



Proposed FY 2015-2018 Water and Sewer Rates

Every day, the San Francisco Public Utilities Commission (SFPUC) delivers high quality water, generates clean energy, and protects public health and the environment by collecting and treating wastewater for the residents and businesses of San Francisco.

Our system works 24 hours a day, 7 days a week, and its operation and maintenance are funded by your water and sewer rates.

To continue delivering reliable, high quality service, the SFPUC has proposed 4 years of water and wastewater service rate increases beginning July 1, 2014.

Your Rates Pay for Critical Water & Sewer Projects

The proposed rate increases will allow the SFPUC to continue and accelerate work to rebuild and improve our water and sewer systems. We are nearing completion of the \$4.6 billion Water System Improvement Program (WSIP). The WSIP is building a water supply lifeline for both drinking and firefighting. This will ensure we can provide water during a drought and within 24 hours of an earthquake to all of our 2.6 million Bay Area customers. Your ratepayer dollars have funded major new seismic improvement projects for Bay Area and San Francisco reservoirs, treatment plants, regional water pipelines and in-City water and sewer pipelines. Rate increases are necessary to complete these major projects as well as pay off the bonds secured to fund them.

We are also focusing on another foundation of our City, our sewer system. With more than 60 percent of our sewer pipelines over 80 years old, and aging treatment plants, San Francisco's future is reliant on upgrading this system. Our Sewer System Improvement Program will address the needs of our City and ensure continued protection of public health and the environment.

Our Public Rate Setting Process

We are committed to keeping your combined water and sewer bill affordable. A City-appointed Rate Fairness Board reviews all five-year rate plans, holds public meetings and provides recommendations to ensure affordability, stability, and fairness. View our financial reports at sfwater.org/finance.

Proposed rates and proposed rate tables

The proposed rate schedule represents an average annual increase of \$7-10 per month for the average single family residential household in San Francisco (about 8-9% per year).

Single-Family Residential water and wastewater rates have 2 tiers. Single-Family wastewater tiers will be phased into a uniform rate over the next 4 years.

In FY 2015, a single-family residence will be charged \$4.86 per unit for the first 4 units and then \$6.52 for each additional unit of water each month. The same single-family customer will be charged \$9.06 per unit for the first 4 discharge units and then \$11.23 for each additional wastewater discharge unit each month. In FY 2018, the same single family customer will be charged \$12.40 per unit for all wastewater discharge units each month. Customers will also be charged a fixed monthly water service charge based on the size of their meter.

Multi-Family Residential water rates have 2 tiers and will be given a multiplier based on the number of dwelling units at the service address. Multi-Family Residential wastewater rates have 2 tiers and will be phased into a uniform rate over the next 4 years.

In FY 2015, a 4 unit apartment building will be charged \$4.98 per unit for the first 12 units and then \$6.67 per additional unit of water each month. The same multi-family customer will be charged \$9.24 per wastewater discharge unit for the first 12 discharge units and then \$11.48 per additional discharge unit each month. In FY 2018, the same multi-family customer will be charged \$12.40 per unit for all wastewater discharge units each month. Customers will also be charged a fixed monthly water service charge based on the size of their meter.

Non-Residential (commercial) water rates have a uniform rate. Non-Residential wastewater rates have a uniform rate for volume plus per pound strength charges.

In FY 2015, a Commercial customer will be charged \$5.79 for all units of water and \$6.15 for all discharge units of wastewater, plus the discharge component rate for Chemical Oxygen Demand (COD), Suspended Solids (SS), and Oil/Grease (O/G) for their business type each month. Customers will also be charged a fixed monthly water service charge based on the size of their meter.

Fire Service customers will be charged a fixed monthly service charge based on the size of their service.

In FY 2015, a Fire Service customer with a 1" service will be charged a fixed monthly charge of \$7.77. Water used for non-fire purposes will be charged at \$5.79 per unit.

Less than
**3 pennies a
gallon delivers:**



- 24/7 operations
- Routine maintenance and emergency repairs
- Treatment and conveyance
- Watershed & land management
- Infrastructure improvements (water & sewer)
- Environmental monitoring
- Programs to support our community

Proposed Water Rates (1 unit of water = 1 Ccf = 748 gallons)					
	Current	Proposed			
	FY2014	FY 2015	FY 2016	FY 2017	FY 2018
Monthly Service Charge - Water (based on meter size)					
5/8 inch	\$8.40	\$8.81	\$9.87	\$10.86	\$11.63
3/4 inch	\$10.30	\$11.09	\$12.43	\$13.68	\$14.64
1 inch	\$13.50	\$15.66	\$17.54	\$19.30	\$20.66
1-1/2 inches	\$21.80	\$27.08	\$30.33	\$33.37	\$35.71
2 inches	\$32.20	\$40.79	\$45.69	\$50.26	\$53.78
3 inches	\$55.80	\$72.77	\$81.51	\$89.67	\$95.95
4 inches	\$89.50	\$118.46	\$132.68	\$145.95	\$156.17
6 inches	\$173.80	\$232.69	\$260.62	\$286.69	\$306.76
8 inches	\$275.60	\$369.76	\$414.14	\$455.56	\$487.45
10 inches	\$393.70	\$529.67	\$593.24	\$652.57	\$698.25
12 inches	\$731.70	\$986.57	\$1,104.96	\$1,215.46	\$1,300.55
16 inches	\$1,272.70	\$1,717.61	\$1,923.73	\$2,116.11	\$2,264.24

	Current	Proposed			
	FY2014	FY 2015	FY 2016	FY 2017	FY 2018
Single-Family Residential - Water per cubic foot (Ccf)					
First 4 Ccf/Month	\$4.20 ¹	\$4.86	\$5.45	\$6.00	\$6.42
All Additional	\$5.50 ¹	\$6.52	\$7.31	\$8.05	\$8.62
Multi-Family Residential - Water per cubic foot (Ccf)					
First 3 Ccf/DU ² /Month	\$4.50	\$4.98	\$5.58	\$6.14	\$6.57
All Additional	\$5.90	\$6.67	\$7.48	\$8.23	\$8.81
Non-Residential - Water per cubic foot (Ccf)					
Commercial, Industrial, General Uses	\$5.40	\$5.79	\$6.49	\$7.14	\$7.64
Interruptible	\$3.25	\$5.25	\$5.88	\$6.47	\$6.93
Docks & Shipping	\$5.40	\$7.64	\$8.57	\$9.43	\$10.10
Builders & Contractors	\$5.40	\$6.95	\$7.79	\$8.57	\$9.17

¹ Current Tier 1 for first 3 Ccf/month, current Tier 2 for all additional above 3 Ccf
² DU = Dwelling Unit

Proposed Wastewater Rates					
	Current	Proposed			
	FY2014	FY 2015	FY 2016	FY 2017	FY 2018
Single-Family Residential - Wastewater per cubic foot discharged (Ccf)					
First 4 Ccf/Month	\$7.90 ¹	\$9.06	\$9.82	\$10.84	\$12.40 ³
All Additional ¹	\$10.53 ¹	\$11.23	\$11.34	\$11.66	\$12.40 ³
Multi-Family Residential - Wastewater per cubic foot discharged (Ccf)					
First 3 Ccf/DU ² /Month	\$8.25	\$9.24	\$9.95	\$10.91	\$12.40 ³
All Additional	\$11.01	\$11.48	\$11.51	\$11.75	\$12.40 ³
Non-Residential - Wastewater per cubic foot discharged (Ccf)					
Volume per Ccf	\$6.62	\$6.15	\$6.45	\$6.90	\$7.66
COD per lb.	\$0.22	\$0.44	\$0.46	\$0.49	\$0.55
SS per lb.	\$0.89	\$0.83	\$0.87	\$0.93	\$1.03
O/G per lb.	\$1.11	\$0.87	\$0.91	\$0.97	\$1.08

¹ Current Tier 1 for first 3 Ccf/month, current Tier 2 for all additional above 3 Ccf
² DU = Dwelling Unit
³ In FY 2018, Tier 1 and Tier 2 will be a uniform rate for all wastewater discharge units

Proposed Fire Service Rates					
	Current	Proposed			
	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Monthly Service Charge:					
1 inch	\$1.90	\$7.77	\$8.71	\$9.59	\$10.36
1-1/2 inches	\$2.40	\$11.30	\$12.66	\$13.93	\$15.05
2 inches	\$5.00	\$15.54	\$17.41	\$19.16	\$20.70
3 inches	\$13.80	\$25.44	\$28.50	\$31.35	\$33.86
4 inches	\$29.50	\$39.57	\$44.32	\$48.76	\$52.67
6 inches	\$85.40	\$74.90	\$83.89	\$92.28	\$99.67
8 inches	\$182.00	\$117.30	\$131.38	\$144.52	\$156.09
10 inches	\$327.50	\$166.76	\$186.78	\$205.46	\$221.90
12 inches	\$528.80	\$308.09	\$345.07	\$379.58	\$409.95

For further information, visit sfwater.org/rates.
Reference your most recent bill to obtain your meter size and water use (Ccf per month).

Serving you
24 hours a day
7 days a week

Help Us Achieve Our Goal: 10% Voluntary Reduction in Water Use

OUR WATER SYSTEM

- 2.6 Million People
- 222 Million Gallons per Day (MGD)
- 1.7B kW hrs of Clean Hydroelectricity
- 167 Miles Across the State
- Gravity-fed

OUR COMBINED SEWER SYSTEM

- 3 Treatment Facilities
- 1,000 Miles of Pipes
- 85 MGD Treated Non-Rainy Day
- 575 MGD Treated Rainy Day
- 40 Billion Gallons Treated per Year

The SFPUC has asked our customers to voluntarily reduce water consumption by 10% because of ongoing drought conditions. Water conservation is the first step in stretching our water supplies and can also save our customers money.

The SFPUC does our part to conserve our Hetch Hetchy tap water by investing in the diversification of our water supply. We also offer a number of services and programs to assist homes and businesses with using water wisely.

- Online Water Conservation checklists
- Water-efficient toilet and clothes washer rebates
- Free showerheads, toilet leak repair parts, and efficient plumbing devices
- Free water-wise gardening classes and guidebooks
- Free Indoor/Outdoor Water-Wise Evaluations

During a free Water-Wise evaluation, our water conservation specialists can help identify inefficient plumbing fixtures, practices or leaks that can increase water bills. This service also includes select free plumbing devices.

To complete our Water Conservation Checklist and learn more about conservation services, visit sfwater.org/conservation.

Select free plumbing devices are available at:

Customer Service: (415) 551-3000
8am to 5pm, Monday to Friday
525 Golden Gate Avenue, 1st Floor
San Francisco, CA 94102



On average, households that participated in our free evaluation services and installed at least one high-efficiency toilet, reduced their water consumption by 15%.

Assistance for low-income households:

Our Community Assistance Program (CAP) offers a 15% discount on water bills and a 35% discount on sewer bills for qualified customers. For eligibility requirements and an application form, visit sfwater.org/communityassistance or contact Customer Service.

Water-efficient green spaces can also help you save water and money!

Visit sfwater.org/landscape.



San Francisco
Water Power Sewer

Services of the San Francisco Public Utilities Commission

525 Golden Gate Avenue, 12th Floor
San Francisco, CA 94102



SF Water Power Sewer



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Important Information Enclosed Regarding Proposed FY 2015-2018 Water and Sewer Rates

Para obtener una copia de este aviso en Español, por favor visite sfwater.org/rates o llame al (415) 554-3289.

更多有關本通知的中文資料, 請上網sfwater.org/rates或電 (415)-554-3289.

Notice of Public Hearing on Proposed Water and Wastewater Rates

S.F. Public Utilities Commission Meetings
Tuesday, April 22, 2014 at 1:30 PM
Tuesday, May 13, 2014 at 1:30 PM
San Francisco City Hall, Room 400
1 Dr. Carlton B. Goodlett Place

In accordance with Proposition 218, you have the right to comment on proposed water and wastewater rates. The proposed rate changes will not take effect if protests are received by a majority of the affected property owners and customers.

Protests must be submitted in writing via mail or hand delivered to our April 22nd or May 13th Commission public hearings in order to be counted and may not be delivered electronically or verbally.

Any written protest must: (1) state that the identified property owner or customer is in opposition to the proposed rate increases; (2) provide the location of the identified parcel (by assessor's parcel number, street address, or customer account); (3) include the name and signature of the person submitting the protest.

Mail Comments and Protests to:
SFPUC Commission Secretary
525 Golden Gate Avenue, 13th Floor
San Francisco, CA 94102

We value your input.

If you would like to request a presentation or have feedback to share, please email ratesinfo@sfwater.org.