



City of Phoenix

City of Phoenix Proposed Water Rate Increase

Are My Water Rates Going Up?

The City of Phoenix Water Services Department is recommending a 6% percent water rate increase in 2019 and a 6% water rate increase for 2020. There is no proposed sewer rate increase. These recommendations will go to the Phoenix City Council for a vote on Wednesday, December 12, 2018. If approved, the rates will go into effect February 4, 2019.

Phoenix Water will be sharing what is being proposed and why in presentations to local community organizations and through open houses in October and November. We invite you to send your questions and feedback to us, by emailing: watersmart@phoenix.gov.

Why Are My Water Rates Going Up?

With shortages looming on the Colorado River, we must build the infrastructure needed to pump and move alternative water supplies to portions of our distribution system normally served with Colorado River water.

How Much Will My Bill Go Up If the Rate Increase Is Approved?

This rate increase roughly translates into a monthly increase of \$2.00 in 2019 and an additional monthly increase of \$2.37 in 2020 for the average residential water customer.

Phoenix water rates contain a generous "allowance" of water that is included each month in the fixed charge. For those that keep their water consumption within this allowance, average monthly bills will increase by only approximately \$1 per month in 2019 and by an additional 75¢ per month in 2020. Phoenix water bills rank as among the most affordable in the country.

The water rates in Phoenix have three main components: the monthly fixed service charge, volume (usage) charges and environmental charges. There are a number of component parts to both the water and sewer rates, some of the rate components will not change and others will increase by varying proportions. Your actual city services bill will vary depending on the number of days of service (typically 29-31 days), the amount of water used at your business or residence.

What Exactly Am I Paying for Each Month?

Just like other utilities, Phoenix Water charges you for reliable service to receive and use the high-quality water that comes out of your tap and the water you flush down your toilet or send down your drain. Phoenix Water operates two utilities: Water, which provides you with safe, reliable drinking water and fire protection and Wastewater, which safely handles and treats the waste you produce. The proposed rate increase is only for the water utility.

How Does Phoenix Water Make Sure Rates Are Fair for Each Customer?

The City of Phoenix cares about the affordability of its water for those that are economically disadvantaged. Phoenix water rates contain a generous "allowance" of water that is included each month in the fixed charge. For those that keep their water consumption within this allowance, average monthly bills will increase by only approximately \$1 per month in 2019 and by an additional 75¢ per month in 2020.



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Are Water Rates Higher in Some Parts Of The City Than In Others?

No. There is no difference in residential rates based on your location. If you live in the south part of Phoenix your rate is exactly the same as someone who lives in the north part of Phoenix, and vice versa. While the rates are the same, bills can differ between customers due to the amount of water used, the size of the water meter, and the amount of impervious surface on a property.

Are the rates I pay being used to invest in Phoenix's aging infrastructure?

Yes. Phoenix Water is working hard, investing and planning ahead to improve and maintain our infrastructure for future generations of Phoenicians. With the proposed rate increases, Phoenix will invest 3.2 billion dollars in the city's Capital Improvement Program (CIP) These CIP projects will improve water quality, protect public health, meet regulatory requirements, reduce long-term operational costs, improve overall system efficiency, enhance service reliability, build and maintain utility infrastructure, promote economic development, and serve future generations.

Infrastructure investment means stronger neighborhoods, economic vitality, and jobs. A generation of infrastructure investments in the mid-20th century is now reaching the end of its useful life. In the 60's, 70's & 80's the city installed 4,100 miles of pipes. Pipes will need repairs/replacement in the coming decades. 75% of our 5-year Capital Improvement Program will be directed towards advanced renewal of our infrastructure.

I've noticed water main breaks throughout Phoenix. Are the rates I pay making a difference?

The best way to address leaking pipes is to replace them. The proposed water rate increase is increasing the amount of money we are putting toward the replacement or rehabilitation of aging pipelines. Approximately 1/3 of the revenue that would be generated by this rate increase is associated with pipeline rehabilitation or replacement.

I'm having financial difficulty/trouble paying my bill. Is assistance available?

If a customer is income eligible (below the federal poverty line) or eligible for senior services, the City offers financial assistance through the Human Services Department. There are also local service and charitable organizations that provide utility assistance. A customer service representative can help provide contact information for those agencies.

Who can I call if I have a question about my city services bill?

Phoenix Customer Services representatives are available to assist you from 8 a.m. to 5 p.m., Monday through Friday. Simply call 602.262.6251 or send them an email cityservicesbill@phoenix.gov.