



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, 2017

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**B**elieve.



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

Delivering  
pure and  
wholesome  
water right  
to your home  
everyday.



## 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	\$23.91
Water consumption (\$3.62 x 17)	<u>61.54</u>
<b>Total bill for quarter</b>	<b>\$85.45</b>

### 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	23.91
Water consumption (\$3.62 X 2)	<u>7.24</u>
<b>Total bill for quarter</b>	<b>\$114.15</b>

### 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	23.91
Water consumption (\$11.07 X 2)	<u>22.14</u>
<b>Total bill for quarter</b>	<b>\$277.05</b>



## WATER RATES:

### Domestic Service Base Charges:

Size of Meter	Charge Per Quarter (90 days)	Charge Per Month (30 days)
5/8"	\$23.91	\$7.97
3/4"	\$35.85	\$11.95
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"	\$3,029.16	\$1,009.72
10"	\$4,314.45	\$1,438.15

### 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
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(Includes refundable deposit of \$1,360.00 for wrench, RPZ device and meter)

Renewal for subsequent months	\$130.00
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# CELEBRATING OVER 140 YEARS OF EXCELLENCE

The City of Rochester Bureau of Water has delivered pure water to Rochester residents since 1876.

Now utilizing over 600 miles of pipes, the network provides a combined storage capacity of 230 million gallons and supplies water to 210,000 people.

Receiving several awards for "Best Tasting Water," and being the recent recipient of the Partnership for Safe Water's 15 Year Treatment Program Directors Award, the City's commitment to safe drinking water is a testament to the foresight of those who designed and built the system, as well as the continued diligence of the 125 professionals who work for the Bureau of Water today.