

# UNDERSTANDING THE NEW WATER AND SEWER RATES

## Measuring water usage

- Water and sewer fees are based on the amount of water you use.
- Water usage is measured in CCF (hundreds of cubic feet). **1 CCF = about 750 gallons of water**

## New water and sewer rates

- The new rates took effect on January 9. Your first bill in 2004 will be a blend of old and new rates. On your next bill, all usage will be billed at the new rates.
- The new fee structure includes three levels of water usage with different rates. (See chart.)
- All customers will pay a minimum equal to 6 CCF for a 2-month period.
- Senior citizens 65 years or older with household incomes of \$25,000 or less are eligible for a 30% discount.
- A Homeland Security surcharge of 15 cents per CCF is being added to all ratepayer bills.

The figures in the charts reflect the rates for the typical customer receiving *water and sewer* services. The water and sewer fees are combined for the purpose of this illustration, but are listed as separate fees on your actual bill. The calculations in the chart are for a bimonthly bill. If you are billed monthly, please divide the estimated bills here by 2.

New 2004 Rates		Old 2003 Rates
The cost of each CCF <b>increases</b> at 7-12 CCF, and <b>increases again</b> at 13 CCF & above		In 2003, the rate was the same at any level of usage, and there was no minimum
At this level of usage	The rate per CCF is:	The <b>old rate</b> per CCF was:
↓	↓	↓
<b>Minimum charge</b> (based on minimum level usage of 6 CCF)	\$6.83/CCF <b>minimum charge</b> <b>\$40.98</b> (\$6.83 x 6 CCF)	\$6.20/CCF
7-12 CCF	\$7.82/CCF	
13 CCF & up	\$8.99/CCF	
Homeland Security Surcharge	\$0.15 per CCF	None

**Here are two examples for the typical customer receiving water and sewer services.**

### Water bill for 5 CCFs at the new 2004 rates.

If You Use 5 CCF in a 2-month period		
Your bill will be calculated as follows:	Plus the Homeland Security Surcharge	For a total bimonthly water bill of:
\$40.98 ( <i>minimum charge</i> )		
	\$0.75 (0.15 x 5)	
		<b>\$41.73</b>

### Water bill for 16 CCFs at the new 2004 rates.

If You Use 16 CCF in a 2-month period				
The first 6 CCF (0-6) will cost	Plus the next 6 CCF (7-12) will cost	Plus the remaining 4 CCF (13 & up) will cost	Plus the Homeland Security Surcharge	For a total bimonthly water bill of:
\$40.98 (minimum charge based on \$6.83 x 6 CCF)				
	\$46.92 (7.82 x 6 CCF)			
		\$35.96 (8.99 x 4 CCF)		
			\$2.40 (0.15 x 16 CCF)	
				<b>\$126.26</b>

## **IMPORTANT THINGS TO REMEMBER**

- There are many ways to reduce your water use and save money. Look for water conservation tips in your bill throughout the year. Request a water conservation workshop for your community or organization. Call the Clean Water Atlanta hotline at 404-529-9211 or log on to our website at [www.cleanwateratlanta.org](http://www.cleanwateratlanta.org).
- If the City of Atlanta receives any outside assistance –State of Georgia grants, a municipal sales tax increase, federal funds, or other sources that would not require repayment – rate increases for 2005 and beyond will be reduced.
- Seniors over 65 years of age with household incomes of \$25,000 or less can receive a 30% Senior Citizen Discount, provided the lease or title for the property being billed and the bill itself are in the senior's name. Contact the Bureau of Water Customer Service at 404-658-6500 for more details, or come to City Hall to complete an application.
- The Care & Conserve fund is a special fund to help low-income ratepayers with especially high bills. Care & Conserve also offers plumbing assistance to help control water usage. To receive assistance through the Care & Conserve program, call 404-885-1877.
- Your bill will not show the breakout for the conservation rates that were applied to the CCF usage. A Customer Service Representative can explain how the rates were applied to your bill. Call 404-658-6500 for assistance or visit [www.cleanwateratlanta.org](http://www.cleanwateratlanta.org) to use the easy *Bill Calculator* tool.

**We hope this insert will help you understand the new water and sewer rate structure. If you still have questions or need assistance understanding your water bill, please call Bureau of Water Customer Service.**

**404-658-6500**



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On January 9, 2004, new water and sewer rates for Atlanta ratepayers took effect. This bill insert is intended to help you understand the new rate structure.

Atlanta's one million plus water and sewer customers have every right to expect safe, clean drinking water, and efficient and environmentally sound sewer systems. The increased rates will provide the funding needed to meet state and federal water quality standards, and to ensure clean drinking water for our customers, safe and secure operating facilities, and clean flows from Atlanta to our downstream neighbors.

The City will assist ratepayers in keeping water and sewer bills affordable by offering:

- (1) A senior citizen discount for eligible low-income ratepayers aged 65 and above
- (2) Additional funding for the Care & Conserve program, and
- (3) A comprehensive water conservation education program

Details of these programs are included in this brochure.

**KEEP FOR FUTURE  
REFERENCE!**