.00	\$64.00	\$4.27
			0.00356*18,000 per 1,000 gal (>18,000)				

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C			D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15= G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Smyrna	Minimum \$10.00 Availability Charge (first 3,000 gal)		\$10.00/unit (0-3,000)	\$2.75/1,000 (>3,000)				
	\$0.00	\$0.00	\$10.00	\$33.00	\$0.00	\$43.00	\$2.87	
	Minimum \$20.00 Availability Charge (first 3,000 gal)		\$20.00/unit (0-3,000)	\$5.00/1,000 gal (>3,000)				
Sussex County DPW (Dewey Beach)	\$0.00	\$0.00	\$20.00	\$60.00	\$0.00	\$80.00	\$5.33	
			\$0.00	\$0.00	\$44.30	\$44.30	\$2.95	
Tidewater Utilities	\$44.27	\$0.00	\$5.6462/1,000 gal	\$84.69	\$0.00	\$128.96	\$8.60	
	\$28.50	\$6.24	\$13.85	\$33.00	\$0.00	\$81.59	\$5.44	
Wilmington			\$2.77/1,000 gal (0-5,000)	\$3.30/2/1000 gal (5,001-20,000)	\$4.65/40/1000 gal (>20,000)			
	Includes Quarterly Allowance of 8,000 gallons		\$0.00/1,000 gal (Quarterly Allowance 0-8,000)	\$2.54/1000 gal (8,001-15,000)	\$3.185/1000 gal (>15,000)			
	\$26.36	\$0.00	\$0.00	\$17.84	\$0.00	\$44.20	\$2.95	
Outside City	Includes Quarterly Allowance of 8,000 gallons		\$0.00/1000 gal (Quarterly Allowance 0-8,000)	\$4.613/1000 gal (8,001-15,000)	\$5.765/1000 gal (>15,000)			
	\$42.19	\$0.00	\$0.00	\$32.29	\$0.00	\$74.48	\$4.97	

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C			D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15=G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Borough of Ambler	\$7.73	\$36.51	\$2,839/1,000 gal (first 110,000)	\$2,289/1,000 gal (next 100,000)	\$1,801/1,000 gal (>210,000)		\$86.83	\$5.79
			\$42.59	\$0.00	\$0.00			
Borough of Berlin	\$18.00	\$0.00	\$3,101,000 gal (first 5,000)	\$3,101,000 gal (next 5,000 to 10,000)	\$3,201,000 gal (next 5,000 to 15,000)	\$0.00	\$65.00	\$4.33
			\$15.50	\$15.50	\$16.00			
Bucks County Water & Sewer Authority	Minimum Charge (4,000 gal)							
	\$25.48	\$0.00	\$4,251,000 gal (to 19,000)					
Middletown Twp. Water Service	Minimum Charge (4,000 gal)							
	\$23.88	\$0.00	\$3,191,000 gal			\$0.00	\$72.23	\$4.82
Boroughs of Langhorne Manor, and Pennell	Minimum Charge (4,000 gal)							
	\$25.69	\$0.00	\$3,141,000 gal			\$0.00	\$58.97	\$3.93
Chester Water Authority ¹	General Service Fee and Fire Service are combined		\$4,021,000 gal (first 25,000)	\$2,581,000 gal (next 225,000)	\$2,021,000 gal (>250,000)		\$60.23	\$4.02
	\$10.60	\$0.00	\$20.10	\$0.00	\$0.00	\$0.00	\$92.10	\$6.14
Village Green West	General Service Fee and Fire Service are combined		\$4,941,000 gal (first 25,000)	\$3,461,000 gal (next 225,000)	\$2,461,000 gal (>250,000)		\$105.90	\$7.06
	\$10.60	\$0.00	\$24.70	\$0.00	\$0.00	\$0.00		

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C			D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15=G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Coatesville Authority (now Pennsylvania American Water Co.) ¹	\$12.00	\$0.00	\$0.6809/100 gal (0-16,000)		\$0.00	\$0.00	\$138.14	\$9.21
			\$34.05					
Downtown Municipal Water Authority	\$0.00	\$0.00	\$7.65/1,000 gal		\$0.00	\$0.00	\$114.75	\$7.65
			\$114.75					
Medford Township	Minimum Charge (0-5,000 gal)		\$2.00/1,000 gal (5,001-20,000)	\$2.40/1,000 gal (20,001-27,000)	\$2.87/1,000 gal (27,001-50,000)			
	\$17.28	\$0.00	\$20.00	\$0.00	\$0.00	\$0.00	\$37.28	\$2.49
Newtown Artesian Water Company	\$15.50	\$56.21	\$3.68/1,000 gal			\$0.00	\$126.91	\$8.46
			\$55.20					
North Wales Water Authority	(3/4" meter)	1 1/2 inch line in apartments	\$3.60/1,000 gal					
	\$12.00	\$0.00	\$54.00		\$0.00	\$0.00	\$66.00	\$4.40
April-Oct	\$12.00	\$0.00	additional charge of \$1.60/1,000 gal over summer conservation allowance*					
			\$78.00		\$0.00	\$0.00	\$90.00	\$6.00
Pennsylvania American Water Co. (now including Coatesville Authority) ¹	\$12.00	\$0.00	\$0.6809/100 gal (0-16,000 per month)	\$0.6809/100 gal (>16,000 per month)				
			\$34.05	\$0.00	\$0.00	\$0.00	\$138.14	\$9.21
AQUA Pennsylvania (Main Division) ¹	\$13.15	\$0.00	\$7.04/1,000 (0-2,000 minimum)	\$8.03/1,000 (>2,000)				
			\$14.09	\$24.09	\$0.00	\$0.00	\$154.01	\$10.27
Philadelphia Water Department ¹	\$15.30	\$0.00	\$21.80/1,000 cubic feet ^b			\$15.36/1,000 cubic feet (next 1,900,000)	\$58.90	\$3.93
			\$43.60		\$0.00	\$0.00		

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C			D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15=G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Camden	\$17.42	\$0.00	\$1.90/100 cubic feet (0-4,000) ^a	\$2.25/100 cubic feet (>4,000)	\$0.00	\$0.00	\$55.52	\$3.70
			\$38.10	\$0.00				
N.J. American Water Company								
Non-exempt	\$25.50	\$0.00	\$4.78/1,000 gal			\$0.3458/1,000 gal	\$102.41	\$6.83
Exempt	\$22.11	\$0.00	\$4.1455/1,000 gal			\$0.2998/1,000 gal	\$88.79	\$5.92
			\$62.18			\$4.50		
Evesham Municipal Utilities Authority			\$1.65/1,000 gal (1,000-16,000)	\$3.25/1,000 gal (17,000-24,000)		\$4.65/1,000 gal (25,000-50,000)		
	\$9.00	\$0.00	\$24.75	\$0.00		\$0.00	\$33.75	\$2.25
Connected to Authority's AMR System	\$15.00	\$0.00	\$24.75	\$0.00		\$0.00	\$39.75	\$2.65
Not Connected to Authority's AMR System								
Salem ^b	Includes Six Month Allowance of 15,000 gallons		\$2.39/1,000 gal (>15,000 to 1 million)					
	\$52.16	\$0.00	\$35.85			\$0.00	\$44.01	\$2.93
Washington Township Municipal Utilities Authority	Includes Quarterly Allowance of 10,000 gallons		\$1.60/1,000 gal (first tier, 35,000 allowance)	\$2.90/1,000 gal (second tier, 60,000 allowance)		\$3.90/1,000 gal (third tier, 85,000 allowance)		
	\$18.00	\$0.00	\$8.00	\$0.00		\$0.00	\$26.00	\$1.73
Trenton			\$15.11/1,000 cubic feet ^c					
	\$33.03	\$42.96	\$30.30			\$0.00	\$106.29	\$7.09

APPENDIX: RESIDENTIAL WATER-RATE DATA (continued)

Water Utility	A Service Charge (\$)	B Fire Protection (\$)	C			D Average Quarterly Use Fee (\$)	F Total Average Quarterly Charge (A+B+C+D=F)	F/15=G Average Quarterly Rate (\$/1,000)
			Quarterly Rate (\$)	Quarterly Rate (\$)	Quarterly Rate (\$)			
Baltimore City Department of Public Works	\$0.00	\$0.00	\$2,265 (first 50 units per quarter) ¹ Minimum Charge	\$1,393 (next 450 units)	\$0.957 (>500 units)	\$0.00	\$22.65	\$1.51
	10,000 gallon minimum							
Cecil County Department of Public Works	\$0.00	\$0.00	\$7.00/1,000 gal (10,000 minimum)	\$105.00	\$0.00	\$0.00	\$105.00	\$7.00
Elkton								
Inside Town	9,000 gallon minimum		\$2,15/1,000 gal (first 9,000)	\$2,15/1,000 gal (up to 30,000)	\$2,26/1,000 gal (>30,000-100,000)	\$0.00	\$32.25	\$2.15
	\$0.00	\$0.00	\$19.35	\$12.90	\$0.00	\$0.00	\$0.00	\$0.00
Outside Town	9,000 gallon minimum		\$4,30/1,000 gal (first 9,000)	\$4,30/1,000 gal (up to 30,000)	\$5,62/1,000 gal (>30,000-100,000)	\$0.00	\$64.50	\$4.30
	\$0.00	\$0.00	\$38.70	\$25.80	\$0.00	\$0.00	\$0.00	\$0.00
Perryville Department of Water	Base fee plus 2,500 gallon minimum		\$6.00/1,000 gal (>2,500 minimum)	\$75.00	\$0.00	\$0.00	\$100.00	\$6.67
	\$25.00	\$0.00						

¹ Billed monthly rather than quarterly
² 1 EDU = 200 gallons per day
³ 1 EDU = 9,000 gallons
⁴ 1 cubic foot = 7.48 gallons and 15,000 gallons = 1,995 cubic feet
⁵ Billed every six months
⁶ 1 unit = 748 gallons

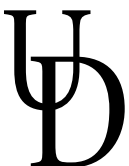


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