



City of Rochester, New York

Department of Environmental Services
Bureau of Water

Directory of Water Services and Rates

Questions? Call 311

Outside the City call 428-5990

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Rochester City Code. Effective July 1, 2020

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City of Rochester, NY
Lovely A. Warren, Mayor
Rochester City Council

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HOW YOUR WATER BILL IS DETERMINED:

A water bill is made up of two components: The **base charge** which is dependent on the size of your water meter and the **consumption charge** which is determined by the amount of water you use.

Example 1:

If you own a house with a 5/8" water meter and your total water consumption for a 90 day period is 17,000 gallons the bill will be computed as follows:

| | |
|---------------------------------|--------------|
| 5/8" Meter base charge | \$25.98 |
| Water consumption (\$3.62 x 17) | <u>61.54</u> |
| Total bill for quarter | \$87.52 |

Example 2:

A 4" Domestic Fire Service with a 5/8"meter and 2,000 gallons consumption would be billed as shown below:

| | |
|--------------------------------|-------------|
| 4" Fire Service base charge | \$83.00 |
| 5/8" Meter base charge | 25.98 |
| Water consumption (\$3.62 X 2) | <u>7.24</u> |
| Total bill for quarter | \$116.22 |

Example 3:

A 4" Holly Fire Service with a 5/8" meter and 2,000 gallon consumption would be billed as shown below:

| | |
|-----------------------------------|--------------|
| 4" Holly Fire Service base charge | \$231.00 |
| 5/8" Meter base charge | 25.98 |
| Water consumption (\$11.07 X 2) | <u>22.14</u> |
| Total bill for quarter | \$279.12 |

WATER RATES:

Domestic Service Base Charges:

| Size of Meter | Charge Per Quarter (90 days) | Charge Per Month (30 days) |
|---------------|------------------------------|----------------------------|
| 5/8" | \$25.98 | \$8.66 |
| 3/4" | \$39.00 | \$13.00 |
| 1" | \$112.86 | \$37.62 |
| 1-1/2" | \$167.16 | \$55.72 |
| 2" | \$223.59 | \$74.53 |
| 3" | \$558.75 | \$186.25 |
| 4" | \$1,116.45 | \$372.15 |
| 6" | \$1,673.70 | \$557.90 |
| 8" | \$3,639.21 | \$1,213.07 |
| 10" | \$5,458.83 | \$1,819.61 |

Domestic Water Consumption Rates:

| Gallons Used Per Month | Charge Per 1,000 Gallons |
|------------------------|--------------------------|
| 0–300,000 | \$3.62 |
| 300,000–1,000,000 | \$3.25 |
| 1,000,000–13,000,000 | \$2.53 |
| Over 13,000,000 | \$1.45 |

Holly High-Pressure Fire Service Consumption Rates:

| Gallons Used Per Month | Charge Per 1,000 Gallons |
|------------------------|--------------------------|
| One Rate | \$11.07 |





NEW WATER SERVICE FEES

If a property owner installs a new water line from the street he or she must purchase a new meter from the City and pay a tapping fee for the Water Bureau to connect the new service to the main.

New Meter Prices:

| | | | |
|-------|----------|-------------|------------|
| 5/8"* | \$175.00 | 1-1/2" | \$450.00 |
| 3/4"* | \$205.00 | 2" | \$500.00 |
| 1"* | \$265.00 | 3" & Larger | Cost + 10% |

* Includes couplings. All meters include remote reading apparatus.

Tapping Fees:

| | |
|-------------|------------------------------------|
| 3/4"* | \$80.00 |
| 1" | \$90.00 |
| 1-1/2" | \$200.00 |
| 2" | \$275.00 |
| 4" & larger | Actual Cost + 10% (at least \$500) |

* 3/4" is the minimum size for new installations.

MISCELLANEOUS SERVICES AND PRICING

- Take water sample & test for bacteria FREE
- Pressure & volume test FREE
(Determines whether you are getting the proper amount of water into your home.)
- Replacement of broken meter seal lock \$50.00
- Thawing of frozen service line:
 - First attempt \$80.00
 - Subsequent attempts \$90.00
 - If welder is used Actual Cost
- Service resumption \$50.00
(Turning on water service which has been shut-off at the curb valve)
- Hydrant moving charge Actual Cost + 10%
- Meter test charge
 - 5/8" thru 1" \$95.00
 - 1-1/2" thru 2" \$150.00
 - 3" & over \$190.00

If a property owner disputes the accuracy of his or her water meter, it will be tested by the Water Bureau. If the meter proves to be accurate, the owner will be charged for the test. If the results are outside the limits of accuracy, the meter will be replaced free of charge.

- Service disconnection charge
 - 2" and under \$1,500.00
 - 3" and over Actual cost + 10%
- Backflow prevention device testing fee (all sizes) \$160.00

FIRE SERVICES

Domestic Fire Service Charges:

| Size of Check Valve | Charge Per Quarter | Charge Per Month |
|---------------------|--------------------|------------------|
| Up to 2" | \$42.00 | \$14.00 |
| 4" | \$83.00 | \$27.67 |
| 6" | \$164.00 | \$54.67 |
| 8" | \$326.00 | \$108.67 |
| 10" | \$482.00 | \$160.67 |
| 12" | \$693.00 | \$231.00 |

Note: Regular domestic water rates apply to consumption.

Holly High-Pressure System:

| Size of Check Valve | Charge Per Quarter | Charge Per Month |
|---------------------|--------------------|------------------|
| Up to 2" | \$115.00 | \$38.33 |
| 4" | \$231.00 | \$77.00 |
| 6" | \$307.00 | \$102.33 |
| 8" | \$612.00 | \$204.00 |
| 10" | \$904.00 | \$301.33 |

Note: For fire services on the Holly system, Holly high-pressure rates will apply to water consumption.

HYDRANTS

Privately Owned Hydrants:

| | |
|-------------------------------------------------|-----------|
| Initial maintenance agreement processing fee | \$100.00 |
| Furnish & install hydrant locking device fee | \$350.00 |
| Annual inspection & lubrication fee per hydrant | \$50.00 |
| Repairs to hydrants | Cost +10% |

City-Owned Hydrants:

| | |
|------------------------------------------------------------------------------|------------|
| Monthly hydrant use permit | \$1,490.00 |
| (Includes refundable deposit of \$1,360.00 for wrench, RPZ device and meter) | |
| Renewal for subsequent months | \$130.00 |



CELEBRATING NEARLY 145 YEARS OF EXCELLENCE

The Rochester Water Bureau has been delivering a reliable and abundant supply of safe drinking water to Rochester residents and businesses since 1876. Our 140 dedicated professionals operate and maintain a filtration plant, three large reservoirs and nearly 675 miles of water mains. Our focus is on providing our 58,000+ customers with excellent service and affordable water that meets and exceeds all regulatory standards.

We have received the **Partnership for Safe Water Treatment Program Directors Award** for the past 18 years and are the first utility in New York to receive the **Partnership’s Distribution Program Directors Award**. Our water has also received several **“Best Tasting” awards**. Over 40 of our employees are certified by the New York State Health Department as water system operators. Survey results demonstrate a high level of customer satisfaction with our services.

We are proud of our history and look forward to continuing to satisfy the expectations of our valued customers.