



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

Published pursuant to Section 23-37 of the  
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#0723MM



City of Rochester, NY  
Rochester City Council



Malik D. Evans, Mayor  
City of Rochester, NY • Rochester City Council

## 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	\$28.44
Water consumption (\$3.96 x 17)	<u>67.32</u>
Total bill for <b>quarter</b>	\$95.76

### 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	\$91.00
5/8" Meter base charge	28.44
Water consumption (\$3.96 X 2)	<u>7.92</u>
Total bill for <b>quarter</b>	\$127.36

### 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	\$253.00
5/8" Meter base charge	28.44
Water consumption (\$11.07 X 2)	<u>24.24</u>
Total bill for <b>quarter</b>	\$305.68

## WATER RATES:

### DOMESTIC SERVICE BASE CHARGES:

Size of Meter	Charge Per Quarter (90 days)	Charge Per Month (30 days)
5/8"	\$28.44	\$9.48
3/4"	\$42.72	\$14.24
1"	\$123.57	\$41.19
1-1/2"	\$183.03	\$61.01
2"	\$244.83	\$81.61
3"	\$611.82	\$203.94
4"	\$1,222.50	\$407.50
6"	\$1,832.70	\$610.90
8"	\$3,984.93	\$1,328.31
10"	\$5,977.41	\$1,992.47

### DOMESTIC WATER CONSUMPTION RATES:

Gallons Used Per Month	Charge Per 1,000 Gallons
0-300,000	\$3.96
300,000-1,000,000	\$3.56
1,000,000-13,000,000	\$2.77
Over 13,000,000	\$1.59

### HOLLY HIGH-PRESSURE FIRE SERVICE CONSUMPTION RATES:

Gallons Used Per Month	Charge Per 1,000 Gallons
One Rate	\$12.12





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"*	\$195.00	1-1/2"	\$500.00
3/4"*	\$220.00	2"	\$605.00
1"*	\$275.00	3" & Larger	Cost + 10%

\* Includes couplings. All meters include remote reading apparatus.

TAPPING FEES:

3/4"*	\$85.00
1"	\$100.00
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 \$75.00
- Thawing of frozen service line:
  - First attempt \$85.00
  - Subsequent attempts \$100.00
- 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 \$225.00

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 requiring restoration of tree lawn only \$1,500.00
  - 2" and under requiring restoration of pavement \$2,500.00
  - 3" and over Actual cost + 10%
- Backflow prevention device testing fee (all sizes) \$165.00

FIRE SERVICES

DOMESTIC FIRE SERVICE CHARGES:

Size of Check Valve	Charge Per Quarter	Charge Per Month
Up to 2"	\$46.00	\$15.33
4"	\$91.00	\$30.33
6"	\$180.00	\$60.00
8"	\$357.00	\$119.00
10"	\$528.00	\$176.00
12"	\$759.00	\$253.00

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"	\$126.00	\$42.00
4"	\$253.00	\$84.33
6"	\$336.00	\$112.00
8"	\$670.00	\$223.33
10"	\$990.00	\$330.00

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 147 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 59,000+ 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 20 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 distinguished history and look forward to continuing the rich legacy of providing clean and plentiful potable water of the highest quality to satisfy the expectations of our valued customers.