

Part 5: Tariffs, cost allocation, rate design, and consumer policies

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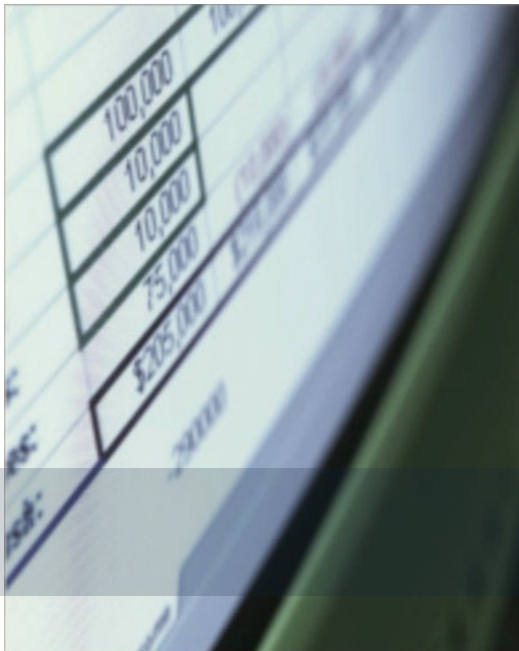
Danny Kermode, CPA - Retired

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Revised 3/12/2025



MICHIGAN STATE UNIVERSITY

5.0 Utility, enterprise, or investment basis: private and some public

$$RR = r_a (RB) + O\&M + D + T$$

where:

RR = total test year (annualized) revenue requirements

r_a = authorized (not guaranteed) rate of return to compensate debt holders and equity shareholders

RB = rate base (original cost of invested utility plant in service net of accumulated depreciation and adjustments)

O&M = operation & maintenance expenses, including administrative & general

D = depreciation and amortization expense

T = taxes other than income and income tax expense

Cost-based rates and revenue sufficiency are a function of both the numerator and denominator:

Revenue requirements (RR)
Estimated sales (billing determinants)

*< you are
here*

5.0 Cost allocation and rate design topics

1. Rate schedules (tariffs)
2. Evaluation criteria in ratemaking
3. Dynamic role of price
4. Price elasticity of demand
5. Variations and trends in demand
6. Deliveries to the system
7. Non-revenue production
8. Price differentiation and subsidization
9. Cost-of-service studies and methods
10. Cost functionalization and classification
11. Cost allocation by customer class
12. Metering and billing
13. Fixed and variable charges
14. Rate-design alternatives

5.1 Rate schedules (tariffs)

- Revenue requirements specify the size of the pie and rate design slices it up
- A tariff is more than a price
 - ▶ It is a schedule of prices and terms authorized by regulators or a local ordinance
 - ▶ “A compilation of all effective rate schedules of a particular company or utility. Tariffs include General Terms and Conditions along with a copy of each form of service agreement” (FERC)
 - ▶ “A tariff is a pricing schedule or rate plan that utilities offer to customers. Along with the pricing plan, there may be certain rules for each tariff a utility offers, such as the times or seasons when prices will vary, eligibility for a tariff, when/how a customer can join or leave the tariff, what type of meter must be installed and more. Other things that can be found in a utility's tariff book include sample forms that customers may be required to fill out, rules for applications for service, bill adjustment, low-income programs and service area maps” (CPUC)



Poll: Tariffs

- How many pages are in York's water tariff?
 - A. 2
 - B. 12
 - C. 38
 - D. 94

5.1 York: tariff sheets (linked)

Supplement No. 163
To
Water-Pa. P.U.C. No. 14
One Hundred Forty-seventh Revised Page No. 3
Canceling
One Hundred Forty-sixth Revised Page No. 3

The York Water Company
York, Pennsylvania



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(C) Indicates Change

ISSUED: December 16, 2024

EFFECTIVE: January 1, 2025

Supplement No. 151
to
Water-Pa. P.U.C. No. 14
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Canceling
Twenty-fifth Revised Page No. 42

The York Water Company
York, Pennsylvania

13. Rate Schedules (Continued)

Schedule "A" - Meter Rates (Continued)

Gravity System (Continued)

RATES

Customer Charges

Size of Meter

All Classes

5/8"	\$17.25	(I)
3/4"	23.70	
1"	33.40	
1-1/2"	51.50	
2"	66.90	
3"	161.10	
4"	239.80	
6"	266.30	
8"	511.00	
10"	657.60	
12"	809.60	

Output Charges

Rate per 1,000 Gallons

	Residential		Commercial		Industrial
Up to 5,000 Gallons Per Month	\$6.631	(I)	\$6.426	(I)	\$6.426 (I)
Next 45,000 Gallons Per Month	6.631	(I)	4.601	(I)	4.601 (I)
Next 1,950,000 Gallons Per Month	6.631	(I)	3.585	(I)	3.861 (I)
Over 2,000,000 Gallons Per Month	6.631	(I)	3.585	(I)	3.324 (I)

5.1 York: notice of increase (2018)

News Release

The York Water Company
130 East Market Street
York, PA 17401



FOR IMMEDIATE RELEASE

Contact: Jeffrey R. Hines, President and CEO
or Matthew E. Poff, Chief Financial Officer

Phone: 717-845-3601

YORK WATER COMPANY FILES A RATE REQUEST

Proposes first general rate increase in 5 years.
Includes \$77 million capital investment in York and Adams Counties.
Average water cost still 1 penny per gallon.

York, Pennsylvania, May 30, 2018: The York Water Company (NASDAQ:YORW) on May 30, 2018 asked the Pennsylvania Public Utility Commission (PPUC) for a general increase in base water rates of \$6.4 million per year, or an overall 13.1% increase, and a general increase in base wastewater rates of \$288,623 per year, or a 25% increase. If granted immediately, the rate increase would be effective August 1, 2018. The PUC may delay the effective date until March 2019, and after an investigation, grant all, some, or none of the request. As a result, the final effect on water and wastewater bills may be different than the Company's request. The request may also be reviewed by the Office of Consumer Advocate and the Office of Small Business Advocate.

The Company's filing with the PUC also requests to combine in part, the revenue requirement for the Company's wastewater operations with the Company's water operations as authorized by legislation enacted in 2012.

If the increase were granted in its entirety, the typical residential water customer would pay an additional \$4.30 per month (14 cents per day), the typical commercial water customer would pay an additional \$15.59 per month (52 cents per day), the typical industrial water customer would pay an additional \$125.61 per month (\$4.19 per day).

For our wastewater customers: an Asbury Pointe Subdivision wastewater customer would pay an additional \$12.50 per month (42 cents per day), a typical East Prospect and Lower Windsor Area residential wastewater customer would pay an additional \$12.94 per month (43 cents per day), a typical East Prospect and Lower Windsor Area commercial wastewater customer would pay an additional \$16.04 per month (53 cents per day), a typical West York Borough residential wastewater customer would pay an additional \$6.54 per month per dwelling unit (22 cents per day) and a typical West York Borough commercial and industrial customer would pay an additional \$8.09 per month per dwelling unit (27 cents per day).

Jeffrey R. Hines, President and CEO of York Water, said the increase is necessary due to approximately \$77 million in capital investments that the Company has made since its 2013 rate filing and will make through February of 2020. The capital investments are necessary to: reinforce, replace, and reline aging water mains; replace service lines, meters, and hydrants; construct an untreated water pumping station on Lake Redman to increase security, reduce costs, and provide redundancy in case of emergencies; increase water quality and operational efficiency through upgrades to facilities and equipment; expansion and improvements of the water and wastewater treatment plants and other facilities to better meet current and upcoming regulations; and for replacements and upgrades of other infrastructure, including York Water's water supply dams.

Hines said: "Costs to be recovered in this rate filing include replacement costs for over 40 miles of aging pipeline, about 4% of our total pipe, which extends the life of our infrastructure, reduces costs associated with main breaks and leaks, and provides improved customer service and reliability. In addition to these capital investments, we are also seeking to recover increased costs such as personnel expenses, depreciation, and increases in normal operations and maintenance expenses. York Water remains one of the most efficient water utilities in the nation, continuing to reduce or eliminate various expenses since its last rate case, including reduction in income taxes from the 2017 Tax Act and tax repair deductions. This has helped to offset and delay this proposed increase in rates."

NOTICE OF PROPOSED WATER RATE CHANGES

Dear Customer:

The York Water Company filed a request with the Pennsylvania Public Utility Commission (PUC) to increase your rates for water service, as well as wastewater service, as of August 1, 2018. A full investigation of this request could delay the change until March 2019. This notice describes the Company's rate request, the PUC's role, and what actions you can take.

The Company has requested an overall base rate increase for water service of \$6.4 million per year. If the Company's entire request is approved, the typical water bill for:

Residential gravity customers using 4,600 gallons per month would increase from \$37.78 to \$41.84 per month, or by 10.7%. Residential repumped customers using 3,699 gallons per month would increase from \$44.72 to \$49.11 per month, or by 9.8%.

Commercial gravity customers using 28,428 gallons per month would increase from \$115.77 to \$126.29 per month, or by 9.1%. Commercial repumped customers using 39,541 gallons per month would increase from \$266.26 to \$288.46 per month, or by 8.3%.

Industrial gravity customers using 133,197 gallons per month would increase from \$431.96 to \$472.72 per month, or by 9.4%. Industrial repumped customers using 308,127 gallons per month would increase from \$1,764.56 to \$1,988.26 per month, or by 12.7%.

The Company's filing with the PUC also requests to combine in part, the revenue requirement for the Company's wastewater operations with the Company's water operations as authorized by legislation enacted in 2012.

Q. Why are communications important when it comes to ratemaking?

5.1 York: rate case intervention by a customer (2019)

VIA FIRST CLASS MAIL


ROSEMARY CHIARETTA, SECRETARY
 PENNSYLVANIA PUBLIC UTILITY COMMISSION
 COMMONWEALTH KEYSTONE BUILDING
 400 NORTH STREET, 2ND FLOOR NORTH
 P.O. BOX 3265
 HARRISBURG, PA 17105-3265

RECEIVED
 SEP 7 2018
 PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

SEPTEMBER 7, 2018

C-2018-3003408
 RE: DOCKET NO. R-2018-3000019

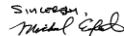
DEAR SECRETARY CHIARETTA,
 ENCLOSED IS MY REPLY TO THE AUGUST 20, 2018
 CORRESPONDENCE SENT TO YOU BY DEVIN RYAN, ATTORNEY
 FOR THE YORK WATER COMPANY.

Sincerely,

 MICHAEL EIFERT

DEAR SECRETARY CHIARETTA,

THIS LETTER IS IN RESPONSE TO THE CORRESPONDENCE SENT TO YOU BY DEVIN RYAN, ATTORNEY FOR THE YORK WATER COMPANY, ON AUGUST 20, 2018. DEVIN RYAN STATED IN HER LETTER I WAS IN ERROR IN MY CALCULATIONS OF THE PROPOSED RATE INCREASE BY THE YORK WATER COMPANY. I BASED MY CALCULATIONS ON INFORMATION I RECEIVED FROM A YORK WATER COMPANY RECEPTIONIST I SPoke TO IN JULY, 2018. THE RECEPTIONIST TOLD ME THE RATE WOULD BE \$ 0.0098 PER GALLON AND NO INCREASE IN CUSTOMER CHARGE PER MONTH. THE AUGUST 1, 2018 START DATE FOR THE RATE INCREASE WAS SENT TO ME BY THE YORK WATER COMPANY IN MY JULY, 2018 WATER BILL. A COPY OF THAT NOTICE IS INCLUDED IN THIS CORRESPONDENCE. DEVIN RYAN STATED THAT THE INCREASE WILL NOW BE \$ 0.0083 PER GALLON ALONG WITH A \$ 2.50 MONTHLY CUSTOMER CHARGE INCREASE.

BASED ON THESE REVISED CHARGES, THE RATE INCREASE WILL BE 9.4% FROM THE LAST INCREASE ON MARCH, 2014 (A 2100 GALLON USAGE RATE WAS USED WHICH IS CONSISTANT WITH MY CALCULATIONS IN THE FORMAL COMPLAINT I SUBMITTED). IT IS STILL A SIGNIFICANT INCREASE. IF YOU FRUSTRATED IN THE TWO RATE INCREASES, THE AMOUNT WOULD BE A 24.5% INCREASE OVER THE LAST 5 YEARS! THIS AVERAGES OUT TO ALMOST 5% PER YEAR. THE INCREASE IS UNREASONABLE CONSIDERING THE CURRENT COST OF LIVING ADJUSTMENTS THE AVERAGE PERSON RECEIVES. PLEASE REJECT THIS PROPOSED RATE INCREASE BY THE YORK WATER COMPANY. THANK YOU.

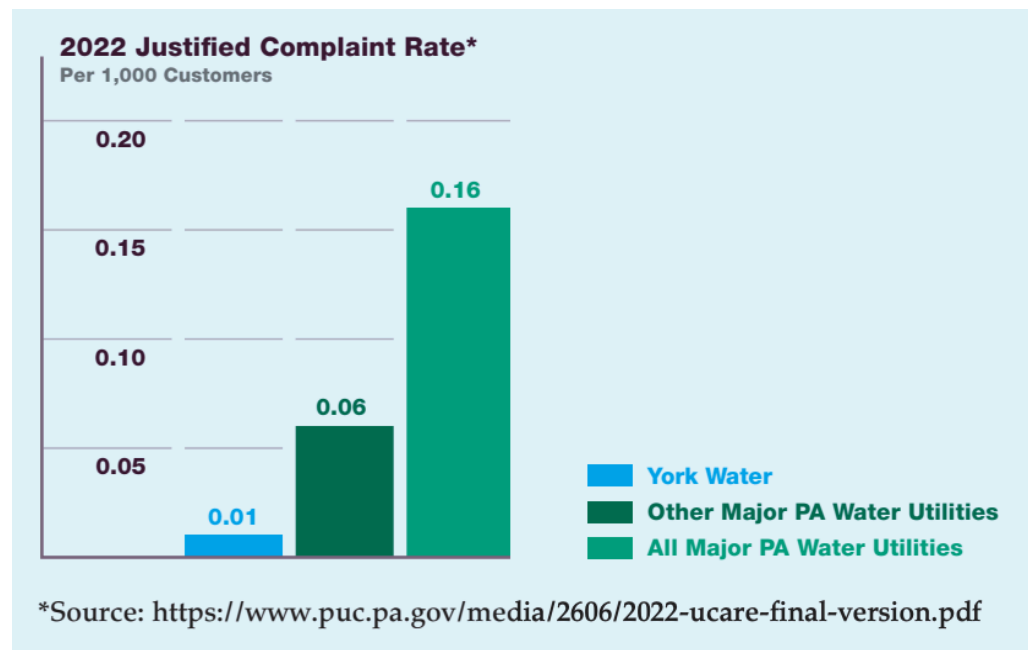
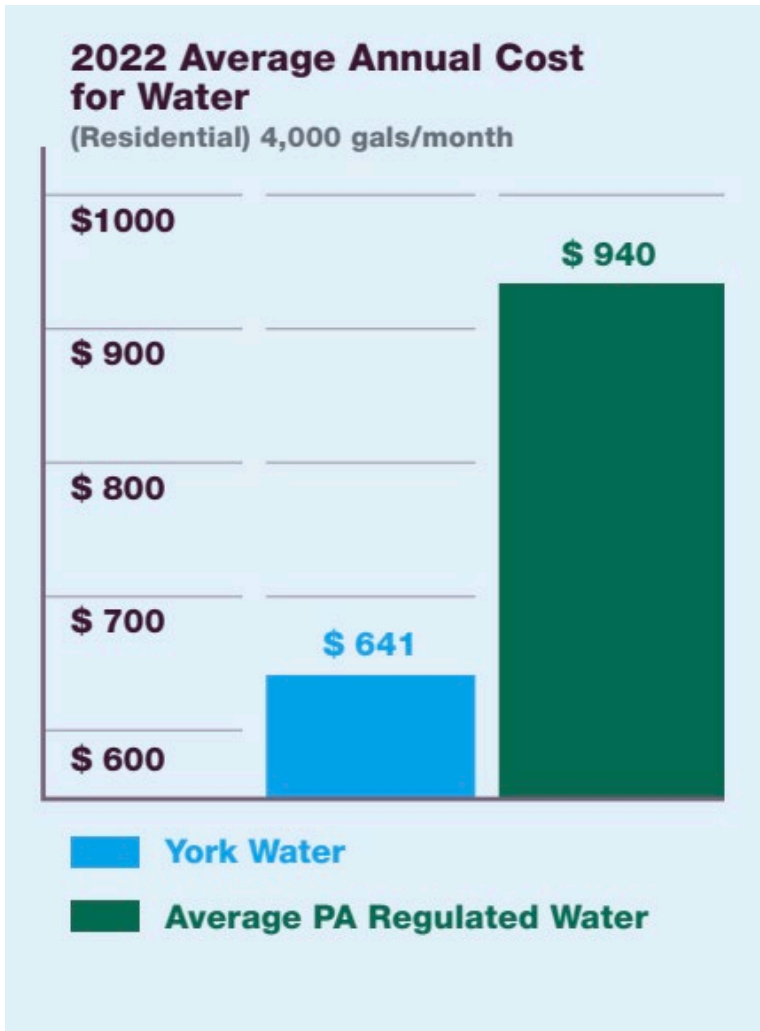
Sincerely,

 MICHAEL EIFERT

PUC Schedules August 17 Public Input Hearing for Water and Wastewater Rate Increases Proposed by York Water

Published on 7/27/2022

Q. Why is consumer advocacy important to ratemaking?

5.1 York: cost and complaint metrics



5.2 Poll: Evaluation criteria in ratemaking

- Which of the following are *not* among the traditional economic criteria used to evaluate rates and rate structures?
 - A. Household utility affordability
 - B. Revenue sufficiency and stability
 - C. Interclass and intraclass equity
 - D. Understandability and practicality

5.2 Evaluation criteria in ratemaking

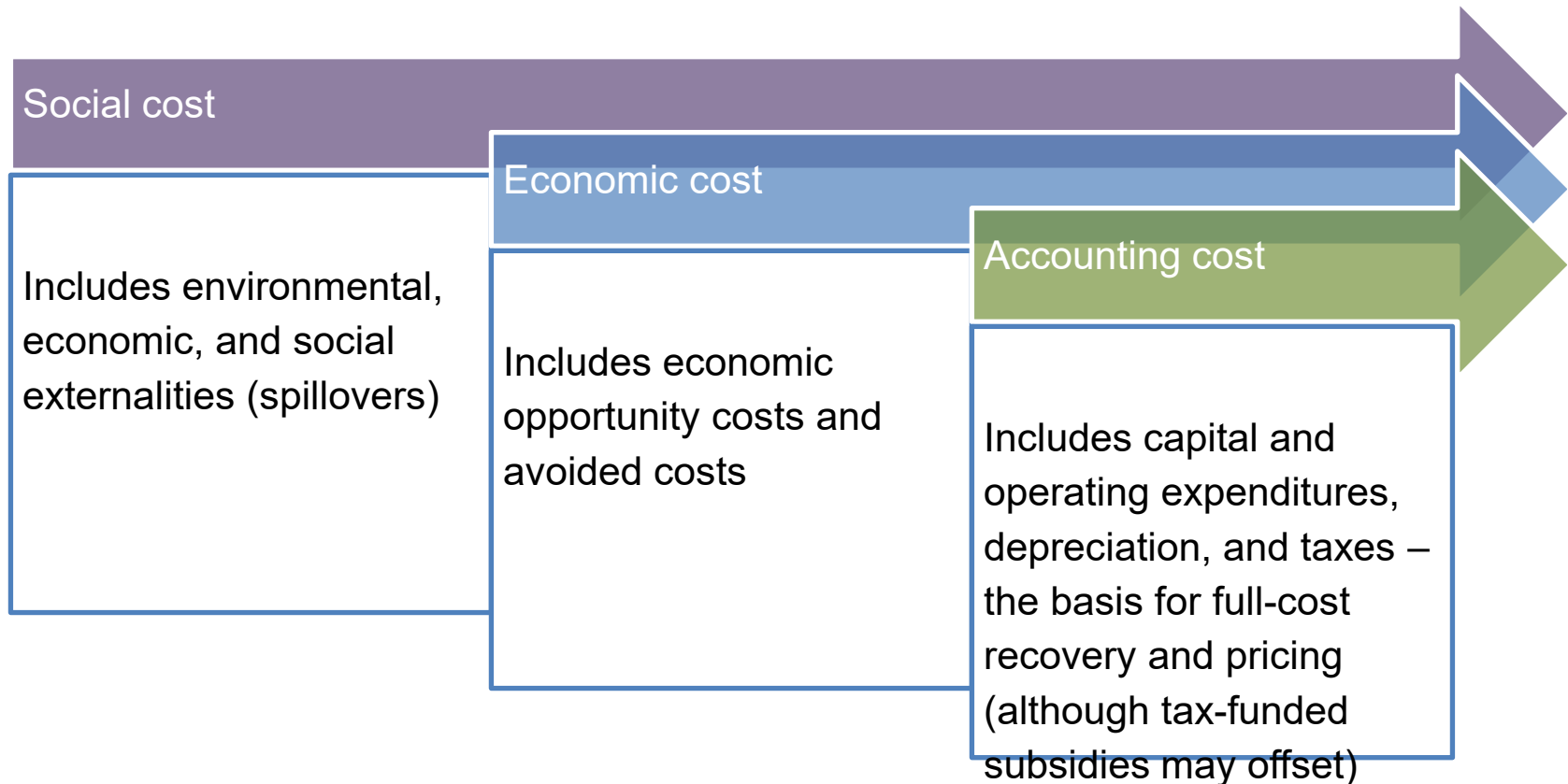
- Regulated rates must serve the public interest
 - ▶ James Bonbright specified *economic* criteria for “sound” rates and rate structures (*Principles*, 1961) – considered the “right way” to price and promote “rational use”
 - ▶ There is no right way to allocate & price – only alignment with principles and objectives
- Evaluation criteria for public utility rates (Bonbright modified)
 - ▶ Financial viability ✓
 - ▶ Economic efficiency ✓
 - ▶ Equitable allocation ✓
 - ▶ Operational performance
 - ▶ Network optimization
 - ▶ Environmental stewardship (social equity)*
 - ▶ Distributive justice (social equity)*
- Rate design choices are also bound by practical constraints and considerations
 - ▶ Understandable, unambiguous, and transparent
 - ▶ Technically feasible and cost effective
 - ▶ Politically acceptable and legally defensible

Q. What pricing goals should regulators and utilities pursue?

5.2 Values, judgment, and tradeoffs

- Pricing is a tool, not an objective
 - ▶ Various options can fulfill revenue requirements and meet other objectives
 - ▶ Rate design should be revenue neutral – no more or less
 - ▶ No structure is inherently “right” or “wrong”
 - ▶ Choices reflect complex tradeoffs among values
 - ▶ More attention is paid to efficiency than equity
 - ▶ Impacts depend on all fixed and variable components
- Rate design can be controversial and “political” – might not be a bad thing
 - ▶ Who pays, how much, and how they pay (interclass and intraclass)
 - ▶ “Social ratemaking” departs from accepted cost-of-service principles and practices
 - ▶ Sacrifices (some) efficiency in resource allocation to achieve (legitimate) social goals
 - ▶ Reflects community values, as well as regulatory authority and discretion
 - ▶ Examples: lifeline rates, economic-development rates, and usage-budget rates
- “Just and reasonable” is informed by economics but is a legal standard
 - ▶ Economic conception of equity in ratemaking focuses on cost causation
 - ▶ Legal equity allows for discretion and pragmatism
 - ▶ Social equity considers fairness and outcomes based on values and rights

5.2 Cost of service and its recovery



5.2 Economic principles and their limits

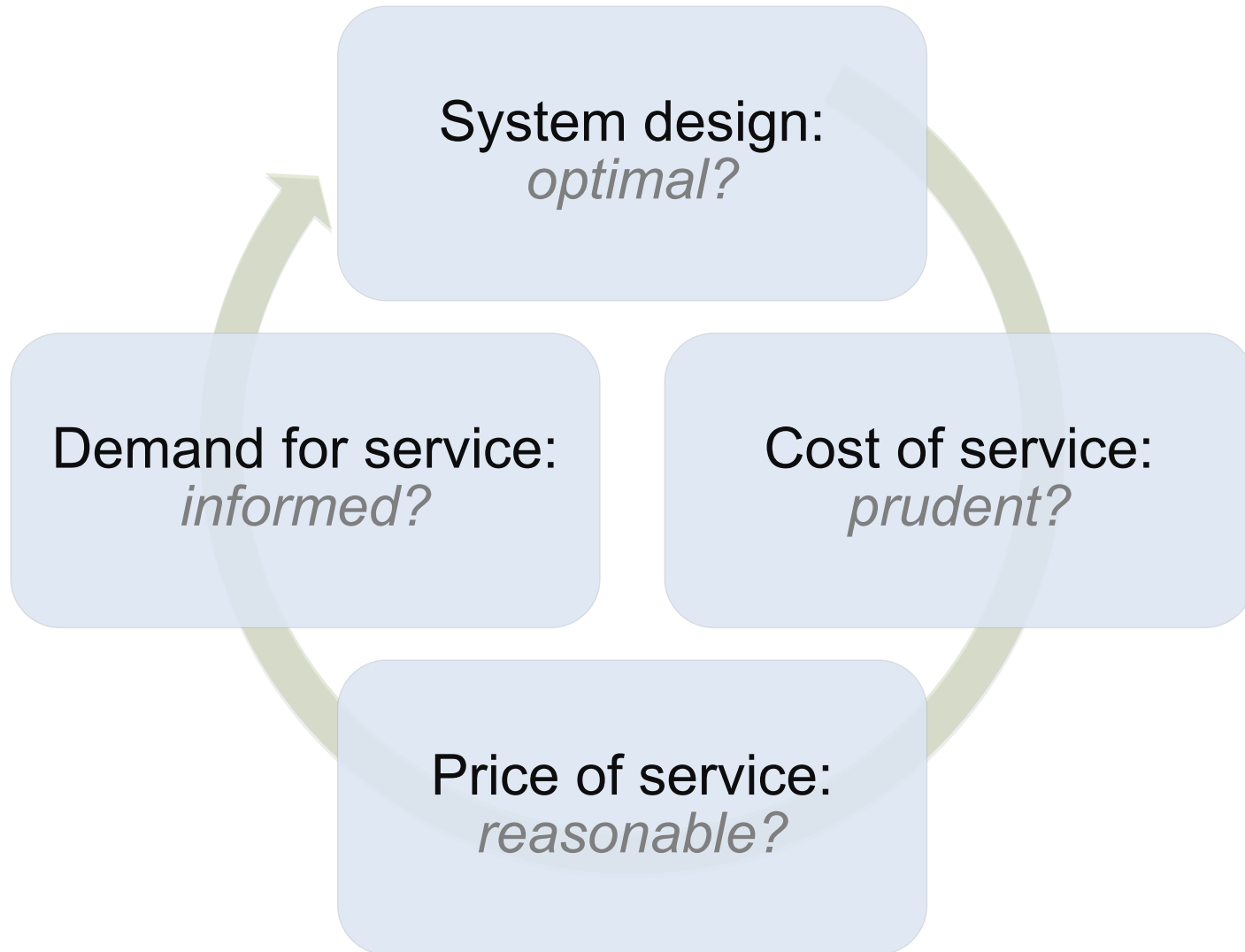
- Economic principles and practice favor prices based on the cost of service
 - ▶ Allocation of costs to cost causers for efficiency, equity, and sustainability
 - ▶ Cost-based prices communicate value, enable “self-rationing” (consumer sovereignty)
 - ▶ Focus on economic efficiency and “rationality” can obscure social equity concerns
- Cost, price, and value
 - ▶ Well-regulated prices based on full-cost accounting understate the true value and cost of utility services due to positive and negative externalities, respectively
 - ▶ Price is necessary but not always sufficient for inducing desirable production and consumption behavior and protecting the commons
 - ▶ Price signals are more relevant for *discretionary* than nondiscretionary usage
 - ▶ Price signals can be amplified by information and “nudging”
- Rate design may also consider
 - ▶ Need for and value of service
 - ▶ Economic and market conditions
 - ▶ Potential for customer bypass

Q. What pricing challenges do utilities and regulators face today?

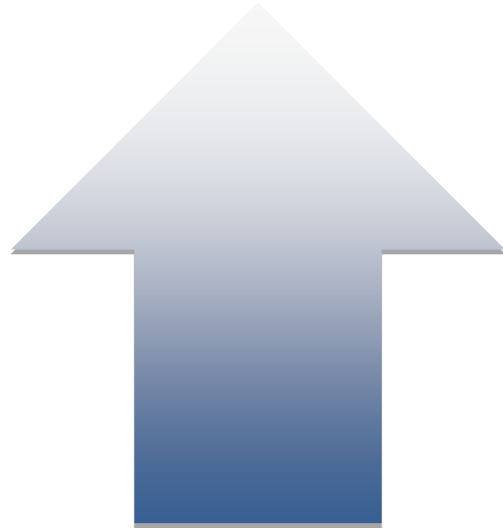
5.2 Poll: objectives in rate design

- Which of the following is *not* among the objectives of rate design?
 - A. To fairly allocate utility costs to ratepayers
 - B. To send cost-based price signals to consumers
 - C. To increase revenues for essential utility programs
 - D. To incorporate long-run costs and externalities

5.3 Dynamic role of price in utility sustainability

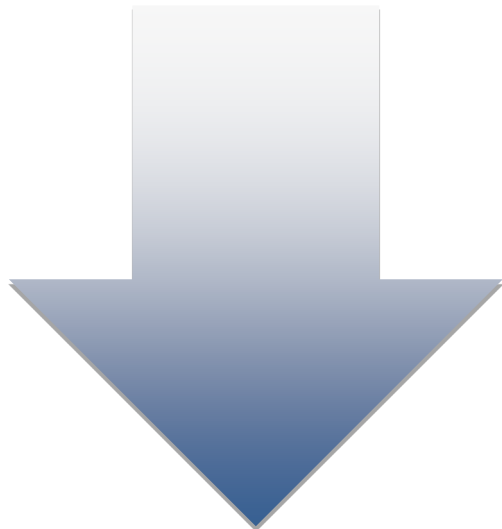


5.3 Pricing economics and potential welfare effects



Prices too high

- Exaggerates price signals for discretionary usage
- Extracts rents from essential usage (Ramsey pricing)
- Regressive deprivation and endangerment
- Drag on the local economy from income effect
- Excess capacity and stranded investment
- High reserves and transfers from system
- Foregone revenues from lost sales, theft, bypass, defection

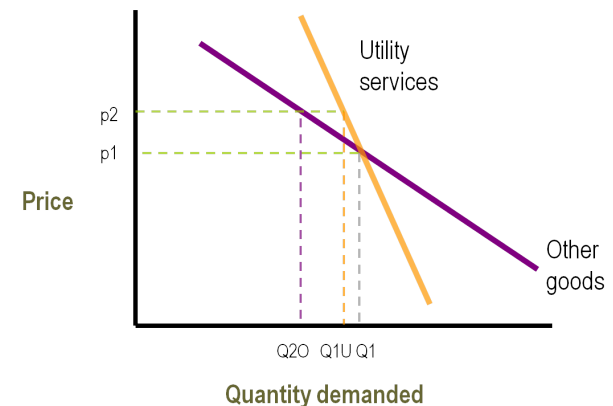


Prices too low

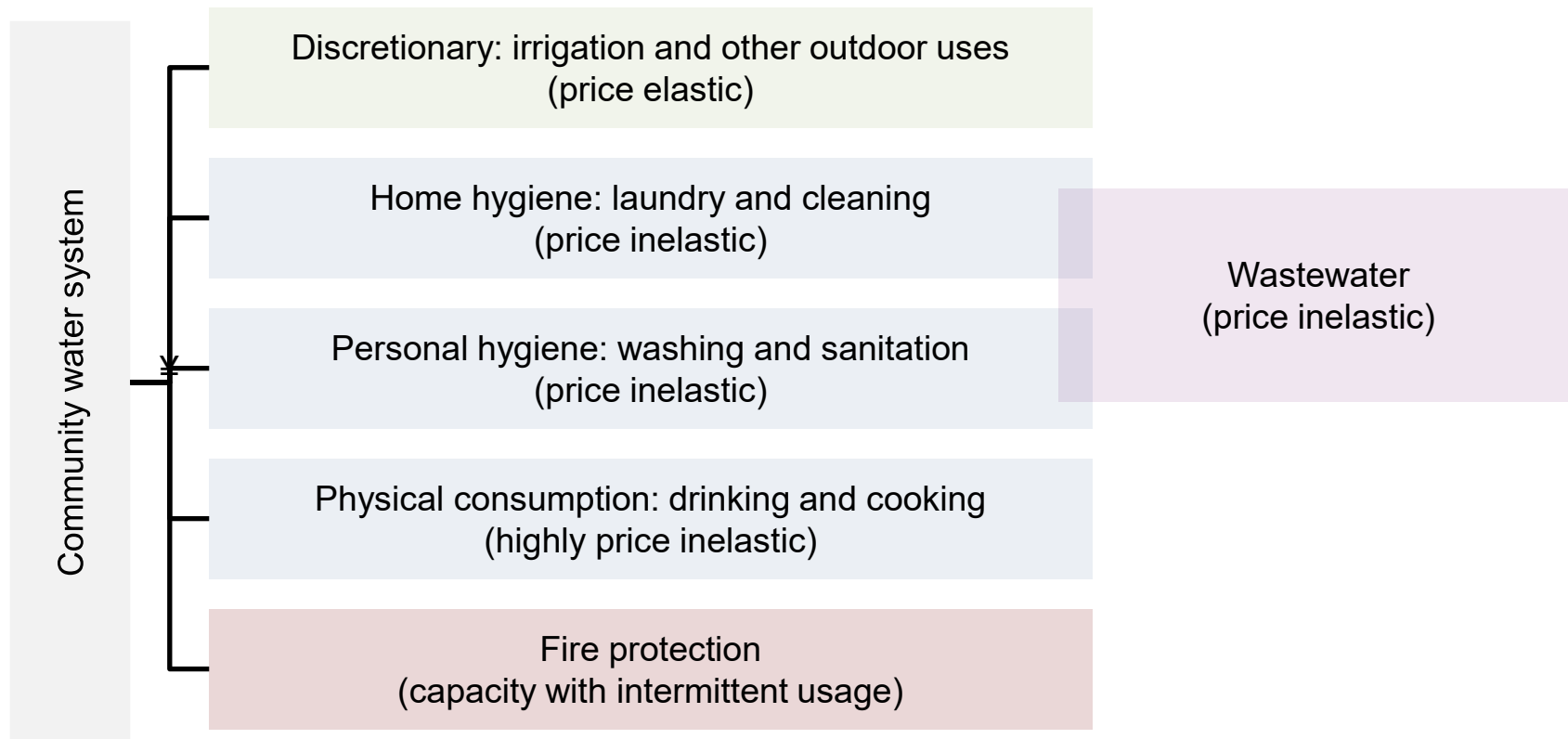
- Weakens price signals for discretionary usage
- Requires another means of cost recovery
- Excessive and wasteful use of resources
- Inadequate infrastructure investment
- Poor capacity utilization and congestion
- Low reserves and subsidies to system
- Financial effects of revenue inadequacy

5.4 Price elasticity of demand

- Elasticities are relevant to ratemaking in terms of forecasting sales revenues
- Price elasticity is the responsiveness or sensitivity of demand (usage) to price
 - For individual, system, or market – varies by various factors
 - Demand curve reflects the consumer's marginal willingness to pay
 - Price elasticity incorporates ability to pay (income effects)
- Measured as: $(\% \Delta \text{ in quantity demanded}) / (\% \Delta \text{ in price})$
 - A value of 1 (or -1) is unitary elasticity (e.g., price up 1%, usage down 1%)
 - Lower for necessities and higher for discretionary goods
- Utility services are relatively price-inelastic – but variable by type
 - Price increases may not induce substantial usage reductions
 - First blocks tend to be more essential and less elastic – equity
 - Later blocks may be shaped by marginal prices – efficiency
- Other elasticities of demand
 - Income – may be relatively inelastic and varies by level
 - Weather – may be relatively more elastic
 - Demographics and culture – emerging research
 - Meta-analyses consolidate study findings



5.4 Water usage: five products, one set of pipes



5.5 Variations and trends in demand

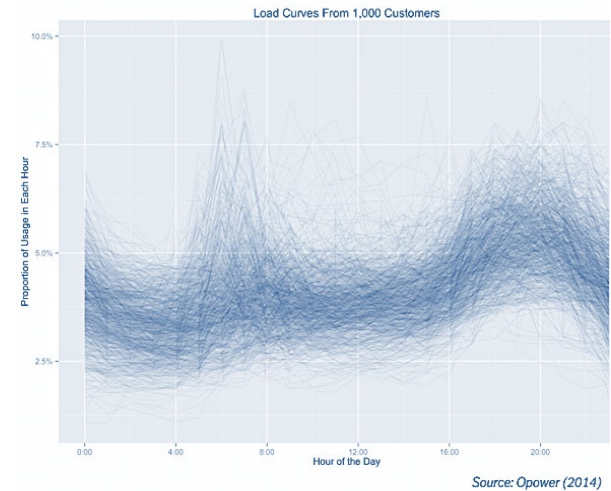
- How demand or “load” varies
 - ▶ From year to year (climatic)
 - ▶ From month to month (seasonal)
 - ▶ By day of week (work patterns)
 - ▶ By time of day (diurnal with hourly & “needle peaks”)
 - ▶ By class of customer

- Base load vs. peak demand
 - ▶ Base load is the minimum requirement over a period
 - ▶ Peaking load (capacity needs) are seen in load duration curves

- Demand (load curve) as an engineering challenge: “system design”
 - ▶ Solve from the bottom up – supply and storage
 - ▶ How to meet load with appropriate reserves?

- Demand (load curve) as an economic challenge: “load design”
 - ▶ Solve from the top down – prices and enabling technologies to “flatten the curve”
 - ▶ How to assign network capacity costs to peak users? (air conditioning, lawn watering)

- Special challenges in managing demand
 - ▶ Resource (commodity) scarcity and network congestion (capacity)
 - ▶ Reliability standards, persistent peaks, wealth effects, demand hardening, anomalies
 - ▶ Prudence calls for efficient load management and capacity utilization (average/peak)



5.5 Demand and system design (water)

Maximum-hour (hourly peak) demand*

- Distribution mains, pumping stations, treated water storage

Maximum-day (daily peak) demand*

- Transmission lines, water treatment plants

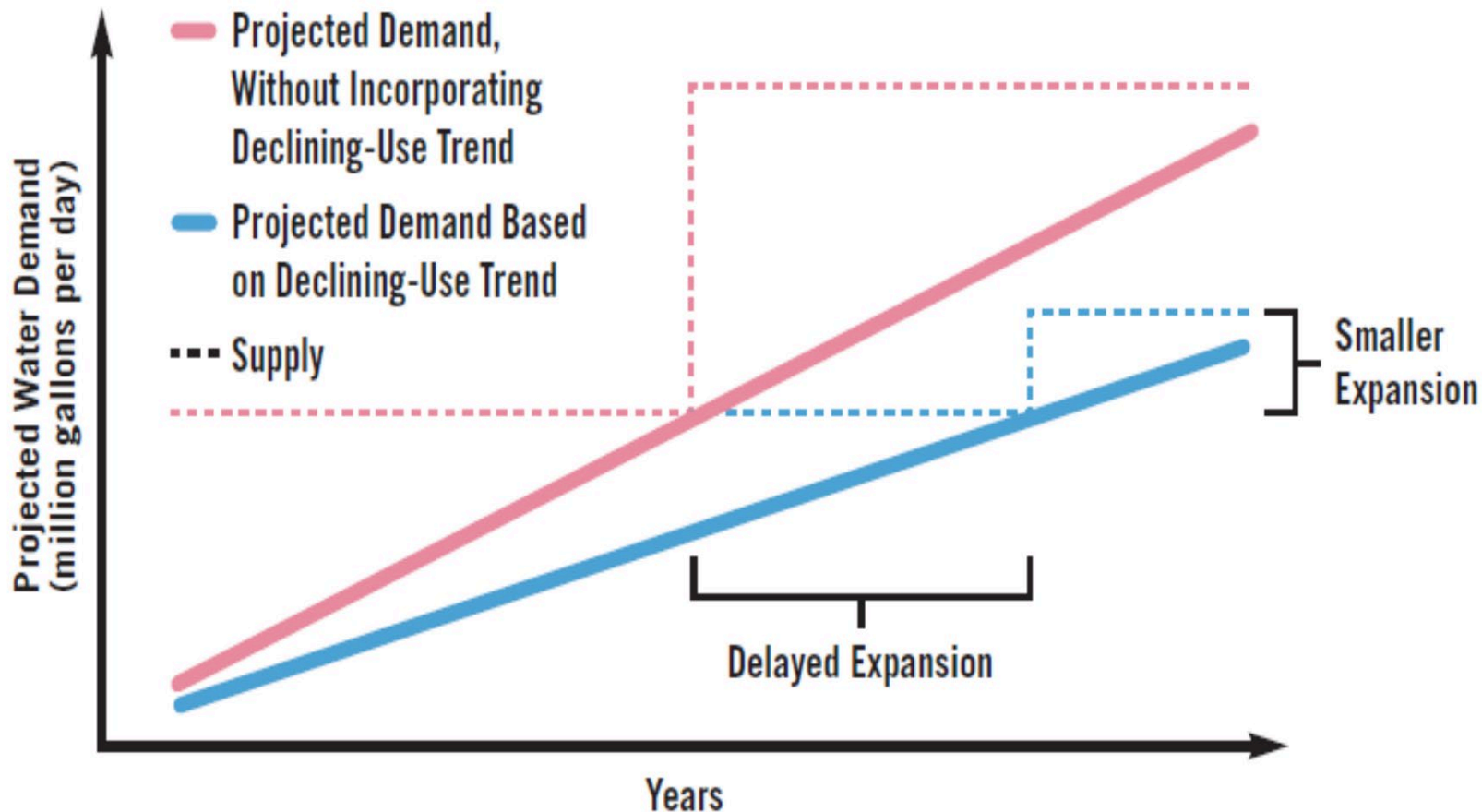
Average-day demand (annual/365)

- Source-of-supply facilities, raw water storage (reservoirs)

Based on Howe and Linaweaver (1967)

*Note: fire-flow requirements (codes, insurance) play a significant role in system design and cost – the greater of max-day or max-hour plus a fire.

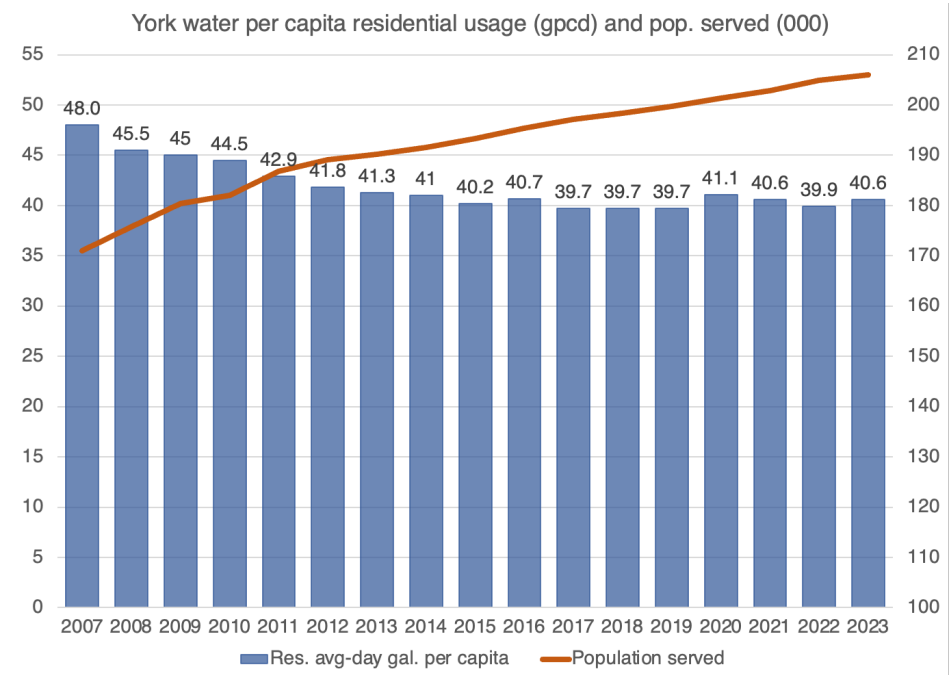
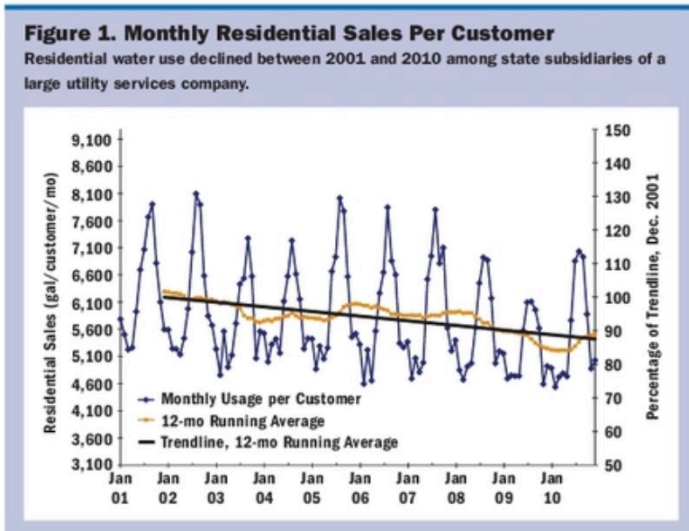
5.5 Demand management and avoided cost



Source: Hunter, et al, Declining Residential Water Usage, 2011

5.5 Demand trends

- Trends in demand can be stationary or non-stationary
 - ▶ May also be more or less volatile
 - ▶ Water usage has declined with improved efficiency – efficient use is also less elastic
- Rates are derived from revenues/volumetric sales
 - ▶ Accurate sales forecasts for the rate year are as important as accurate cost forecasts
 - ▶ Moving averages are misleading when trends are non-stationary (volatile or not)
 - ▶ Usage forecasts for ratemaking and spending (CPCN) should be consistent



5.5 York: demand characteristics

2023

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

Page 1

**Primary Facility Report for YORK WATER CO (19653)
REPORT FOR CALENDAR YEAR JAN 1 TO DEC 31, 2023**

Client: THE YORK WATER CO

PRIMARY FACILITY NAME AND MAILING ADDRESS

Name and Address: YORK WATER CO
130 E MARKET ST
YORK, PA 17401

Contact Information: DOUG CRAWSHAW
WATER QUALITY MGR

Phone: 717-845-3601

Facility e-mail: DOUGC@YORKWATER.COM

PEAK DAY WATER USE FOR REPORT YEAR 2023

Date: 06/01/2023 (mm/dd/yyyy)

Gallons Per Day: 27,160,000

MINIMUM DAY WATER USE FOR REPORT YEAR 2023

Date: 01/18/2023 (mm/dd/yyyy)

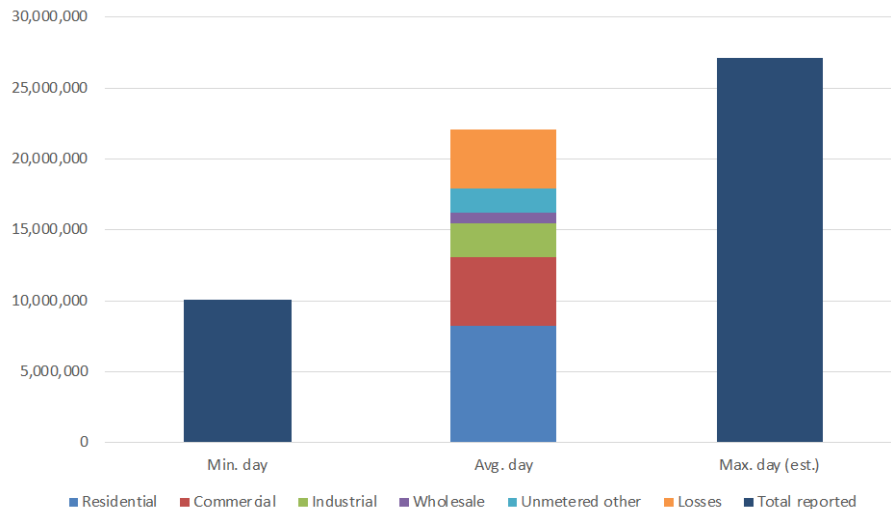
Gallons Per Day: 10,038,000

POPULATION SERVED

Population Served: 205,974

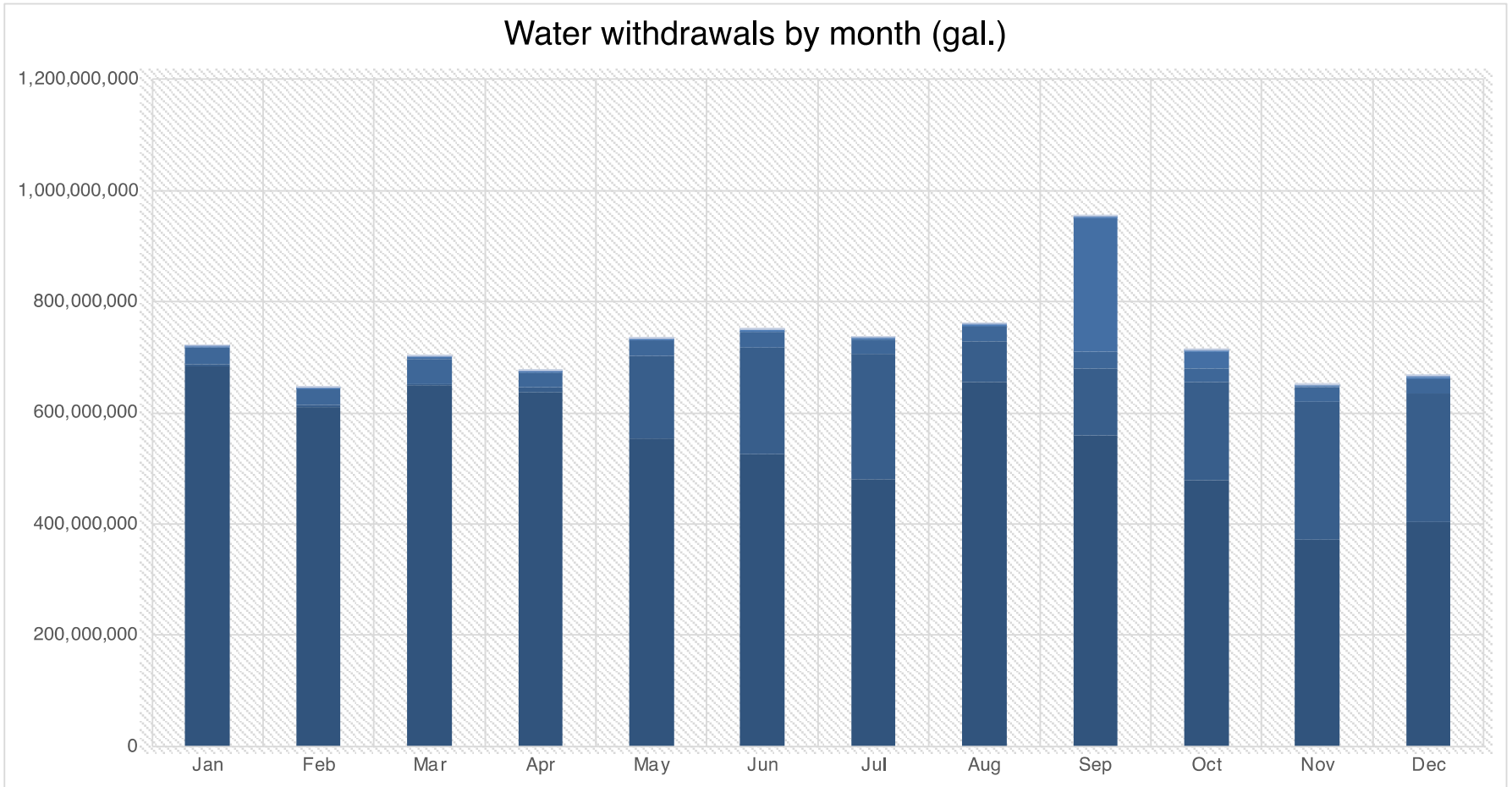
AVERAGE DAILY WATER USE

Type	Metered Connections		Unmetered Connections	
	Number	Water Use (GPD)	Number	Water Use (GPD)
Domestic	64,393	8,288,327	0	0
Commercial	4,619	4,764,745	0	0
Industrial	299	2,435,617	0	0
Institutional	0	0	0	0
Bulk Sales to other PWS	4	713,718	0	0
Oil and Gas	0	0	0	0
Other	0	0	1,411	1,699,608
Water Losses				4,153,766
Total	69,315	16,202,407	1,411	5,853,374

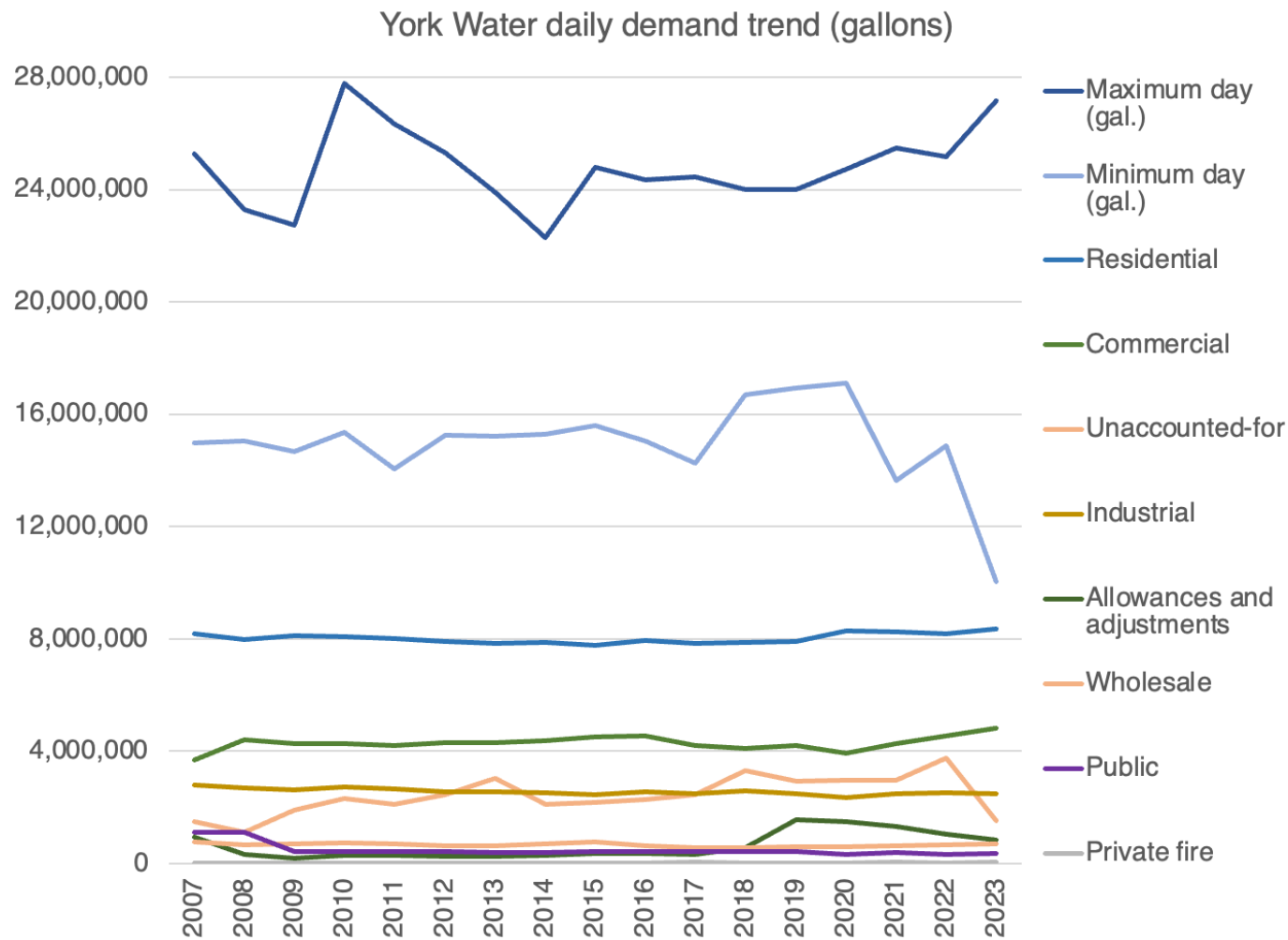


Q. Why is the peak-to-average demand ratio relevant to rate design?

5.5 York: monthly withdrawals (seasonality)



5.5 York: demand trends



Q. On what day of the year is water usage often the lowest – and why?

5.5 Exercise: weather normalization with demand attrition (simplified)

	Normal usage (-1% attrition)	Weather effect (+/- 5%)	Total gallons sold (000)	Price (000)	Revenues (000)	Revenue excess or deficit
Year 1	2,876	Normal	2,876	\$10.88	\$31,291	\$0
Year 2	2,847	Dry	2,989	\$10.88	\$32,520	\$1,229
Year 3	2,819	Normal	2,819	\$10.88	\$30,671	(\$620)
Year 4	2,791	Dry	2,931	\$10.88	\$31,889	\$598
Year 5	2,763	Normal	2,763	\$10.88	\$30,061	(\$1,229)
Year 6	2,735	Wet	2,598	\$10.88	\$28,266	(\$3,025)
Year 7	2,708	Wet	2,573	\$10.88	\$27,994	(\$3,297)
Average	2,791	-	2,793	\$10.88	\$30,385	(\$906)
"New normal"	?	-	?	?	\$31,291	\$0

Q. What usage level should be used for the “new normal” and test year?

5.5 Exercise: weather normalization with demand attrition (simplified)

	Normal usage (-1% attrition)	Weather effect (+/- 5%)	Total gallons sold (000)	Price (000)	Revenues (000)	Revenue excess or deficit
Year 1	2,876	Normal	2,876	\$10.88	\$31,291	\$0
Year 2	2,847	Dry	2,989	\$10.88	\$32,520	\$1,229
Year 3	2,819	Normal	2,819	\$10.88	\$30,671	(\$620)
Year 4	2,791	Dry	2,931	\$10.88	\$31,889	\$598
Year 5	2,763	Normal	2,763	\$10.88	\$30,061	(\$1,229)
Year 6	2,735	Wet	2,598	\$10.88	\$28,266	(\$3,025)
Year 7	2,708	Wet	2,573	\$10.88	\$27,994	(\$3,297)
Average	2,791	-	2,793	\$10.88	\$30,385	(\$906)
"New normal"	2,708	-	2,708	\$11.56	\$31,291	\$0

Q. What usage level should be used for the “new normal” and test year?

5.6 York: water deliveries to the system

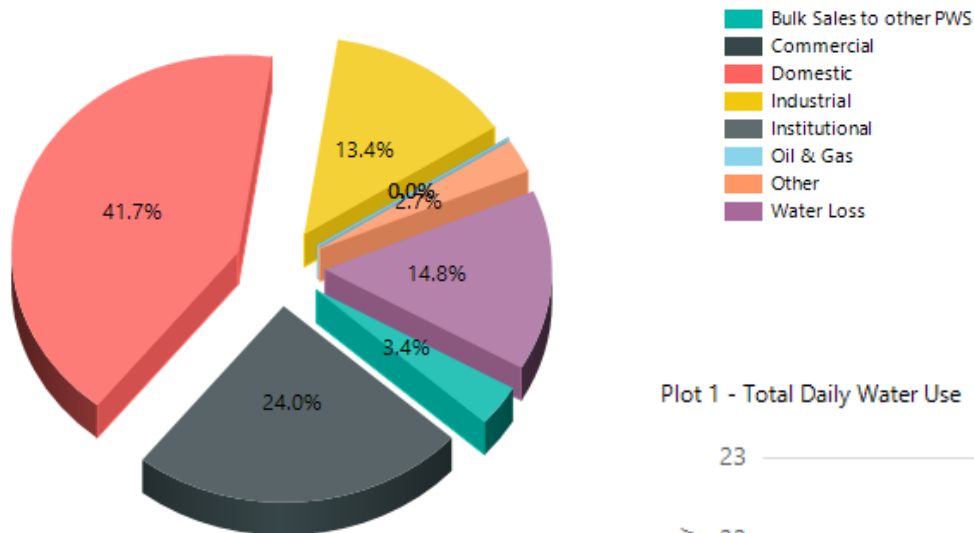
500. WATER DELIVERED INTO SYSTEM DURING YEAR

Every estimated value shall be supported by such detailed information as will permit a ready identification, analysis, & verification of all relevant facts. The Company shall be prepared to furnish to the Commission this detailed information.

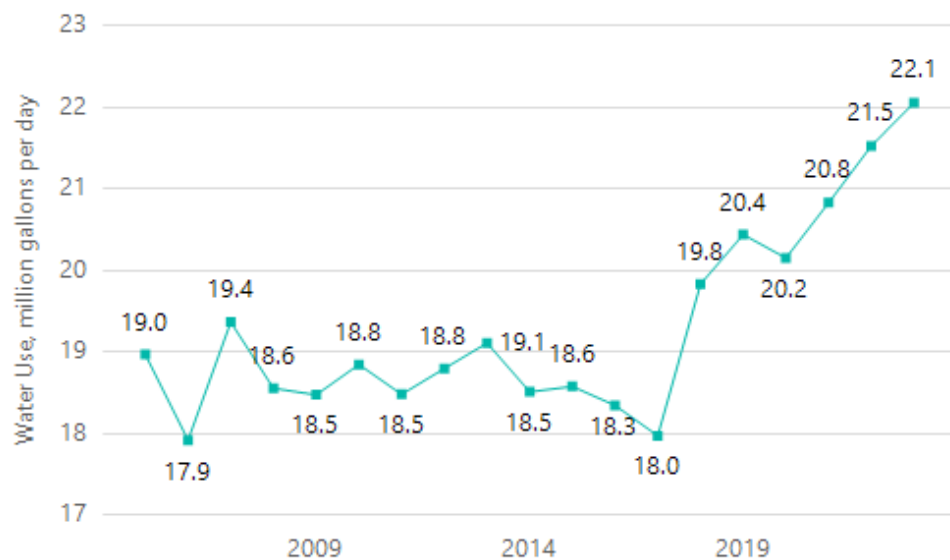
Line No.	Description (a)	(Gallons) (b)	(gpd) (c)
1	Water Delivered for Distribution & Sale:		
2	Water Obtained from Company Sources	7,945,000,000	21,767,123
3	Water Obtained from Other Independent Utilities		
4	Total Water Delivered	7,945,000,000	21,767,123
5	Metered Sales:		
6	Residential	3,050,463,390	8,357,434
7	Commercial	1,754,779,800	4,807,616
8	Industrial	903,235,600	2,474,618
9	Public	133,169,400	364,848
10	Other Water Utilities	260,507,230	713,718
11	Private Fire Protection	14,610,100	40,028
12	Public Fire Protection		
13	Other Metered Sales Identify _____		
14	Total Metered Sales	6,116,765,520	16,758,262
15	Unmetered Sales:		
16	Residential		
17	Commercial		
18	Industrial		
19	Private Fire Protection		
20	Public Fire Protection		
21	Other Unmetered Sales Identify _____		
21	Total Unmetered Sales		
22	Total Sales	6,116,765,520	16,758,262

5.6 York: usage profile 2004-2023 (Pennsylvania DEP)

Plot 3 - Percentage of Water Use by Category



Plot 1 - Total Daily Water Use



5.7 Non-revenue production

- Revenues from sales cover all costs of production (capital and operating)
 - ▶ Units produced may be lost in the process, used for operations, provided without charge (e.g., for municipal fire protection), or sold to water customers
 - ▶ Units not sold incur expenses that must be allocated and recovered from sales
- Types of losses
 - ▶ Technical (physical) losses (water and energy): avoidable and unavoidable losses (leakage or line losses) from production to delivery
 - ▶ Nontechnical (commercial) losses (water and energy): non-account or non-revenue water delivered but not billed
- Non-revenue production is a prudence issue
 - ▶ A single indicator of technical, managerial, and financial capacity
 - ▶ No level of "unaccounted-for" water is acceptable (AWWA)
 - ▶ System losses expressed as a percentage may not accurately reflect performance
 - ▶ Auditing methods are available for evaluation purposes (AWWA/IWA)
- Management methods
 - ▶ System auditing and leak detection
 - ▶ Remote sensors and monitoring
 - ▶ Meter testing and replacement
 - ▶ Advanced metering infrastructure

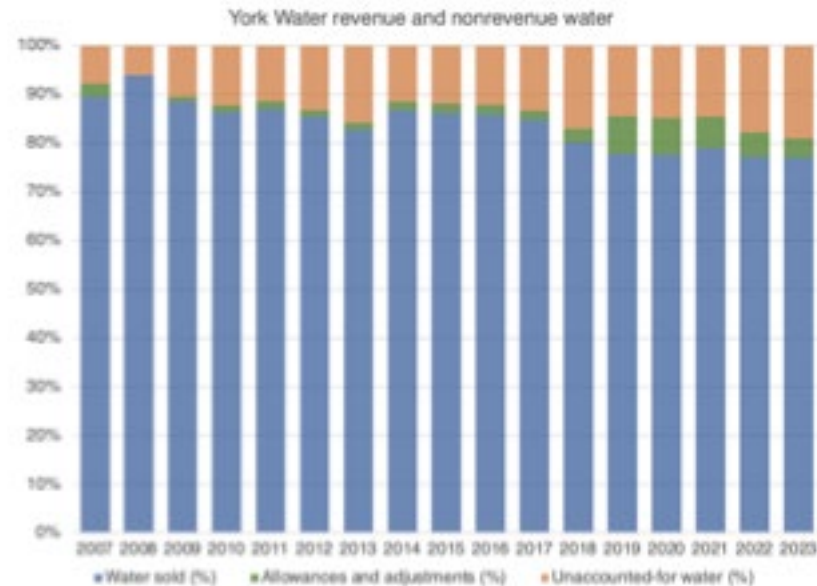
5.7 IWA/AWWA water balance model for auditing

	System Input	Water Exported	Billed Water Exported			Revenue Water
		Own Sources (Adjusted for known errors)	Water Supplied	Authorized Consumption	Billed Authorized Consumption	Billed Metered Consumption (water exported is removed)
Billed Unmetered Consumption						
Unbilled Authorized Consumption	Unbilled Metered Consumption				Non-Revenue Water (NRW)	
	Unbilled Unmetered Consumption					
Water Losses	Real Losses			Unauthorized Consumption		
				Customer Metering Inaccuracies		
		Systematic Data Handling Errors				
Water Imported	Real Losses	Leakage on Transmission and/or Distribution Mains				
		Leakage and Overflows at Utility's Storage Tanks				
		Leakage on Service Connections				

5.7 York: non-revenue water

500. WATER DELIVERED INTO SYSTEM DURING YEAR

23	Non-Revenue Usage Allowances:		
24	Authorized Unmetered Usage:		
25	Main Flushing	40,467,876	110,871
26	Blow-off Use	207,196,340	567,661
27	Others: Identify _____	46,885,857	128,454
28	Unauthorized Use		
29	Unavoidable Leakage _____ gpd/mile of main		
30	Adjustments:		
31	Located & Repaired Breaks in Mains & Services	15,271,303	41,839
32	Others Identify _____		
33	Total Allowances & Adjustments	309,821,376	848,826
34	Unaccounted-for-Water	1,518,413,104	
35	Percentage Unaccounted-for-Water	19.1%	



Unaccounted-for water (PA, 2023)



5.8 Price differentiation and subsidization

- Ratemaking always involves some pragmatic cost averaging (“smoothing”)
 - ▶ Price differentiation (“discrimination”) among users or usage can be “due or undue”
 - ▶ Due discrimination is based on cost-of-service criteria and informed judgment
 - ▶ Some differences are mostly ignored – e.g., locational (distance, gravity)
- Not all cost-sharing constitutes subsidization
 - ▶ A “subsidy” is also a form of financial support to address a social goal
 - ▶ May be intentional, acceptable, and targeted to alter economic behavior (incentives)
 - ▶ Subsidies are subjective and controversial – causation may be unclear
 - ▶ System subsidies are viewed positively and customer subsidies are viewed negatively
- Subsidies and transfers can occur
 - ▶ Between taxpayers and ratepayers (including grants, low-cost loans)
 - ▶ Between ratepayers within and across classes (including single-tariff rates)
 - ▶ Between utility ratepayers and shareholders
- Subsidies and transfers have consequences
 - ▶ Subsidies may transfer wealth – intentionally or unintentionally and to different effects
 - ▶ May distort price signals and place distributional burdens on ratepayers

Q. What rate subsidy issues are being raised today?

5.8 York: illustration of effective prices by class (2023)

Line no.	Item	Residential	Commercial	Industrial	Private Fire	Public Fire	Public	Wholesale	Total
1	Customers	65,236	4,493	300	1,195	246	252	4	71,726
2	Gallons sold (000)	3,050,463	1,754,780	903,236	14,610	0	133,169	260,507	6,116,765
3	Revenues from sales	39,858,819	11,432,108	5,095,683	2,470,817	1,653,623	870,777	1,879,245	63,261,072
4	Percentage of gallons sold	49.9%	28.7%	14.8%	0.2%	0.0%	2.2%	4.3%	100.0%
5	Percentage of total sales revenues	63.0%	18.1%	8.1%	3.9%	2.6%	1.4%	3.0%	100.0%
5	Effective price								
6	>Revenues/gallons sold (000)	13.07	6.51	5.64	169.12		6.54	7.21	10.34
7	>Ratio of class price to residential	1.00	0.50	0.43	12.94		0.50	0.55	0.79
8	Revenue allocation								
9	>All customers pay same price	31,548,631	18,148,362	9,341,486	151,100	0	1,377,266	2,694,227	63,261,072
10	>Difference from allocated amount	(8,310,188)	6,716,254	4,245,803	(2,319,717)	(1,653,623)	506,489	814,982	(0)

Q. Why are residential rates higher than nonresidential rates?

5.9 Cost-of-service studies

- Revenue requirements are established by the test-year analysis – a cost study
 - ▶ Total cost of providing utility service and revenue sufficiency
- Cost-of-service (or embedded or allocated) studies are used in ratemaking
 - ▶ To establish costs associated with services according to customer classes (causality) and thus guide cost recovery – linking costs to users/payers
- Used to establish and defend the reasonableness of cost allocation and rates
 - ▶ Reflect the principle that utility services should be provided at cost
 - ▶ Rely on accounting records as well as system operating data (“normalized”)
 - ▶ Each utility sector has manuals to support the process
- Results and impacts vary depending on inputs and methodology
 - ▶ Studies are informative but not determinative – and involve judgment
 - ▶ Methods provide reference points for ratemaking (e.g., embedded vs. marginal costs)
 - ▶ Policies and goals influence the choice of methods as well as rate design
- Key steps
 - ▶ Functionalization (activity-based accounting)
 - ▶ Classification by type of cost
 - ▶ Allocation to usage (customer class)

Schedule 2. Allocation of Expenses by Function

City of Los Angeles | Public and Economic Development Department

5.9 Cost-allocation methods

- Role of functionalization, classification, and allocation
 - ▶ Attribute and assign to customers the respective functional costs of providing service as identified for test year revenue requirements
 - ▶ Design rates by customer class to allow cost recovery while recognizing practical constraints and policy goals

Schedule 2. Allocation of Expenses to Functions

Agency	Year	Year Code	Allocation Method	Customer % Allocation	Collection % Allocation	Treatment % Allocation	Total % Allocation	Total		
								Customer \$ Allocation	Collection \$ Allocation	Treatment \$ Allocation
004-046-8000-1000-1100- Permanent Time Worked	\$	23,601	Indirect	4.65%	31.63%	89.73%	100.00%	2,907	16,045	63,609
004-046-8000-1000-1701- Longevity Pay	\$	90	Indirect	4.65%	25.63%	89.73%	100.00%	1,815	7,481	26,918
004-046-8000-1000-1800- Equipment Allowance	\$	90	Indirect	4.65%	25.63%	89.73%	100.00%	4	23	63
004-046-8000-1000-2100- Professional Services	\$	2,184	Indirect	4.65%	25.63%	89.73%	100.00%	31	161	513
004-046-8000-1000-2300- Telecommunications	\$	31,900	Indirect	4.65%	25.63%	89.73%	100.00%	1,440	3,945	21,615
004-046-8000-1000-2400- Rent City Vehicles	\$	400	Indirect	4.65%	25.63%	89.73%	100.00%	17	205	928
004-046-8000-1000-2400- Rent Other Vehicles/Boats	\$	150	Indirect	4.65%	25.63%	89.73%	100.00%	7	38	195
004-046-8000-1000-2400- Contracted Services	\$	300	Indirect	4.65%	25.63%	89.73%	100.00%	2	12	35
004-046-8000-1000-2400- Printing	\$	300	Indirect	4.65%	25.63%	89.73%	100.00%	5	26	70
004-046-8000-1000-2400- Software Maintenance	\$	400	Indirect	4.65%	25.63%	89.73%	100.00%	438	2,307	4,276
004-046-8000-1000-2700- Conference Training & Travel	\$	3,560	Indirect	4.65%	25.63%	89.73%	100.00%	137	759	2,064
004-046-8000-1000-2801- Employee Recognition	\$	200	Indirect	4.65%	25.63%	89.73%	100.00%	9	51	139
004-046-8000-1000-3000- Postage	\$	300	Indirect	4.65%	25.63%	89.73%	100.00%	5	26	70
004-046-8000-1000-3400- Materials & Supplies	\$	3,000	Indirect	4.65%	25.63%	89.73%	100.00%	46	246	697
004-046-8000-1000-3400- Property Plant & Equipment	\$	200	Indirect	4.65%	25.63%	89.73%	100.00%	9	51	139
004-046-8000-1000-4200- Life Insurance	\$	150	Indirect	4.65%	25.63%	89.73%	100.00%	7	38	195
004-046-8000-1000-4200- Disability Insurance	\$	1,831	Indirect	4.65%	25.63%	89.73%	100.00%	270	1,492	4,950
004-046-8000-1000-4200- Health Insurance	\$	208	Indirect	4.65%	25.63%	89.73%	100.00%	14	76	208
004-046-8000-1000-4200- Retiree Health Savings Acc	\$	249	Indirect	4.65%	25.63%	89.73%	100.00%	12	64	174
004-046-8000-1000-4200- Voluntary Funding	\$	6,703	Indirect	4.65%	25.63%	89.73%	100.00%	207	1,038	4,400
004-046-8000-1000-4200- Retiree Medical Insurance	\$	5,564	Indirect	4.65%	25.63%	89.73%	100.00%	135	1,298	3,531
004-046-8000-1000-4200- Workers Comp	\$	465	Indirect	4.65%	25.63%	89.73%	100.00%	28	155	422
004-046-8000-1000-4200- Social Security-Employee	\$	4,908	Indirect	4.65%	25.63%	89.73%	100.00%	233	1,313	3,392
004-046-8000-1000-4200- Retirement Contribution	\$	14,483	Indirect	4.65%	25.63%	89.73%	100.00%	622	3,172	10,097
004-046-8000-1000-4200- Dental Insurance	\$	780	Indirect	4.65%	25.63%	89.73%	100.00%	37	201	950
004-046-8000-1000-4300- Ours & Expenses	\$	93	Indirect	4.65%	25.63%	89.73%	100.00%	4	24	65
004-046-8000-1000-4400- Unemployment Compensation	\$	112	Indirect	4.65%	25.63%	89.73%	100.00%	5	29	78
004-046-8000-1000-4400- Transfer To T Fund	\$	104,328	Indirect	4.65%	25.63%	89.73%	100.00%	4,845	26,740	72,744
004-046-8000-1000-3300- Permanent Time Worked	\$	14,689	Indirect	4.65%	25.63%	89.73%	100.00%	681	3,760	10,228
004-046-8000-1000-3300- Equipment Allowance	\$	155	Indirect	4.65%	25.63%	89.73%	100.00%	7	43	109
004-046-8000-1000-3300- Life Insurance	\$	40	Indirect	4.65%	25.63%	89.73%	100.00%	2	10	28
004-046-8000-1000-3300- Medical Insurance	\$	2,258	Indirect	4.65%	25.63%	89.73%	100.00%	100	971	4,503
004-046-8000-1000-3300- Health Insurance	\$	300	Indirect	4.65%	25.63%	89.73%	100.00%	5	24	70
004-046-8000-1000-3300- Workers Comp	\$	153	Indirect	4.65%	25.63%	89.73%	100.00%	6	34	92
004-046-8000-1000-3300- Social Security-Employee	\$	1,120	Indirect	4.65%	25.63%	89.73%	100.00%	53	282	799
004-046-8000-1000-3300- Retirement Contribution	\$	1,389	Indirect	4.65%	25.63%	89.73%	100.00%	137	869	2,383
004-046-8000-1000-3300- Dental Insurance	\$	380	Indirect	4.65%	25.63%	89.73%	100.00%	8	43	118
004-046-8000-1000-3300- Optical Insurance	\$	20	Indirect	4.65%	25.63%	89.73%	100.00%	1	5	14
004-046-8000-1000-3300- Unemployment Compensation	\$	45	Indirect	4.65%	25.63%	89.73%	100.00%	2	12	31
004-046-8000-7010-1000- Permanent Time Worked	\$	17,000	Customer	100.00%	0.00%	0.00%	100.00%	16,641	-	-
004-046-8000-7010-1001- Severance Pay	\$	17,000	Customer	100.00%	0.00%	0.00%	100.00%	16,641	-	-
004-046-8000-7010-1002- Equipment Allowance	\$	156	Customer	100.00%	0.00%	0.00%	100.00%	156	-	-
004-046-8000-7010-1003- Life Insurance	\$	40	Customer	100.00%	0.00%	0.00%	100.00%	40	-	-
004-046-8000-7010-1004- Medical Insurance	\$	2,217	Customer	100.00%	0.00%	0.00%	100.00%	2,217	-	-
004-046-8000-7010-1005- Disability Insurance	\$	300	Customer	100.00%	0.00%	0.00%	100.00%	300	-	-
004-046-8000-7010-1006- Voluntary Funding	\$	3,178	Customer	100.00%	0.00%	0.00%	100.00%	3,178	-	-

City of Ann Arbor | Water and Sewer Cost of Service Study Final Report

Sheet: | 96

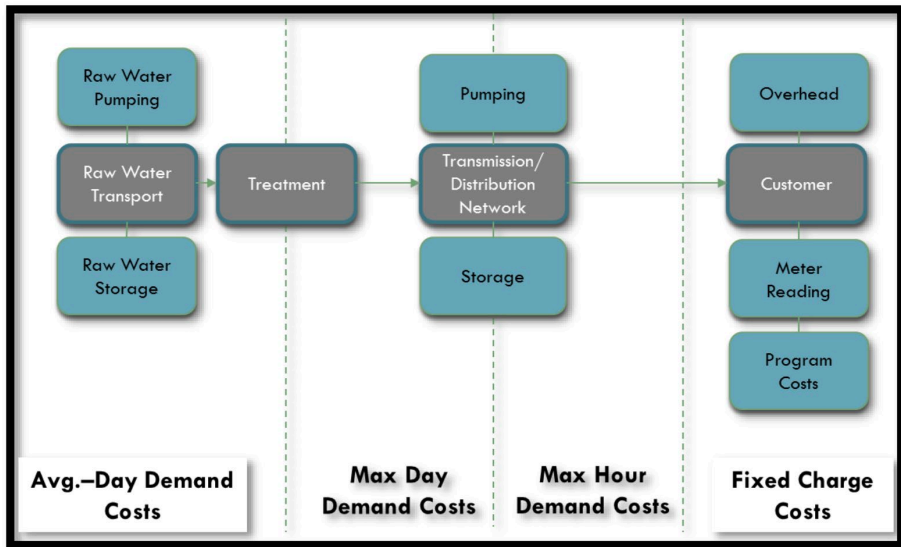
Methods used to allocate costs (variations)

- ▶ Functional or average use
- ▶ Commodity-demand
- ▶ Embedded-direct
- ▶ Fully distributed
- ▶ Marginal cost
- ▶ Peak responsibility (class or system)
- ▶ Base-extra capacity or average-excess

Base-extra capacity method is commonly used in the water sector

- ▶ Customer (service) costs
- ▶ Base costs: average-day demand
- ▶ Extra capacity: maximum-day demand
- ▶ Fire protection: peak-hour demand

5.9 Cost-allocation methods (Stantec)



	Single-Family Residential	Multi-Family Residential	Commercial/ Institutional	Industrial	Landscape/ Irrigation
Base Capacity	\$467,672	\$89,326	\$55,276	\$5,622	\$30,755
Extra Capacity - Max Day	\$174,270	\$25,669	\$20,605	\$2,020	\$28,059
Extra Capacity - Max Hour	\$124,383	\$19,677	\$14,705	\$-	\$20,487
Public Fire Protection	\$17,234	\$4,706	\$2,309	\$370	\$-
Customer	\$469,924	\$42,768	\$20,990	\$1,443	\$9,315
Rate Revenue Requirement	\$1,253,490	\$182,147	\$113,887	\$9,456	\$88,616

5.9 Cost-allocation considerations

- Importance of “cost knowledge” to sustainability (see Part 1)
 - ▶ Uniform systems of accounts (USoA)
 - ▶ Accounting informs both revenue requirements and cost allocation
 - ▶ Accounting rules are devised by national standards boards (FASB and GASB)
- Billing determinants are the inputs used to calculate the bill
 - ▶ Quantity (volume) consumed
 - ▶ Quality differentiation (including reliability)
 - ▶ Spatial or “zonal” considerations (distance)
 - ▶ Temporal considerations (hour, day, season)
 - ▶ Socioeconomic characteristics and environmental impacts
- Demand-allocation factors are used to assign costs
 - ▶ Based on weighted contributions of user classes to average and peak demand
 - ▶ Ordering of types of costs may matter – what is “base” vs. “extra”?
 - ▶ Sensitivity analysis may be useful to check for various influences
- Distribution of *revenues* is not a valid method for allocating *expenses*
 - ▶ Expenses are allocated based on the cost to provide a service

5.10 Cost classification

- Direct costs
 - ▶ Assigned to and recovered from individual customers receiving the service
- Customer (service) costs
 - ▶ Vary with customers but not with usage (e.g., meters, billing, other customer services)
 - ▶ Can be allocated by weighted average of costs for metering and billing
- Capacity (network infrastructure or demand) costs
 - ▶ Fixed in the short term and includes capital and O&M costs of network systems
 - ▶ Vary with aggregate demand over the long term (treatment, storage, distribution)
 - ▶ Can be recovered by availability, readiness-to-serve, facilities, and demand charges
 - ▶ Allocated by peaking factors and other determinants of usage (weighted)
- Commodity (resource) costs
 - ▶ Variable in the short term and continuously with volumetric usage over time
 - ▶ Can be recovered by time-variant usage charges (including dynamic)
 - ▶ Allocated by actual consumption of resources (water, energy)
- Common and joint costs are challenging to allocate
 - ▶ Common costs are incurred across organizations – such as general plant
 - ▶ Joint cost of production (two services) can be challenging to allocate
 - ▶ Allocation rules are tied to accounting treatment of related plant, customers, usage, etc.

5.10 Cost functionalization and classification (simplified)

Cost functionalization	Cost classification*	Cost allocation**	
Contractual services (\$)	Opex	Direct	Actual billed directly
Purchased water and fuel	Opex	Commodity	Metered usage
Customer accounts, metering, billing, revenue-related	Capex Opex	Customer	By class in proportion to customers or bills
Source-of-supply facilities, raw water storage	Capex Opex	Capacity	Average-day and maximum-day demand
Transmission lines, water treatment plants	Capex Opex	Capacity	Maximum-day demand
Distribution mains, pumping stations, treated water storage	Capex Opex	Capacity	Maximum-day and peak-hour demand
General and intangible plant, overhead, programs, taxes	Capex Opex	Capacity	By class in proportion to customers, usage, other

* Capacity costs are fixed in the short term and variable in the long term.

** Methods and practices vary.

5.10 York: functionalizing costs (plant and expenses)

Line no.	Item	Plant	% Plant	Allocated operation	maintanence	Other	O&M Expense	% O&M Expense
1	Transmission and Distribution Plant	\$388,583	78.6%	\$2,073	\$3,091		\$5,163	21.0%
2	Source of Supply and Pumping Plant	\$50,259	10.2%	\$257	\$516		\$772	3.1%
3	Water Treatment Equipment	\$28,239	5.7%	\$1,568	\$498		\$2,066	8.4%
4	General Plant	\$27,049	5.5%					
5	Intangible Plant	\$13	0.0%					
6	Administrative and General					\$3,512	\$3,512	14.3%
7	Customer Accounts					\$1,134	\$1,134	4.6%
8	O&M Expenses not allocated on sched. 409					\$11,958	\$11,958	48.6%
9	TOTALS	\$494,143	100.0%	\$3,898	\$4,104	\$16,604	\$24,606	100.0%

Q. What functions drive the cost of a water system – and why?

5.11 Cost allocation by customer class

- Costs are averaged within broad customer classes temporally and spatially
 - ▶ Individualized rates (vs. averaging) generally are not used (impractical)
 - ▶ Higher granular methods may be burdensome and raise issues of fairness
 - ▶ Zonal prices are sometimes used to take location into account (e.g., pressure zones)
 - ▶ Time-variant rates reduce cost averaging for peak and off-peak periods
- Cost allocation is based on the impact of usage on facilities
 - ▶ Costs must be allocated to “revenue-producing” activities (sales)
 - ▶ Rules are needed to allocate common or joint costs
 - ▶ System demand ratios are used as allocators
- Customer-specific costs and rates
 - ▶ System-development charges (“growth should pay for growth”)
 - ▶ Special or negotiated contracts for high-volume unique-profile customers
- Customer classes (R/C/I) – may be too general and could become obsolete
 - ▶ Artifact of zoning and property tax methods
 - ▶ Masks substantial variation within classes – more so with aggregation
 - ▶ Re-classification should be reasonable and data-driven (AMI, peaking factors)

5.11 Customer classes and billing distribution (traditional)

Residential
Single family
Multi-family
Nonresidential*
Commercial
Industrial
Wholesale
Agricultural
Public authorities
Special use (street lighting, irrigation, public and private fire protection)

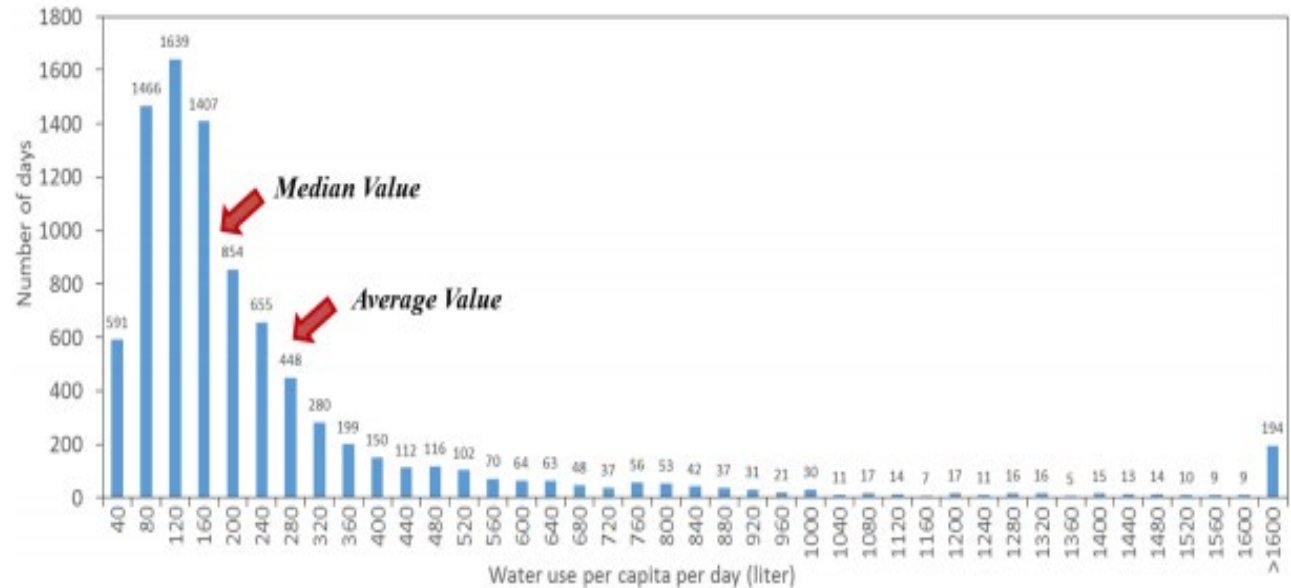
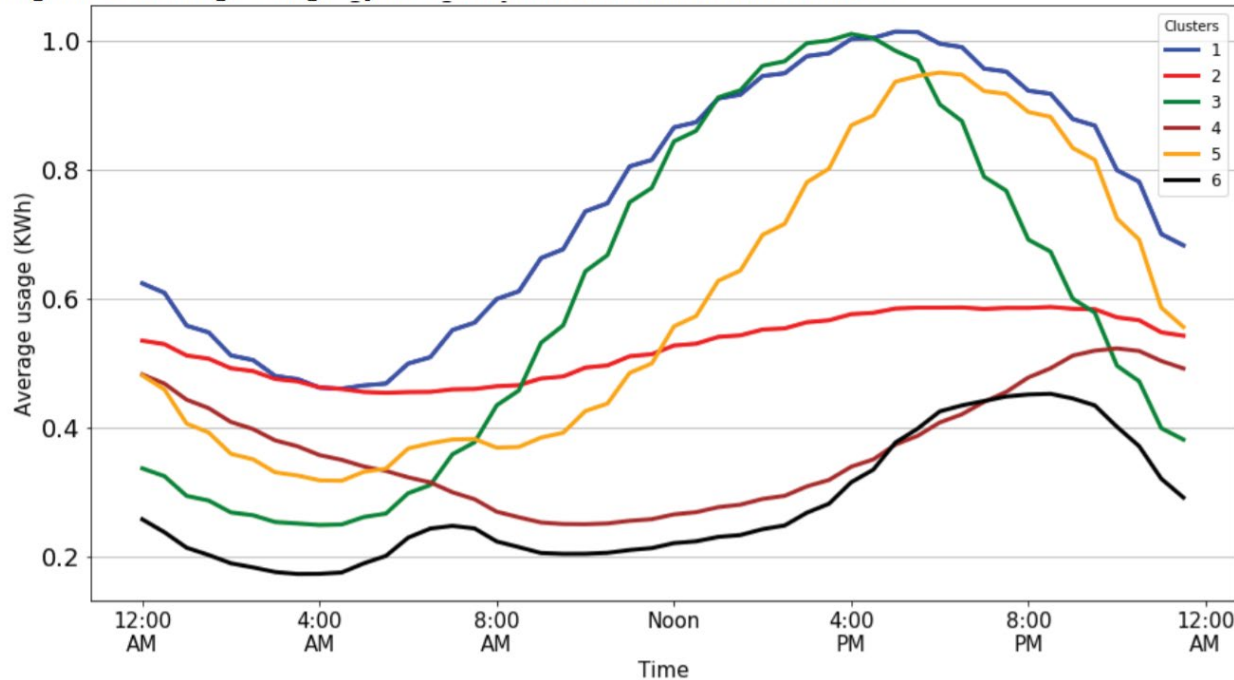


Fig. 8 Frequency distribution of DWU among 50 houses

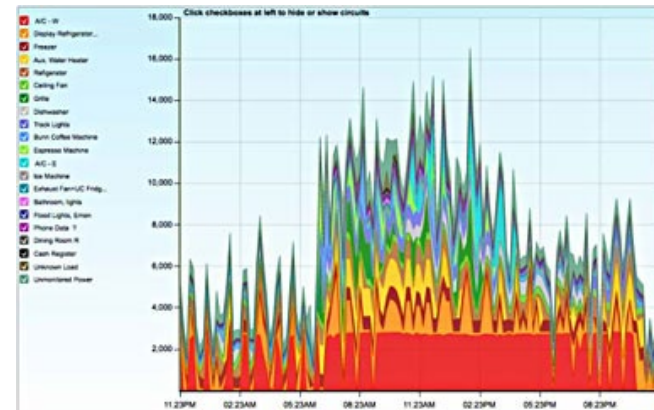
* For water, customer classes and tariffs are differentiated by meter size.

5.11 Coincident and non-coincident peaking (electricity)

Figure 5: Average usage by customers in different clusters in KWh



Source: energynews.us

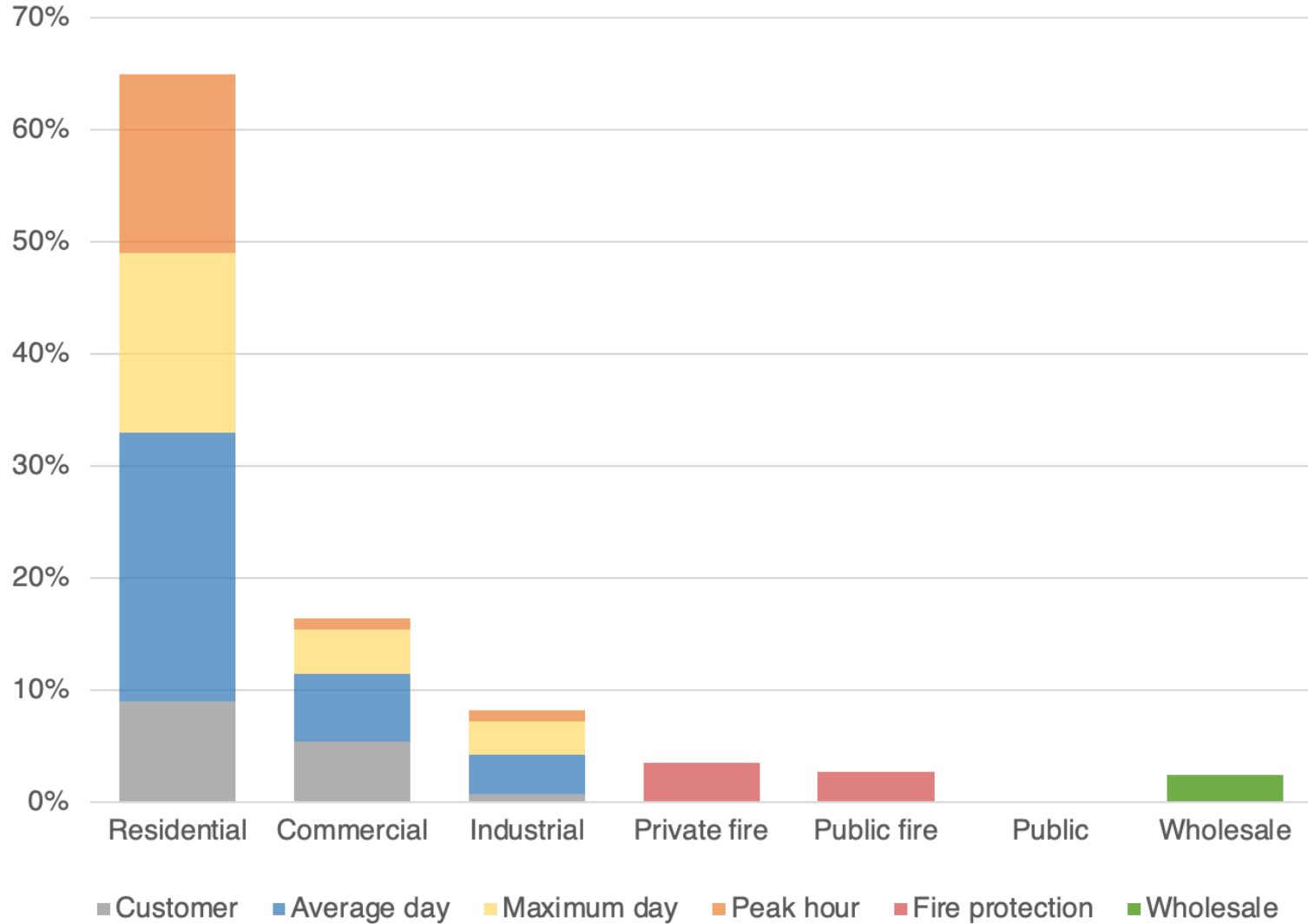


5.11 Poll: cost-of-service studies

- Which of the following is *not* a purpose of cost-of-service studies?
 - A. To distinguish embedded and marginal costs
 - B. To evaluate the relationship of costs to demand
 - C. To assign costs to customer classes
 - D. To establish a utility's revenue requirements

5.11 Water demand and cost of service (hypothetical)

Cost allocation factors (hypothetical)



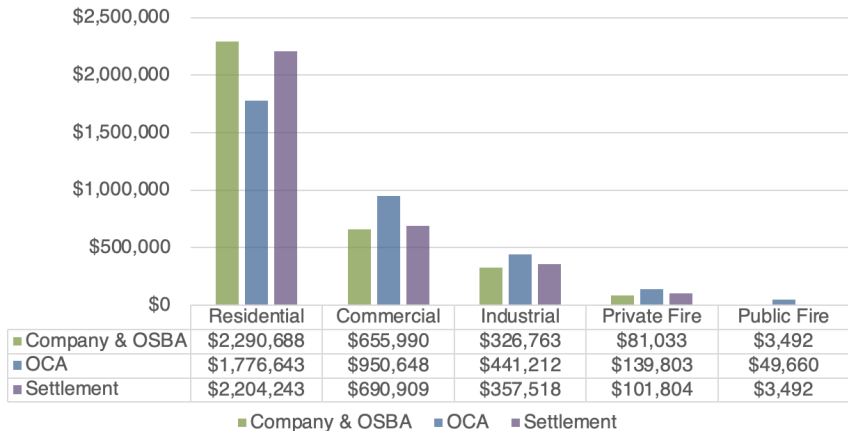
5.11 York: cost allocation factors (hypothetical)

Line no.		Residential	Commercial	Industrial	Private fire	Public fire	Public	Wholesale	Total
1	ALLOCATION FACTORS								
2	Customer	0.0901	0.0601	0.0105					0.1608
3	Average day	0.2200	0.0706	0.0350					0.3256
4	Maximum day	0.1600	0.0400	0.0250					0.2250
5	Peak hour	0.1600	0.0100	0.0100					0.1800
6	Fire protection				0.0390	0.0261			0.0652
7	Public						0.0138		0.0138
8	Wholesale							0.0297	0.0297
9	Total	0.630147	0.180682	0.080530	0.0390	0.0261	0.0138	0.0297	1.0000
10	REVENUE ALLOCATION								
11	Customer	5,704,177	3,801,764	666,319					10,172,260
12	Average day	13,920,857	4,467,329	2,214,682					20,602,868
13	Maximum day	10,124,259	2,531,065	1,581,916					14,237,240
14	Peak hour	10,124,259	632,766	632,766					11,389,792
15	Fire protection				2,470,817	1,653,623			4,124,440
16	Public						870,777		870,777
17	Wholesale							1,879,245	1,879,245
18	Total	39,873,552	11,432,924	5,095,683	2,470,817	1,653,623	870,777	1,879,245	63,276,621

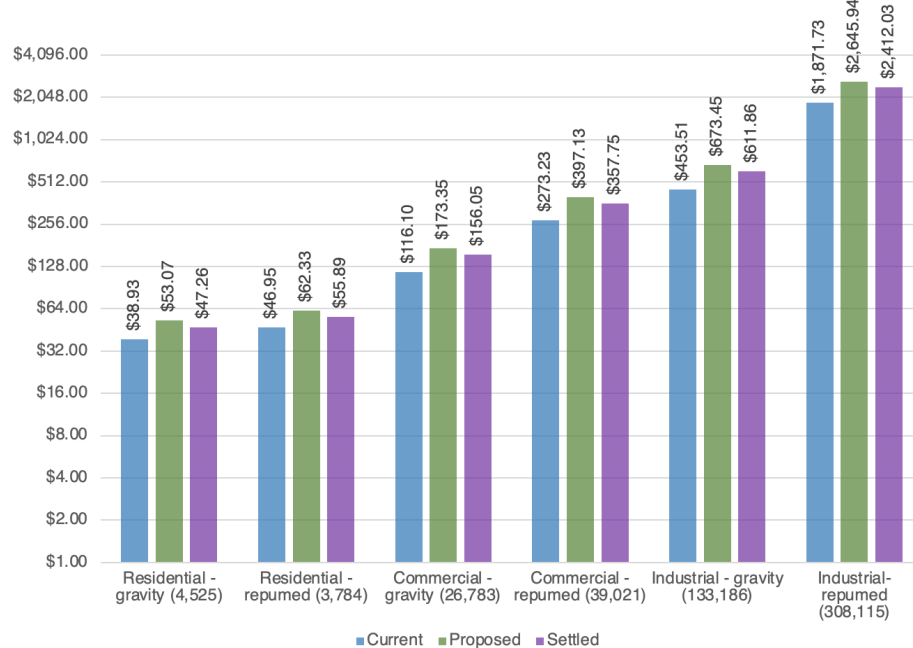
Q. Which customer class drives peak demand?

5.11 York: increases by customer class (2019 and 2023)

Positions of the parties



Current, proposed, and settled bills for average usage (logged, 2023)




Q. What do the settlement rates reflect in terms of interclass cost allocation?

5.12 Metering and billing

- Metering is needed for volumetric usage-based pricing
 - ▶ Utility services are not considered “too cheap to meter”
 - ▶ Meter accuracy and maintenance are important – aging can favor customers
 - ▶ Submetering may be used for multi-family housing with trade-offs
- Most utilities bill monthly (some quarterly)
 - ▶ Monthly provides timely price signals – relevant to seasonal usage
 - ▶ Estimated bills are sometimes used
- Emerging technologies
 - ▶ Automatic meter reading (AMR) and advanced metering infrastructure (AMI)
 - ▶ Joint metering by energy and water utilities
 - ▶ Online billing information and payment

Taptips

August, 2012



Effective August 1, 2012 customers can pay their water bill online or over the phone without incurring any transaction fees.

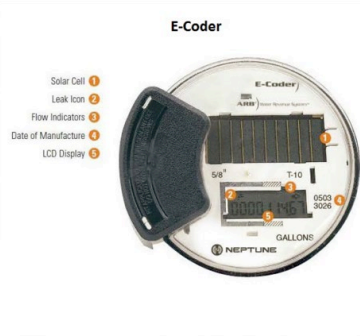
Paying your water bill has never been more convenient. You can pay your water bill securely anytime, anywhere. While you're online, switch to paperless statements and consider signing up for automatic billing (TAP) – enjoy peace of mind that your bill is paid while helping to conserve the environment.

Pay your York Water bill online for free.


Reading Your Water Meter

There are two types of water meters: Neptune ARB meters and Neptune E-Coder meters.

E-Coder



ARB



If you are interested in reading your Neptune ARB water meter, you can follow these steps:

5.12 Cost assignment: the customer's bill

- Informed customers can make informed choices
- Types of charges on the bill
 - ▶ Fixed charges do not vary with usage
 - ▶ Variable charges vary with usage
 - ▶ Other charges and taxes, including “public benefits” (may be a regressive form of taxation)
- Information provided on the bill
 - ▶ Usage trend, comparison usage, conservation ideas, and links to assistance programs
 - ▶ Privacy issues include usage details, comparison with neighbors, marketing, and consumer contact issues



Quality ■ Value ■ Reliability ■ Customer Service
 For all of San Diego...every day!
(619) 515-3500

ACCOUNT INFORMATION				FEES & CHARGES	
Service Address 1234 APPLE ST				Water Services Single Family Residential Base Fee 40.62 Water Used 43 HCF Tier 1 8.00 HCF @ 3.8963 31.17 Tier 2 16.00 HCF @ 4.3638 69.82 Tier 3 12.00 HCF @ 6.2342 74.81 Tier 4 7.00 HCF @ 8.7657 61.36 Total Charge for Water Used 237.16	
Account Number:	610000345678	Water Services Single Family Residential Base Fee 30.66 Sewer Base Fee 35.98 Sewer Service Charge 35.98 Storm Drain 1.90			
Service Period:	06/19/15 to 08/17/15				
Invoice date:	08/19/15				
Payment Due Date:	09/03/15	Total Current Charges 346.32 Previous Balance 54.00 Deposit Required 102.00			
METER INFORMATION Serial Number: 12345678 Billing Day: 3rd Previous Read: 1,819 Current Read: 1,532 HCF Used: 43 1 HCF = 748 Gallons Average Gallons per Day: 336				Water Services Sewer Base Fee 30.66 Sewer Service Charge 35.98 Storm Drain 1.90	
WATER USE IN HCF (Hundred Cubic Feet) [Bar chart showing water usage in HCF from Oct 2013 to Aug 2015. The chart compares 'Previous Year' (light blue) and 'Current Year' (dark blue) usage. A blue circle '3' highlights the current year's usage for August 2015, which is approximately 43 HCF. The average single family residential use in the area for the billing period is 24 HCF.				IMPORTANT MESSAGES ***** IMPORTANT INFORMATION REGARDING NEW WATER RATES ***** On Nov. 21, 2013, the City Council approved changes to water rates effective Jan. 1, 2014 and Jan. 1, 2015. This first bill is for the billing period that crosses Jan. 1, 2015 and is prorated. The old rates are used to calculate charges for the portion prior to Jan. 1, 2015 and the new rates were used to calculate the portion starting on Jan. 1, 2015. Bills for subsequent periods will be calculated using just the new rates. The net impact to each customer's bill will vary depending on the service category and amount of water used. For a detailed look at the new rates please visit our website at www.sandiego.gov/water .	
PUBLIC UTILITIES Quality ■ Value ■ Reliability ■ Customer Service (619) 515-3500 For all of San Diego...every day!				Sep 03, 2015 Payment Due Date	
610000345678 Account Number	1234 APPLE ST Service Address	JANE CUSTOMER 1234 APPLE ST SAN DIEGO CA 92101-1234		RETURN THIS PORTION MAKE CHECK PAYABLE TO CITY TREASURER	
0002 1 610000345678 5 0000050232 8 0				\$502.32 TOTAL AMOUNT DUE	

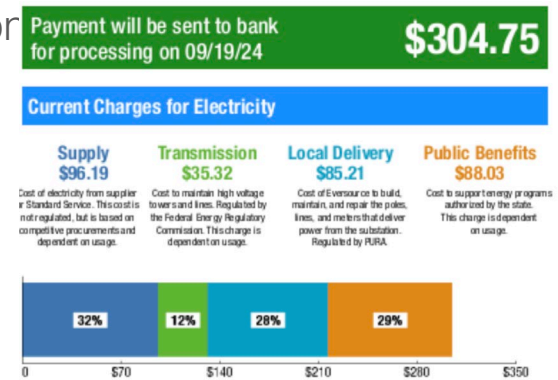
5.12 Utility bill components

- Charges that reflect “base rates” in the tariff
 - ▶ Combination of approved fixed and variable (unit rate) charges plus allowed adjustments in the form of variable trackers or formulaic riders or surcharges

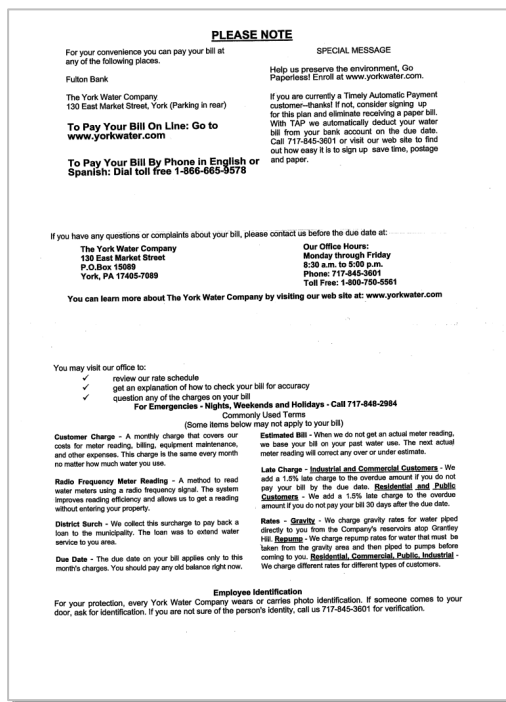
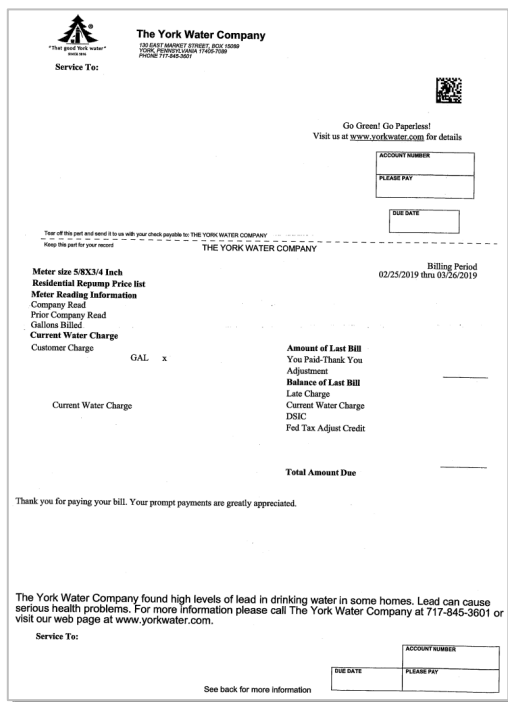
- Operating-cost adjustments
 - ▶ Approved mechanisms for adjusting rates provided for by tariff “clauses”
 - ▶ Fuel (for energy production) or other major inputs that meet criteria
 - ▶ Purchased energy and water (wholesale) – inter-utility allocation
 - ▶ Uncollectible expenses

- Capital-cost adjustments (more recent)
 - ▶ Surcharges for costs (e.g., DSIC)

- Other charges (or credits)
 - ▶ Taxes, assessments, and regulatory fees
 - ▶ Environmental surcharges (e.g., carbon tax)
 - ▶ Renewable energy surcharges
 - ▶ Direct charges (e.g., connection, hook-up, turn on or off)
 - ▶ Penalties (e.g., late payment)
 - ▶ Mark-up for service outside of city boundaries
 - ▶ On-bill charges for unbundled services and utility-financed loans
 - ▶ Charges related to revenue assurance (decoupling) or stabilization
 - ▶ Credits for energy or water savings according to special tariffs



5.12 York: sample residential bill and resources



Pay your bill and enroll in time-saving services.

Whether you are a York Water customer or a municipal customer, you can pay your bill with the payment options below.

Pay Your Bill

Quick One-Time Payment
In a hurry? Make a quick payment without signing into the customer portal.
Make a Payment >

Pay by Phone
Use our toll-free automated payment system.
Call 1-866-665-9578

Sign In to Pay
You can pay your bill or sign up for paperless billing when you sign into your customer portal.
Sign In to Pay >

Pay by Mail
Mail all payments including the bill stub for each account to:
**The York Water Company
PO Box 3009
Lancaster, PA 17604-3009**

Emergency
Current Outages
Pay My Bill
My Account
Alerts
Start / Stop Service
Customer Service
EPA Water Sense Partner
News & Updates

Do you need help paying your York Water bill?

These programs are available to assist you if you need financial help. Select a program from the list below or scroll down to learn more about each customer assistance program.

- [Payment Agreements](#)
- [Customer Assistance Program \(CAP\)](#)
- [York Water Cares \(YWC\)](#)
- [The Pennsylvania Homeowner Assistance Fund \(PAHAF\)](#)
- [Local Assistance](#)

Save Time with These Programs

Automatic Payments
Enroll in or discontinue Timely Automatic Payments (TAP). TAP automatically withdraws your water, wastewater, or refuse payment from your bank account.
Learn More >

Paperless Billing
Save paper and reduce clutter when you receive your bill by email. You must create a customer account or log into your existing account to enroll in paperless billing.
Sign In and Enroll >

5.12 York: sample commercial bill



8 17401 999999 0

The York Water Company

130 EAST MARKET STREET, BOX 15089
 YORK, PENNSYLVANIA 17405-7089
 PHONE 717-845-3601

0011488500392916001018939

Service To: JOHN DOE
 130 E MARKET ST
 YORK, PA 17401



Go Green! Go Paperless!
 Visit us at www.yorkwater.com for details

JOHN DOE
 130 E MARKET ST
 YORK PA 17401

ACCOUNT NUMBER
 999999 - 99999

PLEASE PAY
\$1,018.93

DUE DATE
 02/09/2015

Tear off this part and send it to us with your check payable to: THE YORK WATER COMPANY

Keep this part for your record

THE YORK WATER COMPANY

Billing Period
 12/09/2014 thru 01/09/2015

Meter size 1+1/2 Inch

Commercial Repump Price List

Meter Reading Information

Company Read	330,300
Prior Company Read	139,200
Gallons Billed	191,100

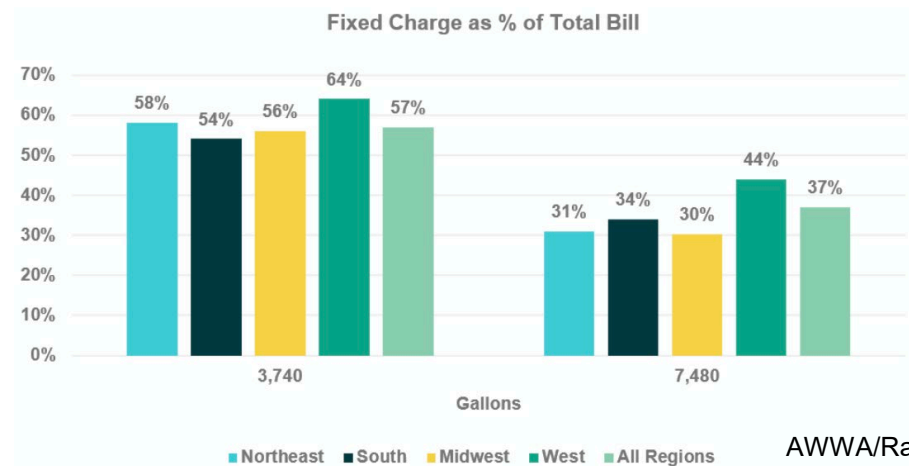
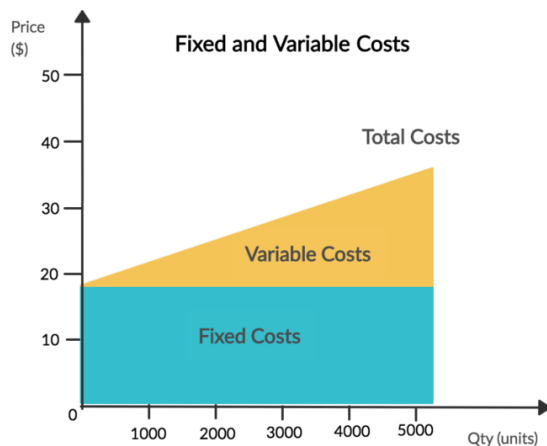
Current Water Charge

Customer Charge				47.80
	5000	GAL	x .006828	34.14
	45000	GAL	x .005801	261.05
	141100	GAL	x .003124	440.80

Amount of Last Bill	772.01
You Paid-Thank You	772.01
Adjustment	0.00
Balance of Last Bill	0.00
Late Charge	0.00

5.13 Fixed and variable costs

- Total cost of service is the sum of fixed and variable
 - ▶ Fixed costs do not vary with usage within a (generally shorter) time period
 - ▶ Variable costs vary with amount, location, and time of usage
 - ▶ A Coasian pricing solution is a two-part tariff with a fixed fee plus marginal-cost
- Short-run and long-run costs
 - ▶ In the short run, many costs are fixed – and marginal cost is low
 - ▶ In the long run, all costs are variable – potential avoidance
- Functional unbundling of infrastructure capacity and commodity costs
 - ▶ Restructured gas markets with growing interest in electricity and water
 - ▶ Both capacity and commodity costs are variable (volumetric) over time



AWWA/Raftelis

5.13 Fixed and variable charges

- Fixed and variable tariff charges may not match fixed and variable costs
 - ▶ Utilities often recover a substantial portion of fixed costs from variable charges (“absorption”)
 - *as do competitive firms*
 - ▶ Cost classification guides design of fixed and variable charges but is not determinative
- Utilities favor fixed charges for recovery of network capacity costs
 - ▶ Environmental and consumer advocates tend to prefer variable to fixed charges
 - ▶ Improve price signals about costs and capacity requirements
 - ▶ Net metering for distributed energy poses new challenges for covering network costs
- Fixed charges are uncontrollable and unavoidable
 - ▶ A high proportion of the bill for low-volume customers
 - ▶ Consumer advocates also worry about high bills and disconnection

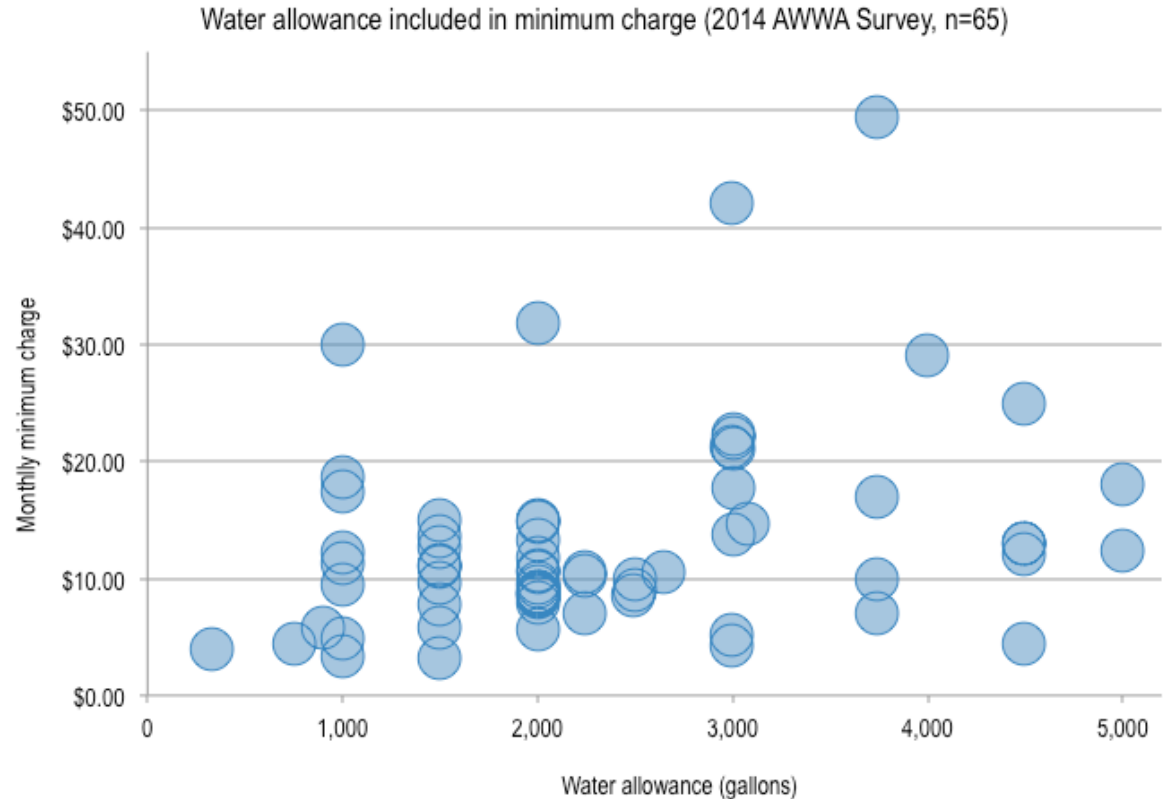
Fixed (base) charge		Variable (volumetric) charge	
Customer costs	Capacity costs		Commodity costs

5.13 Fixed vs. variable charges: tradeoffs

Recovering more costs from fixed charges	Recovering more costs from variable charges
Static view of infrastructure (more sunk costs)	Dynamic view of infrastructure (less sunk costs)
Enhances revenue stability (less sales revenue risk to utility)	Reduces revenue stability (more sales revenue risk to utility)
Weakens price signals (less resource efficiency)	Strengthens price signals (more resource efficiency)
Familiar & understandable but less acceptable (more predictable and less controllable)	Familiar & understandable but more acceptable (less predictable and more controllable)
Less affordable for low-income households (more regressive)	More affordable for low-income households (less regressive)
Encourages self supply and grid defection (may raise some costs)	Preserves grid supply and participation (may lower some costs)
Possible advantage for combined households (one fixed customer charge)	Possible stability from first blocks (relatively inelastic usage)

5.13 Fixed charge with a usage allowance

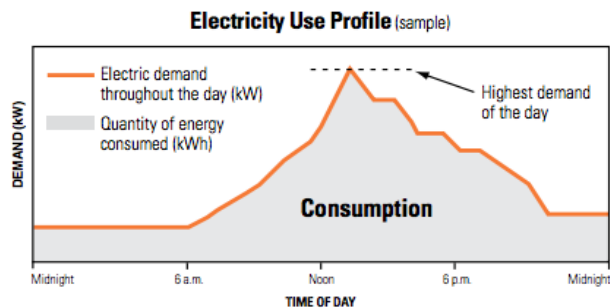
- Inclusion of a usage allowance in a fixed minimum bill
 - Might be useful to ensure universal service (equity)
 - Can undermine end-use efficiency – perhaps more so in energy
 - May be more appropriate for water given system and public health (water circulation, externalities), and resource renewability



5.13 Demand charges (electricity) ⓘ

- Demand drives capacity (“on-demand”), volume drives commodity usage
- Demand charges are typically based on a customer’s incidental peak usage
 - ▶ Not on the system’s co-incidental peak (vs. dynamic pricing)
 - ▶ Used for high-volume users but proposed for residential – requires demand metering
 - ▶ Energy usage is measured and metered in watt-hours over a period of time
 - ▶ Demand is measured in total watts at a given point in time
 - ▶ Have been used in water where meter size also approximates demand by class
- Rationalized as a means of recovering fixed network costs
 - ▶ Analysts question effectiveness given sunk costs, weak price signals (Borenstein, 2017)
 - ▶ Consumer advocates question adverse bill impacts (Springe, 2015) – “gotcha rates”
 - ▶ Most consider less than efficient; some consider less than equitable (Borenstein)
 - ▶ Time-variant may be better for promoting efficiency

The electricity use diagram below shows the difference between **energy (kWh)** and **demand (kW)**:



Source: WE Energies.

Avoiding the ‘tax on God’ dilemma when transitioning to dynamic rates

Published Sept. 26, 2022

By Brad Langley, VP of Marketing, GridX

in f t s e

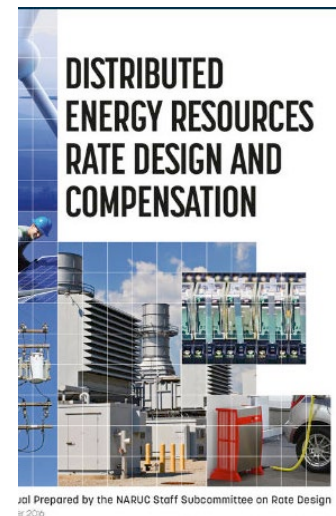
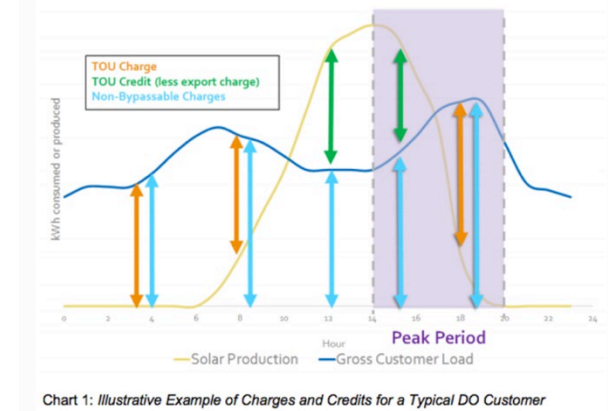


5.13 Metering and compensating solar “prosumers” ⓘ

- Net metering, feed-in tariffs, and value-of-solar rates
 - ▶ Using one meter: “net metering tariffs enable customers to use the electricity they generate in excess of their consumption at certain times to offset their use of electricity from the grid at other times” (EIA)
 - ▶ Using two meters: “feed-in tariffs guarantee customers “a set price from their utility for all of the electricity they generate and provide to the grid” (EIA)
 - ▶ Value-of-solar rates account for solar benefits to stakeholders net of costs (NREL)

- How should self-supply be compensated?
 - ▶ Short-run avoided marginal cost of energy to the utility
 - ▶ Long-run avoided cost (including capacity) as fully embedded in tariff
 - ▶ Real-time net value based on time of use and possibly location – see inflow-outflow model (Michigan)

- Controversies
 - ▶ How to value access to and compensate the grid for buying, selling, and backup
 - ▶ Distributional impacts for participants and nonparticipants – incentives are also subsidies



5.13 York: increase in residential fixed charge

- ISSUE ¶45. Residential customer charge
 - ▶ Rate design includes an increase to the residential (5/8" meter) customer charge to \$16.25 per month, with equivalent percentage increases to other customer charges.
- Positions of the parties
 - ▶ York: increase residential customer charge from \$16.00 to \$18.50
 - ▶ OCA: Maintain residential customer charge at \$16.00
 - ▶ Staff: Increase residential customer charge from \$16.00 to \$16.40

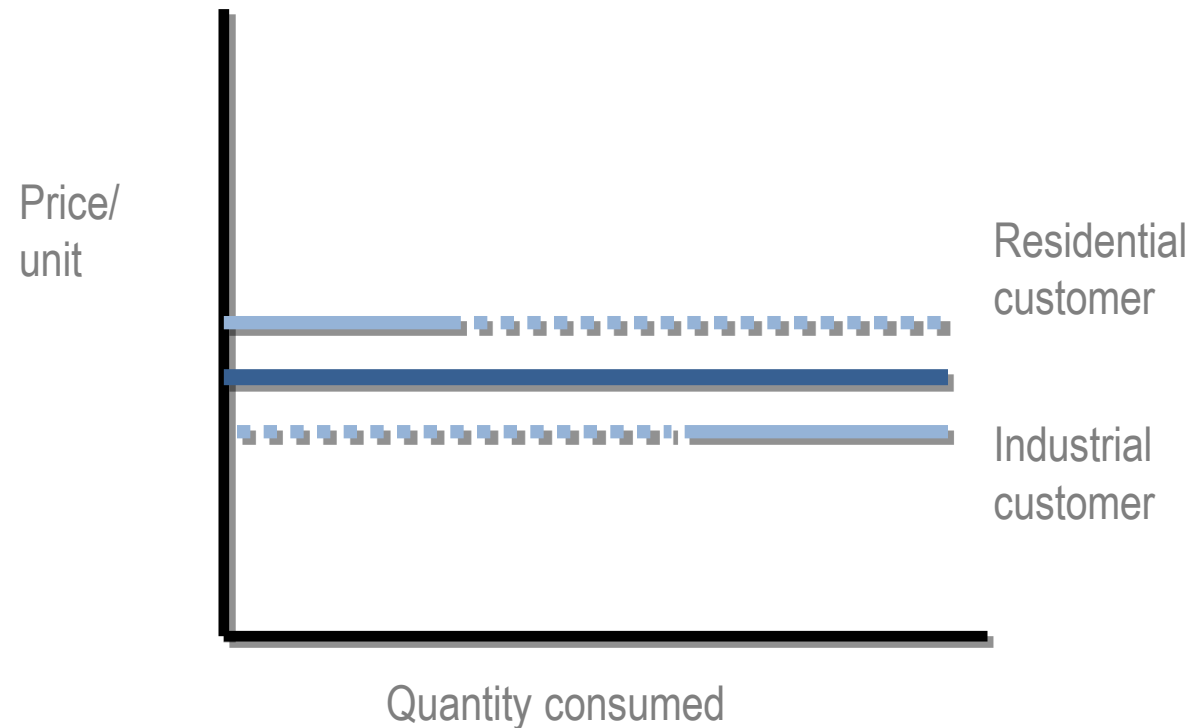
5.14 Evolution of generally accepted rate design

- Postage stamp rates (full cost socialization)
- Unmetered charges
 - ▶ Flat fees or charges for total usage
 - ▶ Property taxes by publicly owned water systems
 - ▶ Charges based on property values (UK)
 - ▶ Water-using fixtures (water) or occupancy
 - ▶ Wastewater services – equivalent units, metered water, strength
 - ▶ Stormwater management – impervious/impermeable surface
- Metered rates
 - ▶ Uniform by volume of usage
 - ▶ Block rates – decreasing and increasing
 - ▶ Time-variant and dynamic rates
- “Monthly plans”
 - ▶ Telecom – time and location no longer matter
 - ▶ Energy – budget billing, prepaid, fixed-rate contracts, even “free nights and weekends”



5.14 Uniform rate (not “flat rate”)

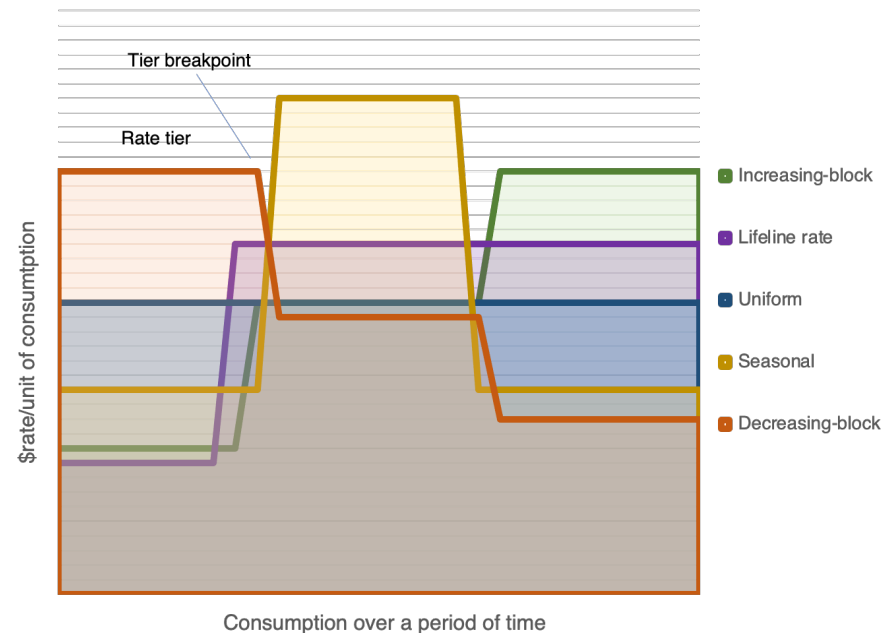
- Uniform by class may be embedded in declining block rate structures
- Easily communicated and understood and bills rise with usage (price signals)
- May mask temporal and spatial variations in system and customer costs of service (averaging)



Note: peaking factors are an alternative means of customer classification.

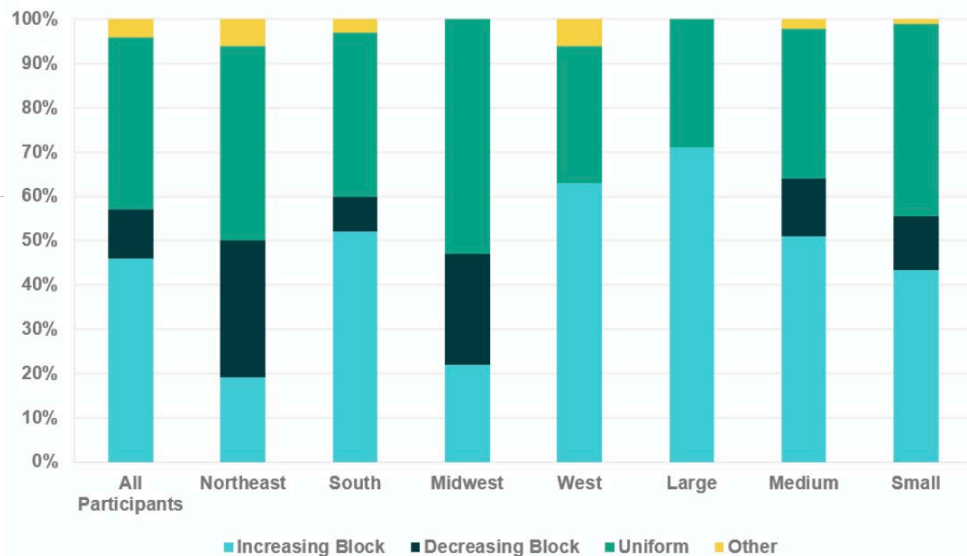
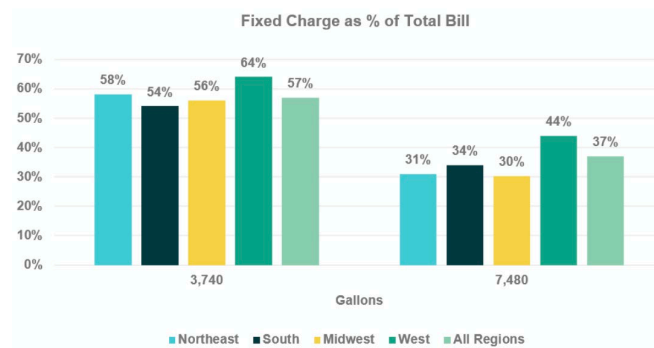
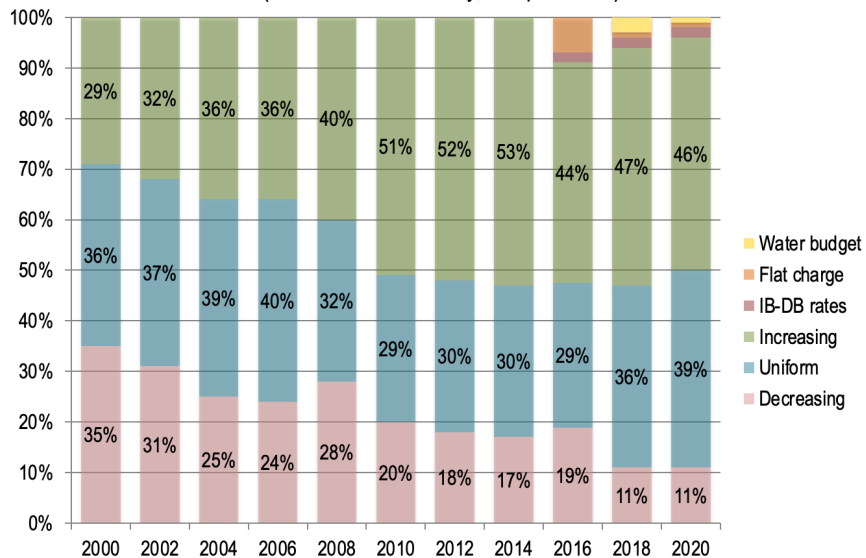
5.14 Block rates: decreasing and increasing

- Rate tiers (unit prices) for blocks of usage with breakpoints
 - Informed by engineering (cost) and economic (elasticity) analyses
- Block rates have different rationales
 - Like income taxes, total bills reflect cumulative calculations based on marginal rates
 - Decreasing-block are based on meter size & short-run marginal cost – less common
 - Environmental and consumer advocates tend to favor increasing-block rates for efficiency and affordability (respectively) – empirical findings on impacts are mixed
 - Fixed charges and household size also affect affordability



5.14 Rate design for water systems over time

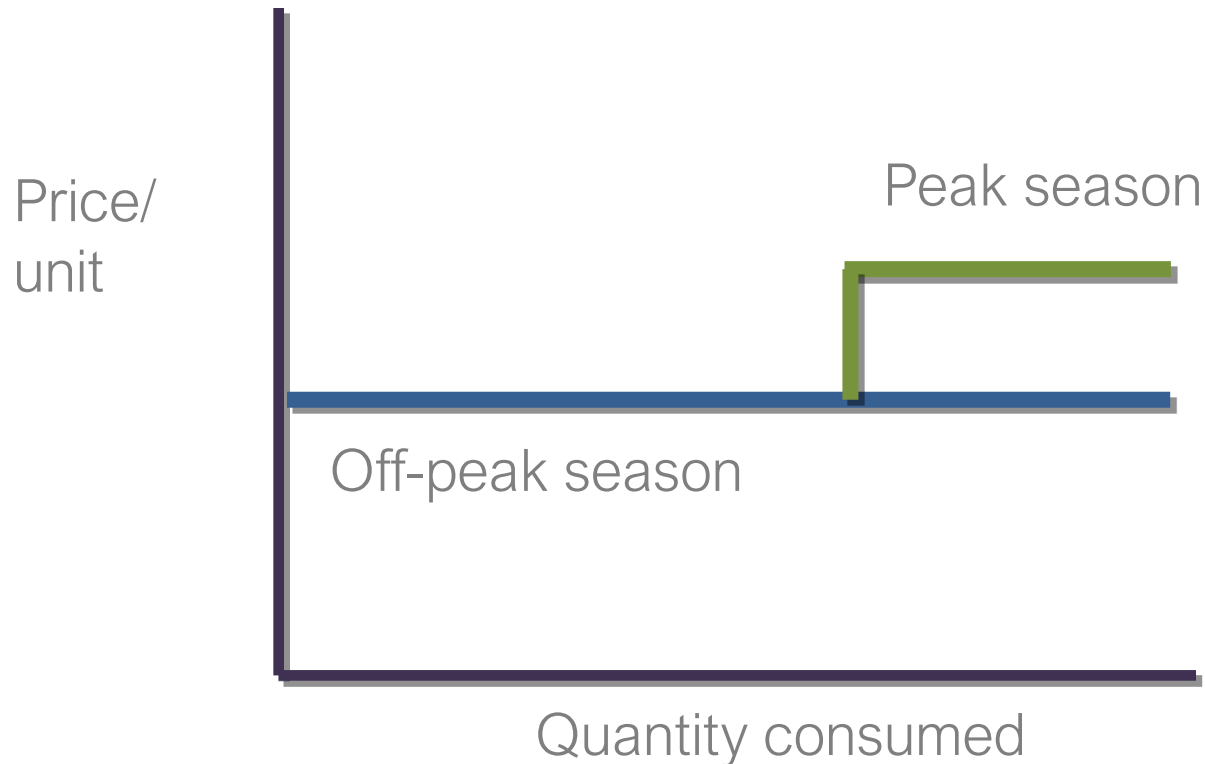
Percentage of water systems surveyed using alternative rate structures (AWWA/Raftelis Survey; sample varies)



Q. How have rate structures changed with time – and why?

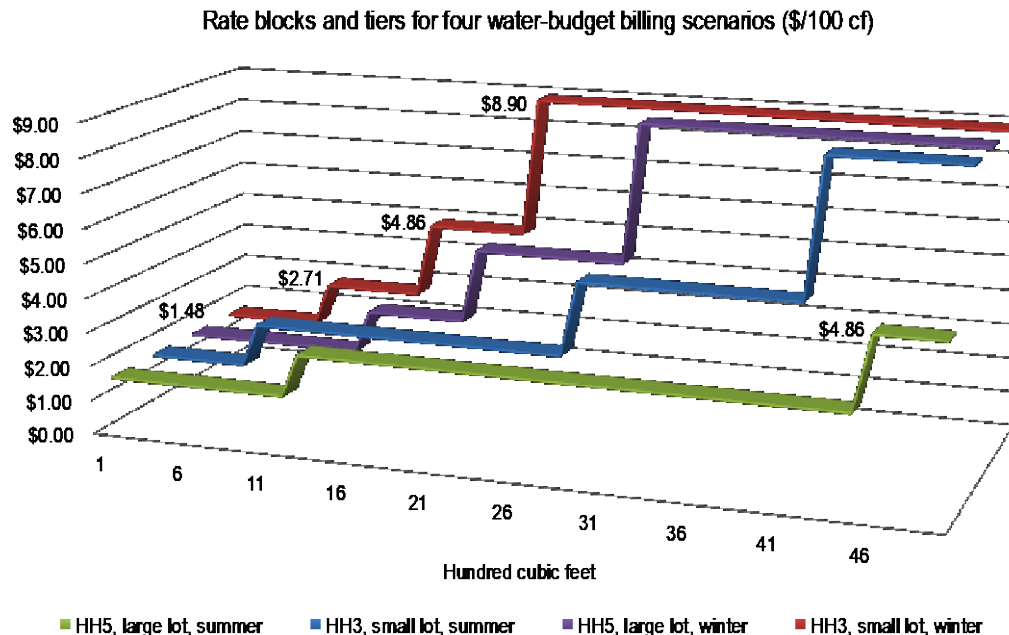
5.14 Seasonal and standby rates

- Seasonal block rates recognize the cost impact of seasonal energy and water usage on capacity requirements
 - ▶ May be applied to all usage in the season or to the seasonal increment (based on cost)
 - ▶ Seasonal-only homes and businesses may call for standby or ready-to-serve charges (using weighted peaking factors) to avoid subsidy by all-year customers



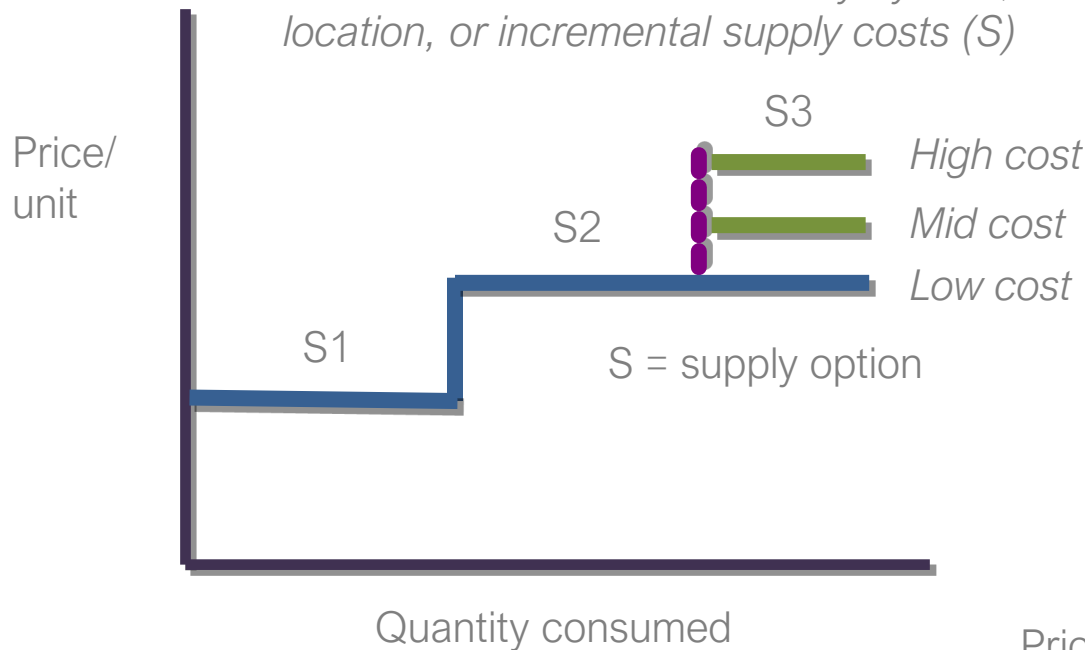
5.14 Allocation, excess-use, or usage-budget rates

- An allocation-based rate providing a water budget and rate tiers
 - ▶ Based on household size, lot size, weather conditions that define “need” and “waste”
 - ▶ Variances for swimming pools, large animals, etc.
- Raises issues of equity, fairness, and consistency with cost-of-service principles
- Advocates argue for effectiveness in realizing conservation and revenues

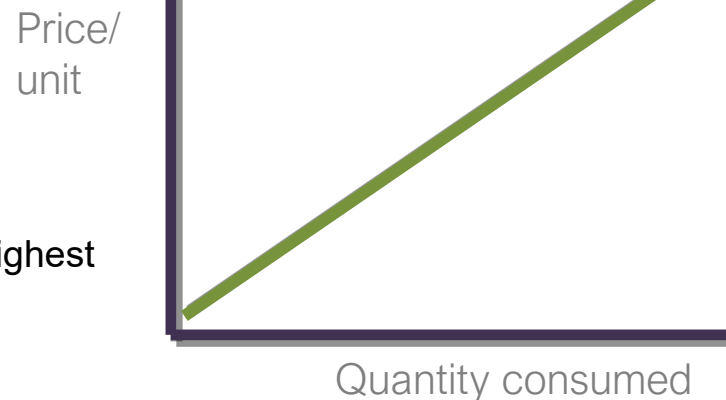


5.14 Incremental-cost and fully inclining rates (water)

Note: tail blocks could also vary by time, location, or incremental supply costs (S)



*Bill = usage * highest rate*



Fully inclining (“ratchet”) rates price all usage at the highest recorded usage level (as compared to block rates)

5.14 Consolidated rates or single-tariff pricing (Beecher, 1999)

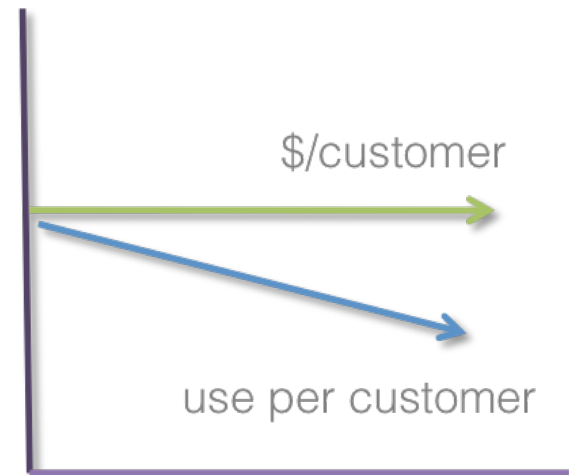
Summary of Select Arguments in Favor and Against Single-Tariff Pricing

Select Arguments in Favor of Single-Tariff Pricing	Select Arguments Against Single-Tariff Pricing
<ul style="list-style-type: none"> <input type="checkbox"/> Mitigates rate shock to utility customers (17) <input type="checkbox"/> Lowers administrative costs to the utilities (16) <input type="checkbox"/> Provides incentives for utility regionalization and consolidation (15) <input type="checkbox"/> Physical interconnection is not considered a prerequisite (13) <input type="checkbox"/> Addresses small-system viability issues (13) <input type="checkbox"/> Improves service affordability for customers (12) <input type="checkbox"/> Provides ratemaking treatment similar to that for other utilities (10) <input type="checkbox"/> Facilitates compliance with drinking water standards (9) <input type="checkbox"/> Overall benefits outweigh overall costs (9) <input type="checkbox"/> Promotes universal service for utility customers (8) <input type="checkbox"/> Lowers administrative cost to the commission (8) <input type="checkbox"/> Promotes ratepayer equity on a regional basis (6) <input type="checkbox"/> Encourages investment in the water supply infrastructure (5) <input type="checkbox"/> Promotes regional economic development (3) <input type="checkbox"/> Encourages further private involvement in the water sector (2) <input type="checkbox"/> Other: Can be consistent with cost-of-service principles (1) and found to be in the public interest (1) 	<ul style="list-style-type: none"> <input type="checkbox"/> Conflicts with cost-of-service principles (14) <input type="checkbox"/> Provides subsidies to high-cost customers (12) <input type="checkbox"/> Not acceptable to all affected customers (10) <input type="checkbox"/> Considered inappropriate without physical interconnection (8) <input type="checkbox"/> Distorts price signals to customers (7) <input type="checkbox"/> Fails to account for variations in customer contributions (6) <input type="checkbox"/> Justification has not been adequate in a specific case (or cases) (6) <input type="checkbox"/> Discourages efficient water use and conservation (4) <input type="checkbox"/> Encourages growth and development in high-cost areas (4) <input type="checkbox"/> Undermines economic efficiency (3) <input type="checkbox"/> Provides unnecessary incentives to utilities (2) <input type="checkbox"/> Not acceptable to other agencies or governments (2) <input type="checkbox"/> Insufficient statutory or regulatory basis or precedents (2) <input type="checkbox"/> Overall costs outweigh overall benefits (2) <input type="checkbox"/> Encourages overinvestment in infrastructure (1)

Source: Author's construct. See Tables E3 and E4. Numbers in parentheses represent number of mentions (out of 21 applicable survey responses).

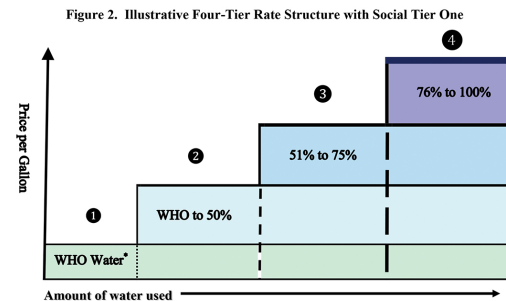
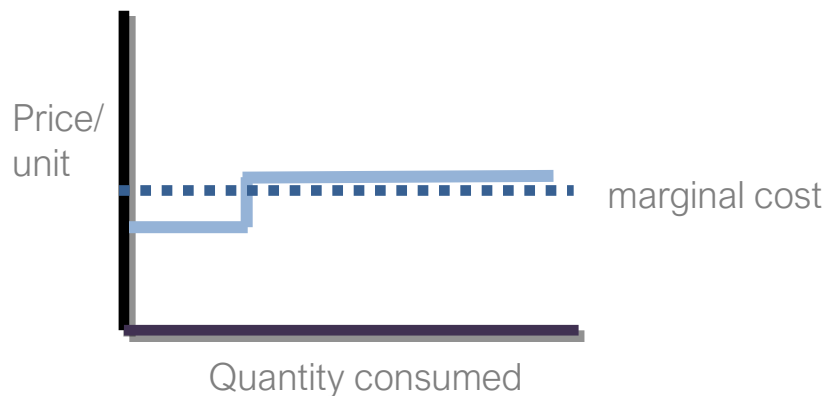
5.14 Rates under revenue decoupling

- Decoupling is a revenue-assurance mechanism (the ultimate mechanism?)
 - ▶ Distinct from cost-adjustment mechanisms (e.g., DSIC)
 - ▶ Detaches sales from revenues and profit potential – caps revenues (vs. prices)
 - ▶ Similar to weather normalization or other revenue-related mechanisms
 - ▶ Straight fixed-var pricing is decoupling – but decoupling is more than “just rate design”
- Meant to address the presumed “split” or “throughput” incentives (to sell more)
 - ▶ Reactive policy to address nonstationary declining usage and sales due to efficiency in the context of persistent capital intensity – lowering revenue risk
 - ▶ Addresses revenue erosion or attrition by maintaining per-customer revenue neutrality
 - ▶ Does not provide a positive incentive for efficiency (return incentives persist)
- Rate formulas
 - ▶ Traditional: $\text{revenues} = \text{fixed price} * \text{sales}$
 - ▶ Decoupling: $\text{price} = \text{fixed revenue} / \text{sales}$
- Alternatives
 - ▶ Better demand forecasting
 - ▶ Frequent rate adjustments
 - ▶ Rate or revenue stabilization funds



5.14 Pricing to promote affordable access

- Pricing and affordability – considering the ability to pay
 - ▶ Utility rates are regressive – they take a bigger share of the low-income budget
 - ▶ First usage block is highly price-inelastic: use standards, programs, assistance, lifelines
 - ▶ Additional blocks of usage are price-elastic – set prices to encourage efficiency
 - ▶ Require affordability metrics and may also consider household size
- Lifelines provide a low-price first block to eligible customers
 - ▶ Limited by policies, practices, politics related to price discrimination and subsidies
 - ▶ Programmatic discounts to qualified customers (low-income, disabled, seniors)
- Income-based rates - pioneered by Philadelphia, Baltimore, Detroit
 - ▶ May not comport with legal and practice frameworks (discrimination not based on cost)
 - ▶ Intentional & intuitive but administratively complicated, costly, not necessarily equitable



* WHO=Adjustment of the World Health Organization's minimum daily water requirement for drinking, cooking and sanitation to 1,000 gallons per month per person.

For low-income residents, Philadelphia unveiling income-based water bills

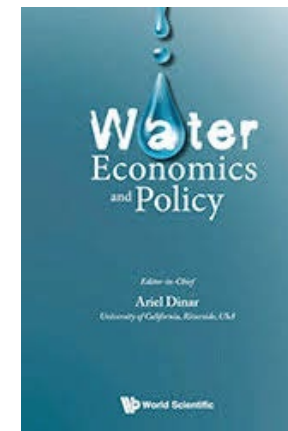
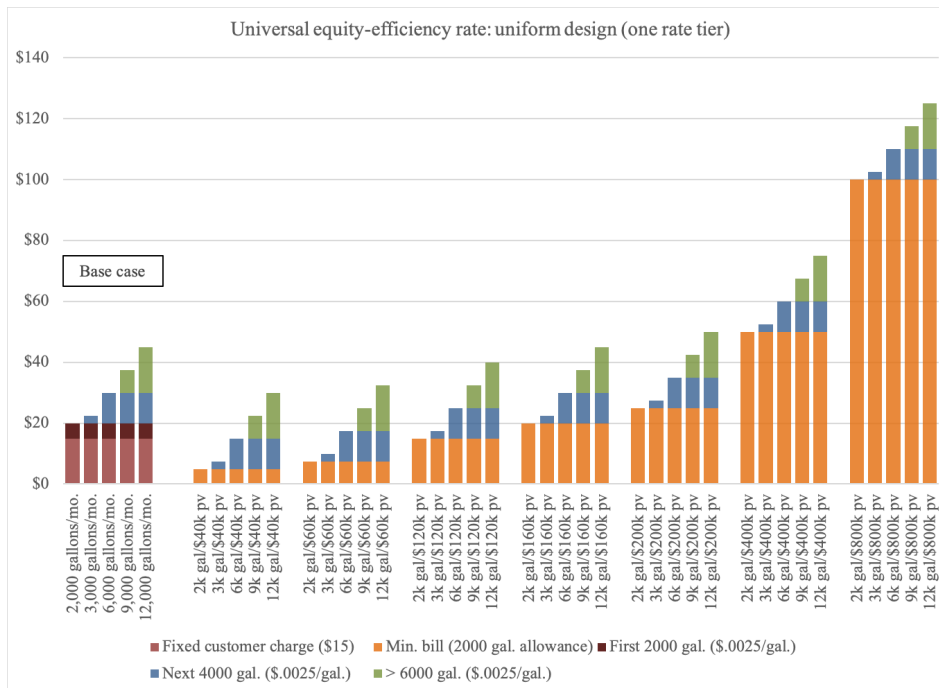
Updated: JUNE 19, 2017 — 11:11 PM EDT



FILE PHOTO
The Philadelphia Water Department will launch a new low-income assistance program that offers payments starting at \$2 per month.

5.14. Universal equity-efficiency pricing model (Beecher, 2020)

- Recognize public functionality in cost allocation (scope economies)
- Calibrate a minimum bill to property assessment (capacity value)
- Provide an essential-use allowance for all households (public health)
- Design cost-based rates for variable water usage (resource management)
- Prohibit disconnection and deploy service limiters instead (water security)



5.14 Rate design variations and policy orientation

- Uniform (simplicity)
- Seasonal (load management)
- Marginal cost (efficiency)
- Lifeline (affordability)
- Prepaid (payment certainty)
- Spatially differentiated or zonal (efficiency)
- Spatially equalized or STP (regionalization)
- Locational (network congestion)
- Emergency or drought (resource scarcity)
- Negotiated (attraction and retention)
- Economic development (growth and jobs)
- System development charges (growth)
- Interruptible (load management)
- Curtailment (supply management)
- Standby or ready-to-serve (assurance)
- Peaking-factor (efficiency)

Q. How are public policies driving rate structure choices?

- Time-variant (load management)
- Real-time and dynamic (demand response)

5.15 Bill calculation and comparison

- Bill calculations
 - ▶ Important to understanding and communicating rate changes
 - ▶ Based on average and other usage levels

- Bill calculation formula
 - ▶ Fixed charge
 - ▶ + Rate tier 1 * block 1 usage
 - ▶ + Rate tier 2 * block 2 usage
 - ▶ + and so on...

- Bills may include other fees, surcharges, and taxes

13. Rate Schedules (Continued)

Schedule "A" - Meter Rates (Continued)

Gravity System (Continued)		RATES		
Customer Charges				
Size of Meter		All Classes		
5/8"		\$17.25		(l)
3/4"		23.70		
1"		33.40		
1-1/2"		51.50		
2"		66.90		
3"		161.10		
4"		239.80		
6"		266.30		
8"		511.00		
10"		657.60		
12"		809.60		

Output Charges	Rate per 1,000 Gallons					
	Residential		Commercial		Industrial	
Up to 5,000 Gallons Per Month	\$6.631	(l)	\$6.426	(l)	\$6.426	(l)
Next 45,000 Gallons Per Month	6.631	(l)	4.601	(l)	4.601	(l)
Next 1,950,000 Gallons Per Month	6.631	(l)	3.585	(l)	3.861	(l)
Over 2,000,000 Gallons Per Month	6.631	(l)	3.585	(l)	3.324	(l)

York: rates effective in 2023

5.15 Exercise: bill calculation

- Assumptions for an increasing-block rate structure
 - ▶ Fixed charge = \$16.00
 - ▶ First block (< 3000) = \$4.00 per 1,000 gallons
 - ▶ Second block (3,000 to 5,000 gallons) = \$5.00 per 1,000 gallons
 - ▶ Third block (> 5,000) = \$6.00 per 1,000 gallons

		2,000 gallons	6,000 gallons*
1	Fixed charge	\$ 16	\$ 16
2	Variable charge	\$	\$
3	Total	\$ 24	\$ 44
4	Percent fixed	%	%

5.15 Exercise: bill calculation

- Assumptions for an increasing-block rate structure
 - ▶ Fixed charge = \$16.00
 - ▶ First block (< 3000) = \$4.00 per 1,000 gallons
 - ▶ Second block (3,000 to 5,000 gallons) = \$5.00 per 1,000 gallons
 - ▶ Third block (> 5,000) = \$6.00 per 1,000 gallons

		2,000 gallons	6,000 gallons*
1	Fixed charge	\$ 16	\$ 16
2	Variable charge	\$ 8	\$ 28
3	Total	\$ 24	\$ 44
4	Percent fixed	67%	36%

$$*6,000 \text{ gallons} = \$16 + (3*4) + (2*5) + (1*6) = \$44$$

5.15 York: bill comparison (2024)

Water Rates Calculator	
<i>Select water company name from drop-down list.</i>	
York Water Company (5/8") Gravity	
<i>Fill in number of gallons per month:</i>	<i>Gallons per Quarter (fills in automatically)</i>
3,675	11,025
Total Bill (Monthly)	Total Bill (Quarterly)
31.29	93.86

Water Rates Calculator	
<i>Select water company name from drop-down list.</i>	
Pittsburgh Water and Sewer (5/8")	
<i>Fill in number of gallons per month:</i>	<i>Gallons per Quarter (fills in automatically)</i>
3,675	11,025
Total Bill (Monthly)	Total Bill (Quarterly)
59.12	177.36

Water Rates Calculator	
<i>Select water company name from drop-down list.</i>	
Aqua Pennsylvania Rate Zones 1&2	
<i>Fill in number of gallons per month:</i>	<i>Gallons per Quarter (fills in automatically)</i>
3,675	11,025
Total Bill (Monthly)	Total Bill (Quarterly)
60.42	181.25

Water Rates Calculator	
<i>Select water company name from drop-down list.</i>	
PAWC Zone 1 (5/8")	
<i>Fill in number of gallons per month:</i>	<i>Gallons per Quarter (fills in automatically)</i>
3,675	11,025
Total Bill (Monthly)	Total Bill (Quarterly)
64.74	194.23

5.16 Water customer rights and responsibilities (PA PUC)

- As a residential water or sewer customer... your rights and responsibilities include your right to:
 - ▶ Safe and reliable water or sewer service.
 - ▶ A clear and concise bill.
 - ▶ Fair credit and deposit policies.

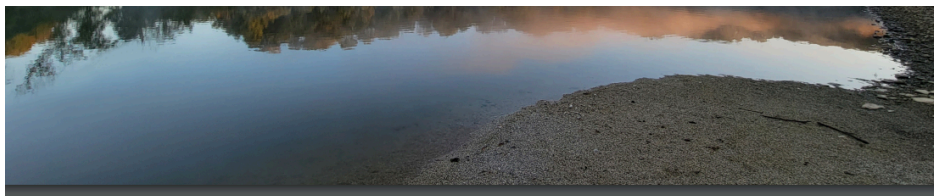
- You also have the right to:
 - ▶ Know how your water or sewer bill is calculated.
 - ▶ Check your water or sewer bill for accuracy.
 - ▶ Question or disagree with the water or sewer company.
 - ▶ Receive continuous water or sewer service if you meet your responsibilities.

- You have the responsibility to:
 - ▶ Pay your bill on time.
 - ▶ Provide the water or sewer company access to its meter.

5.16 York: service application

The York Water Company Application for Service		
Effective Date	Last 4 digits of your Social Security Number	Account Number
<p>I/We _____ request water service to the property at _____</p> <p>I / We agree to pay and to use the water service according to the Rates, Rules and Regulations or Tariff of the Company, as filed with the Pennsylvania Public Utility Commission, which are now in effect or will become effective in the future. The York Water Company will approve this application when you pay, or make arrangements to pay, any unpaid charges for services within the past four years.</p>		
Home _____	Cell _____	
Work _____	Email Address _____	(Used for internal purposes only)
<input type="checkbox"/> Single Unit <input type="checkbox"/> Multi Unit Class of Customer <input type="checkbox"/> Residential <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> Public <input type="checkbox"/> Public Fire <input type="checkbox"/> Private Fire	<input type="checkbox"/> Water is Used to Heat Your Home <i>This does not include the water heater</i> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Pump Installation <input type="checkbox"/> Residential Fire Sprinkler	Signature X _____ Print Name X _____ Mailing Address _____ <small>If Different from Service Address</small> _____ Former Address _____ <small>If Prior York Water Customer</small> _____
<input type="checkbox"/> *Paperless Billing (Requires Email) <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Issued 3rd Party Card <input type="checkbox"/> Yes <input type="checkbox"/> No	Number and Street _____ City, State and Zip _____ Number and Street _____ City, State and Zip _____
Ratepayer is: Please Check One Below <input checked="" type="checkbox"/>		
<input type="checkbox"/> RENTER Landlord's Name and Address _____	Are you paying for another apartment/unit's water use? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Number of Units _____
<input type="checkbox"/> LANDLORD Tenants Name _____ Address _____		
<input type="checkbox"/> *Continued Service Number of Units _____		
<input type="checkbox"/> OWNER Ratepayer and members of household are only occupants AND are not paying or receiving rent.		
Notes: _____		
YORK WATER COMPANY OFFICE USE ONLY		
Type Of Service <input type="checkbox"/> Residential <input type="checkbox"/> Price List <input type="checkbox"/> Gravity <input type="checkbox"/> Repump	Billing Method _____ Billing Cycle _____ Type of Service _____ Tax Code _____	Township or Boro _____ Meter Number _____ Intials: _____

5.16 York: water quality (consumer confidence) report



We're pleased to present to you this year's ANNUAL DRINKING WATER QUALITY REPORT

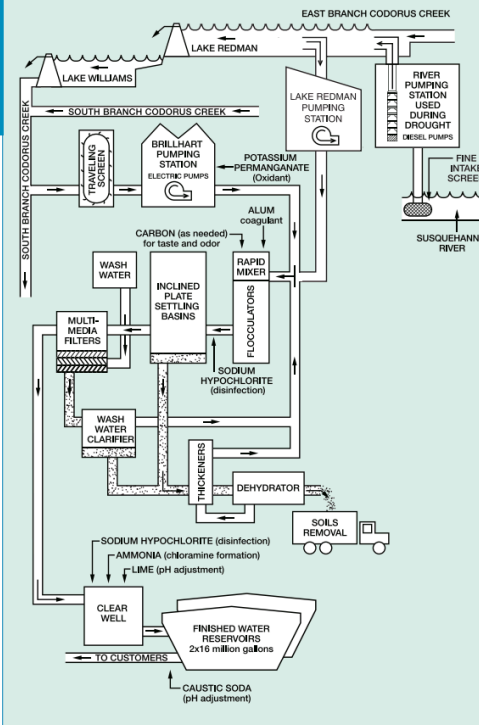
This report is to inform you about the fine quality water and services The York Water Company delivers to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and to protect our water resources. We are committed to ensuring the quality of your water.

[Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.]

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.



Water Processing Flow Chart

2023 TEST RESULTS

ENTRY POINT DISINFECTANT RESIDUAL

Contaminant	Units	Minimum Disinfectant Residual	Lowest Level Detected	Range of Detections	Sample Date	Compliance Achieved Yes/No	Source
Chloramine	ppm	0.2	2.12	2.12 - 2.99	2023	Yes	Water additive used to control microbes

MICROBIOLOGICAL CONTAMINANTS

Microbial (related to Assessments/Corrective Actions regarding TC positive results)							
Contaminant	Treatment Technique	Maximum Contaminant Level Goal (MCLG)	Assessment/ Corrective Actions	Compliance Achieved Yes/No	Source		
Total Coliform Bacteria	Any system that has failed to complete all the required assessments or correct all identified sanitary defects is in violation of the treatment technique requirement	N/A	0 - None Needed	Yes	Naturally present in the environment		

Microbial (related to E. coli)					
Contaminant	Maximum Contaminant Level (MCL)	Maximum Contaminant Level Goal (MCLG)	Positive Samples	Compliance Achieved Yes/No	Source
E. coli	Routine and repeat samples are total coliform positive and either E. coli positive or system fails to take repeat samples following E. coli positive routine sample or system fails to analyze total coliform positive repeat sample for E. coli	0	0	Yes	Human and animal fecal waste



2023 TEST RESULTS

MICROBIOLOGICAL CONTAMINANTS

Microbial (related to E. coli)					
Contaminant	Treatment Technique	Maximum Contaminant Level Goal (MCLG)	Assessment/ Corrective Actions	Compliance Achieved Yes/No	Source
E. coli	Any system that has failed to complete all the required assessments or correct all identified sanitary defects is in violation of the treatment technique requirement	N/A	0 - None Needed	Yes	Human and animal fecal waste

Detected Parameter	Units	Maximum Contaminant Level (MCL)	Maximum Contaminant Level Goal (MCLG)	Results	Compliance Achieved Yes/No	Source
Total Coliform Bacteria	% Positive Sample	Presence of coliform bacteria in less than 5% of monthly samples	0	0	Yes	Naturally present in environment
Fecal Coliform and E. coli	Number of Samples	A routine sample and repeat sample are total coliform positive, and one is also fecal coliform or E. coli positive	0	0	Yes	Human and animal fecal waste

TURBIDITY - A MEASURE OF THE CLARITY OF THE WATER

Detected Parameter	Units	Maximum Contaminant Level (MCL)	Highest Monthly Average of All Readings for 2023	Highest Single Measurement	Compliance Achieved Yes/No	Source
Turbidity	NTU	TT - 85% of all monthly samples taken must be less than or equal to 0.3 NTU	100% of all monthly samples must be less than or equal to 0.1 NTU	Weighted Avg. 0.075	Yes	Soil erosion and runoff

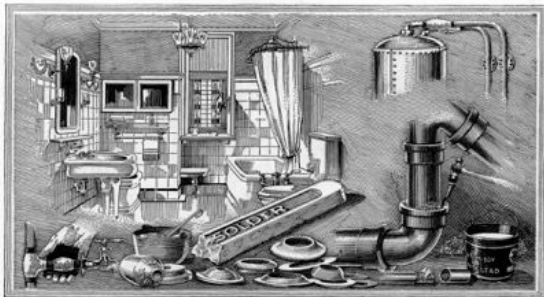


5.16 The lead legacy

ALERT



Service Line Survey. We want to know whether you have a lead service line at your house so it can be replaced. [Learn more and complete the survey here.](#)



Lead helps to guard your health

YOU wouldn't live today in a house without an adequate plumbing system. For without modern plumbing, sickness might endanger your life. Lead concealed in the walls and under the floors of many modern buildings helps to give the best sanitation.

Lead pipe centuries old

Lead, therefore, is contributing to the health, comfort, and convenience of people today as it did when Rome was a center of civilization. Lead water and drainage pipes more than 1500 years old have been found in exactly the condition they were in when laid.

In some cities today the law specifies that lead pipe alone may be used to bring water from street mains into the building.

In drainage systems are lead traps made of lead pipe bent into the shape of the letter S, so that a little water will stay in the bend and prevent gases which collect in the pipe from getting out through the house.

The malleability of lead also makes it easy to change the direction of any pipe through the use of lead bends.

Joining the pipes

A plumber easily "wipes" a joint or repairs a pipe leak with lead and tin solder. Because this alloy melts at the low temperature of 358 degrees it can be applied without melting the lead pipe, which melts at 620 degrees.

Lead is also poured into the flanges of pipe-joints to make them absolutely tight. Pipe threads are painted with white-lead or red-lead to make a tight connection. Where vibration or movement of pipes may loosen a poured joint, lead wool is used; lead shredded into threads is packed into the joint in a dense, compact mass.

Rubber gaskets and ball washers containing lead prevent leaking at joints and faucets. Lead is used to beautify the modern bathroom. Red-lead and litharge, both lead oxides, are im-

portant ingredients in making the glossy white enamel covering the iron bodies of tub and basin and the glazed tile walls.

Lead in paint

While lead is invaluable in assuring comfort and proper sanitation, its best-known and most widespread use is as white-lead in paint. Such materials as wood would soon deteriorate unless protected with paint. And the paints that give the most thorough protection against the weather are based on white-lead.

The loss of invested capital through failure to protect the surface of property adequately has led property owners to paint frequently and well. As days and months go by, more and more of them are learning the wisdom of the phrase, "Save the surface and you save all." And they are using white-lead paint to prolong the lives of their houses.

Look for the Dutch Boy

NATIONAL LEAD COMPANY makes white-lead and sells it mixed with pure linseed oil, under the name and trade-mark of *Dutch Boy white-lead*. The figure of the Dutch Boy is reproduced on every keg and is a guarantee of exceptional purity.

Dutch Boy products also include red-lead, linseed oil, flinting oil, habbit metals and solder.

More about lead

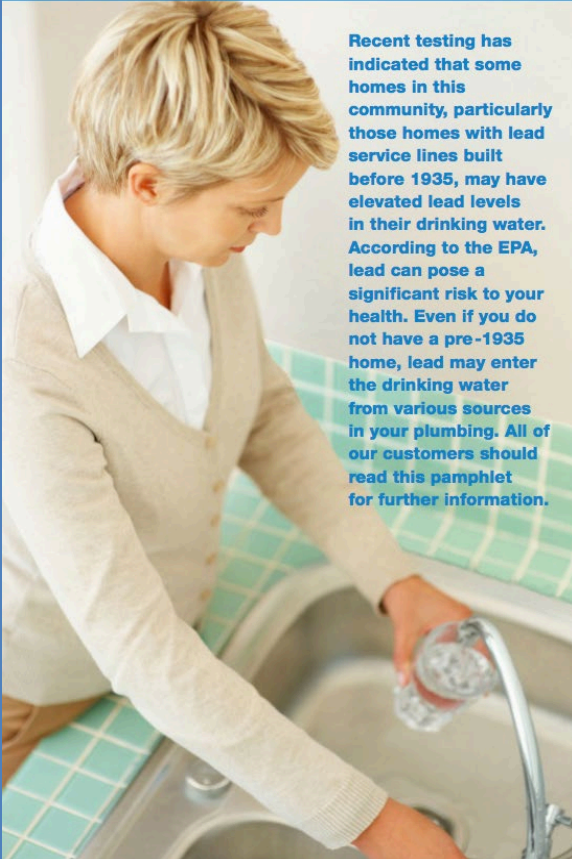
If you use lead, or think you might use it in any form, write to us for specific information.

NATIONAL LEAD COMPANY


130 East Market Street, York, Pennsylvania 17401
 717-845-3601
 www.yorkwater.com

THE YORK WATER COMPANY
 Si desea leer este aviso en español, haga clic aquí.

Lead and Your Drinking Water



Recent testing has indicated that some homes in this community, particularly those homes with lead service lines built before 1935, may have elevated lead levels in their drinking water. According to the EPA, lead can pose a significant risk to your health. Even if you do not have a pre-1935 home, lead may enter the drinking water from various sources in your plumbing. All of our customers should read this pamphlet for further information.



"That good York water"
SINCE 1816

**130 East Market Street
 York, Pennsylvania 17401
 717-845-3601
 www.yorkwater.com**

THE YORK WATER COMPANY

Was your house built prior to about 1940?



WE WANT YOU!

TO FIND OUT IF YOU OWN A LEAD SERVICE LINE

We Will Replace It at Little or No Cost to You

If your house was built prior to about 1940 you may have a customer-owned lead service line. If it is lead, we also want to test your water to make sure it's below the action level. See inside for more details.




"That good York water"
SINCE 1816

**130 East Market Street
 York, Pennsylvania 17401
 717-845-3601
 www.yorkwater.com**

5.16 Consumer protection

- Consumer protection role
 - ▶ Focuses on assisting individual customers in disputes with utilities (complaints) - often utilize ADR methods
 - ▶ Consumer advocates represent the consumer class(es) in cases


- Pennsylvania PUC Division of Customer Assistance and Complaint
 - ▶ Responsible for answering questions and handling complaints about electric, electric restructuring, utility competition, natural gas, telephone, steam heat, water and wastewater companies. Investigators arbitrate billing, credit and miscellaneous problems and issue binding decisions for resolving informal complaints... This division also helps to ensure that consumers subject to termination have the opportunity for Commission review. Consumers can also call if they have questions about the restructuring of the electric industry and utility competition."



The York Water Company

"That good York water"
SINCE 1816

Beware of Utility Scams During the COVID-19 Crisis



We were recently informed that a York Water Company customer received the above unsolicited posting on their door regarding a scheduled water testing appointment. This is NOT a posting that was placed by The York Water Company.

We wanted to remind all of our customers to please be aware of scams during this crisis. NEVER allow a utility employee to enter your home without identification. The York Water Company does not enter a customer's home without an appointment, and, at this time, we are not entering residential properties unless there is an emergency.

Please continue to be safe and aware during this crisis. If you are unsure about the identity of a York Water Company employee or have any concerns, please call 717-845-3601 for assistance.

5.16 Consumer protection against disconnection

- Moratoriums on disconnection (COVID)
- Payment assistance and plans
- Arrearage forgiveness

PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265

Re: **Public Utility Service Termination Moratorium
Proclamation of Disaster Emergency – COVID-19**

EMERGENCY ORDER
DOCKET No: M-2020-3019244

On March 6, 2020, pursuant to subsection 7301(c) of the Emergency Management Services Code, 35 Pa. C.S. §§ 7101, *et seq.*, Governor Tom Wolf issued a Proclamation of Disaster Emergency proclaiming the existence of a disaster emergency throughout the Commonwealth for a period of up to ninety (90) days, unless renewed by the Governor. Shortly thereafter, on March 11, 2020, the World Health Organization declared COVID-19 – the coronavirus – a pandemic.

The Proclamation of Disaster Emergency authorizes and directs the suspension of “the provisions of any regulatory statute prescribing the procedures for conduct of Commonwealth business, or the orders, rules or regulations of any Commonwealth agency, if strict compliance with the provisions . . . would in any way prevent, hinder, or delay necessary action in coping with this emergency.”

In addition, Section 1501 of the Public Utility Code, 66 Pa. C.S. § 1501, provides that every public utility has a duty to furnish and maintain adequate, efficient, safe, and reasonable service as is necessary for the accommodation, convenience, and safety of its patrons, employees, and the public. Section 1501 explicitly requires such service to be “reasonably continuous and without unreasonable interruptions.” 66 Pa. C.S. § 1501.

THE YORK WATER COMPANY RESPONSE TO COVID-19:
Green Phase Update

Dear York Water Company Customer:
For the past 204 years, York Water has been there to take care of our community. From the Civil War to the Spanish Flu pandemic, through two World Wars and the events of 9/11, York Water Company has persevered, and we continue this tradition of dedication to our community during this health crisis. We wanted to inform you of measures we are taking to assist our customers and employees during the COVID-19 crisis.

We are prepared
York Water has activated our business continuity plan to strengthen our ability to provide safe, reliable, high-quality water to our customers, continue to deliver water and wastewater services that meet all federal and state drinking water and wastewater standards, and protect our employees and customers during this public health crisis.

Your water will not be shut off
We have suspended billing-related service shutoffs in order to ensure the proper hygiene and health of our customers. You, as a York Water customer, are still responsible for any outstanding balance that you currently have, as well as any new charges. We recommend that you pay as much as you can when you are able, but rest assured that we will not apply late charges or turn off your water service during this public health crisis. Your water service may potentially be interrupted for a brief period of time for emergency work if that work becomes necessary.

We have turned water service back on for customers who were previously shutoff for non-payment. This includes customers whose water service was turned off for non-payment of sewer service, even if the York Water Company is not the sewer service provider. If you are still currently without water service, please contact us immediately at 717-845-3601 to schedule a turn-on.

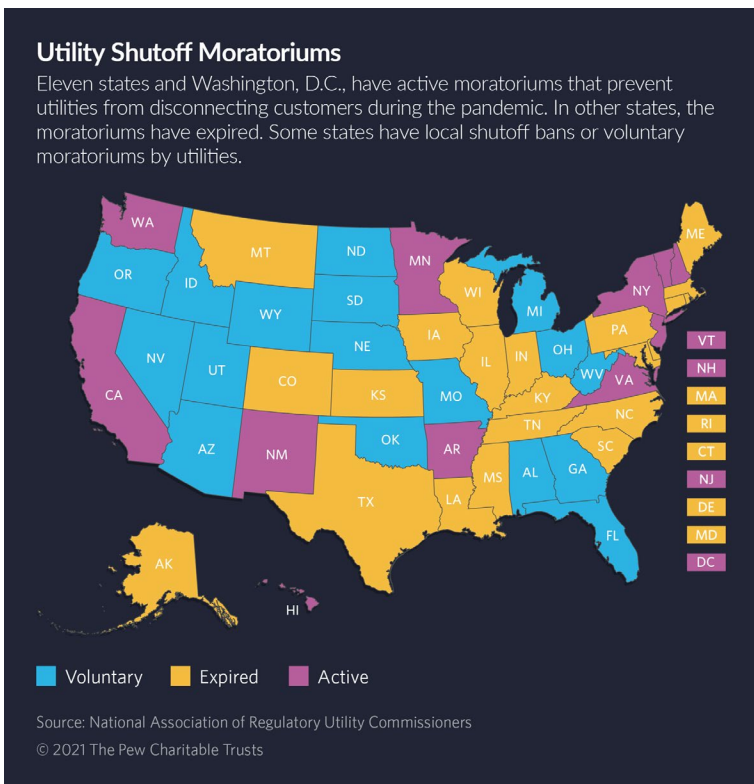
Social Distancing and Safe Practices
As of Tuesday, May 26, 2020, our front office in Downtown York is open to the public once again. Customers MUST enter the building through the East Market Street entrance. Customers wishing to pay their bill or speak to a Customer Service Representative in person can now do so, but safe social distancing and face covering will be enforced. Plexiglass shields have also been installed at each of the workstations. We have modified our customer traffic pattern to ensure appropriate social distancing. The health and safety of our customers and our employees is paramount.

As always, our Customer Service team is available via phone at 717-845-3601 or email at customer.service@yorkwater.com to answer any questions. Our website, www.yorkwater.com, is available to pay your bill, apply for water service, and request to end water service. We encourage our customers to continue to utilize these resources.

Green Phase Update
As of Monday, June 15, 2020, we will start entering customer's homes again to complete routine meter repairs and exchanges. We will be calling customers to schedule appointments with those that are comfortable having us enter their homes.

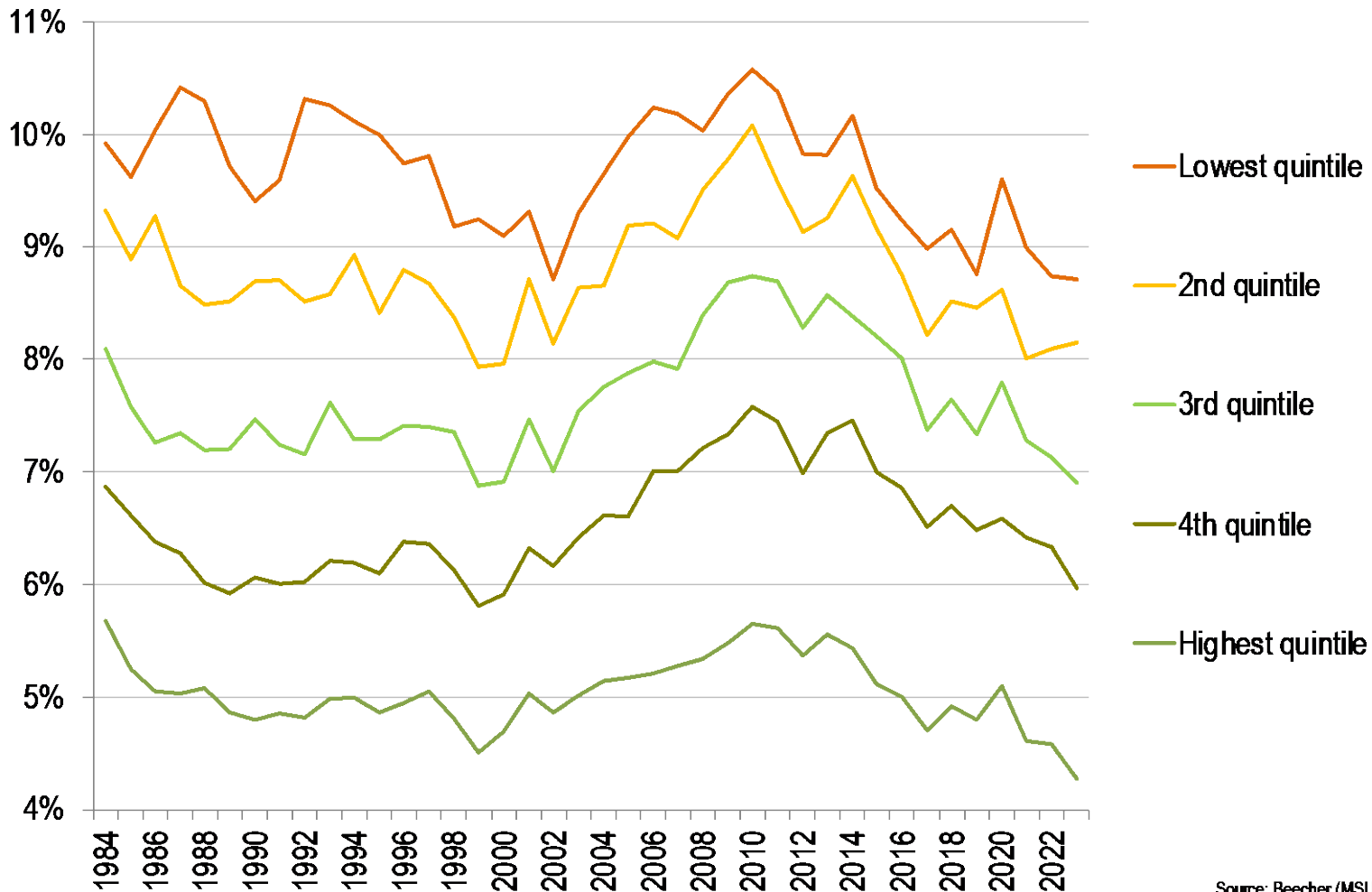
We will not enter a customer's home until they have filled out a checklist that will be provided by the York Water Company employee the day of your appointment. When a York Water Company employee arrives at your home, they will provide you with this checklist and ask that you fill it out and answer correctly prior to them entering your home.

Your drinking water is safe
The York Water Company's water treatment processes are effective in removing harmful pathogens, including those of the coronavirus family. Our water meets all federal and state drinking water standards and is safe to drink. For additional information about the coronavirus and drinking water and wastewater, please visit: <https://www.ecdc.europa.eu/en/coronavirus-and-drinking-water-and-wastewater/facts-qa>



5.17 Addressing affordability at the utility scale

Trends in consumer expenditures on utilities by income quintile
(% of total expenditures)



Source: Beecher (MSU) based on BLS data.

5.17 Methods to mitigate rising costs, rates, and bills

- Structural solutions to gain efficiency from scale (as realistic)
- Supply-side cost control and efficiency (asset and input management)
- Strategic planning and optimized operations
- Competitive bidding for procurement of goods and services
- Demand-side efficiency programs
- Tax support for infrastructure (loans and grants)
- Refinancing and extended-term debt
- Limit inequitable subsidies through rates (overall and inter-customer)
- Alternative revenue streams (publicly owned)
- Authentic ratepayer engagement, information, and assistance
- Alternative methods of cost allocation and rate design

5.17 Addressing affordability at the utility scale

- Affordability of essential utility services is a growing concern
 - ▶ Cost control, classification, and allocation play a role
 - ▶ Median income metrics may be insufficient
- Common features of utility-based policies, programs, and prices
 - ▶ Presumes that public tax support is unavailable or insufficient
 - ▶ Eligibility may be based on means-testing for other forms of assistance
 - ▶ Income-eligible but also customers with medical conditions and seniors
 - ▶ Must overcome political, legal, and financial barriers and subsidy issues
- Policies
 - ▶ Budget billing, bill timing, flexible terms, and payment options
 - ▶ Rules for disconnection (shut-off) and reconnection
 - ▶ Submetering to establish need, prepaid meters with credit, and user information
- Programs
 - ▶ Customer assistance programs (CAPs) – temporary or permanent
 - ▶ Programs to fix leaks and upgrade plumbing and fixtures to improve end-use efficiency
 - ▶ May be coordinated with not-for-profit organizations and funded voluntarily
- Prices
 - ▶ Payment discounts, fee waivers, and arrearage forgiveness
 - ▶ Tiered rates, including lifeline rates with a below-cost first usage block

5.17 York: low-income customer assistance



Home > Customer Service > Customer Assistance Programs

Do you need help paying your York Water bill?

These programs are available to assist you if you need financial help. Select a program from the list below or scroll down to learn more about each customer assistance program.

- [Payment Agreements](#)
- [Customer Assistance Program \(CAP\)](#)
- [York Water Cares \(YWC\)](#)
- [The Pennsylvania Homeowner Assistance Fund \(PAHAF\)](#)
- [Local Assistance](#)

PAYMENT AGREEMENTS

If you have a past-due bill, you may be eligible for a payment agreement. Please contact York Water's Customer Service team at 717-845-3601 to find out if you are eligible. We will ask you a few questions. If you are eligible for the program, we will explain the terms of your payment agreement.

CUSTOMER ASSISTANCE PROGRAM (CAP)

What is it?

Our Customer Assistance Program (CAP) is for low-income customers who have past-due bills. It is an alternative to traditional collection methods. The program does the following:

- Makes payments practical by offering a payment agreement
- Reduces excessive water usage
- May provide forgiveness of past due amounts up to \$120 after receipt of monthly payments

Who may apply?

- Customers who have past due bills that are more than \$100 over a period of five (5) consecutive months.
- Customers experiencing a leak that is causing excessive water usage.

If you qualify...

- York Water personnel may need to perform a water usage audit and an on-site visit(s) to verify the existence of a leak. If a leak is found, York Water may enlist a local plumber to make minor repairs at no cost to you.

Call or email The York Water Company Customer Service team at 717-845-3601 or customer.service@yorkwater.com for more information and to apply for the Customer Assistance Program.

- Emergency
- Current Outages
- Pay My Bill
- My Account
- Alerts
- Start / Stop Service
- Customer Service
- EPA Water Sense Partner
- News & Updates

5.18 Implementing rate changes

- Focus more attention on total bill burden as compared to rates
- Avoid excessive complexity and unnecessary confusion (gal. vs. ccf)
- Recognize trade-offs and impacts explicitly (sensitivity analysis)
- Evaluate demand elasticity and distributional effects
- Provide opportunities for stakeholder input
- Explore a full range of rate-design options
- Communicate policy goals to ratepayers clearly
- Prepare a qualified customer-service workforce
- Phase-in substantial changes to avoid rate shock (multi-year gradualism)
- Clarify price signals with information social and other media
- Approach empirically and experimentally by collecting and analyzing data
- Monitor and evaluate for intended and unintended consequences
- Modify based on response, outcomes, and evolving goals and conditions



Q. What rate implementation challenges are utilities facing today?

5.18 Complex water pricing (Los Angeles)

LADWP Water Rates

Schedule A Residential Bi-monthly Usage Blocks

Alternate Bi-monthly Tier Allotment View:

Winter Season: October – May Summer Season: June - September

Lot Size Groups (sq. ft.)		Winter Usage Blocks (in HCF*) - All Temperature Zones			
		Tier 1	Tier 2	Tier 3	Tier 4
1	7,499	16	6	12	> 34
7,500	10,999	16	8	16	> 40
11,000	17,499	16	16	32	> 64
17,500	43,559	16	20	40	> 76
43,560	& above	16	20	40	> 76

*one HCF equals 748 gallons

Lot Size Groups (sq. ft.)		Summer Usage Blocks (in HCF*) - Low Temperature Zone			
		Tier 1	Tier 2	Tier 3	Tier 4
1	7,499	16	12	24	> 52
7,500	10,999	16	18	36	> 70
11,000	17,499	16	34	68	> 118
17,500	43,559	16	42	84	> 142
43,560	& above	16	42	84	> 142

Lot Size Groups (sq. ft.)		Summer Usage Blocks (in HCF*) - Medium Temperature Zone			
		Tier 1	Tier 2	Tier 3	Tier 4
1	7,499	16	14	28	> 58
7,500	10,999	16	20	40	> 76
11,000	17,499	16	38	76	> 130
17,500	43,559	16	48	96	> 160
43,560	& above	16	48	96	> 160

Lot Size Groups (sq. ft.)		Summer Usage Blocks (in HCF*) - High Temperature Zone			
		Tier 1	Tier 2	Tier 3	Tier 4
1	7,499	16	18	36	> 70
7,500	10,999	16	24	48	> 88
11,000	17,499	16	50	100	> 166
17,500	43,559	16	62	124	> 202
43,560	& above	16	62	124	> 202

Zip Code	Temp Zone
90001-90044	Medium
90045	Low
90046-90048	Medium
90049	Low
90056-90065	Medium
90066	Low
90067-90071	Medium
90073-90077	Low
90089	Medium
90094	Low
90210-90232	Medium
90245	Low
90247-90250	Medium
90254	Low
90260-90261	Medium
90266-90277	Low
90278	Medium
90291-90293	Low
90301-90305	Medium
90401-90405	Low
90501-90506	Medium
90510	Low
90710-90717	Medium
90731-90732	Low
90744	Medium
90810-90844	Medium
91040-91367	High
91393	High
91401	Medium
91402	High
91403	Medium
91405-91411	High
91423	Medium
91436	High
91502	Medium
91504-91505	Medium
91600-91607	Medium

Q. Should communities have discretion in ratemaking?

5.18 Totality of a rate case

- Regulatory policies and rate-case decisions
 - ▶ Impose, mitigate, and allocate risks and rewards – each relates to incentives
 - ▶ No issue should be considered in isolation (single-issue ratemaking)
 - ▶ Be aware of interest-based "best practices"
- Regulators should consider the totality of regulatory treatment
 - ▶ Test year (historical or future)
 - ▶ Treatment of construction costs (pre-approval, CWIP)
 - ▶ Cost-adjustment mechanisms (opex and capex)
 - ▶ Revenue-assurance mechanisms (decoupling)
 - ▶ Recovery of operating expenses
 - ▶ Depreciation practices and methods
 - ▶ Demand (load) projections
 - ▶ Demand-suppression adjustments
 - ▶ Cost allocation and rate design methods
 - ▶ Authorized rates of return
 - ▶ Timing of cases and decisions

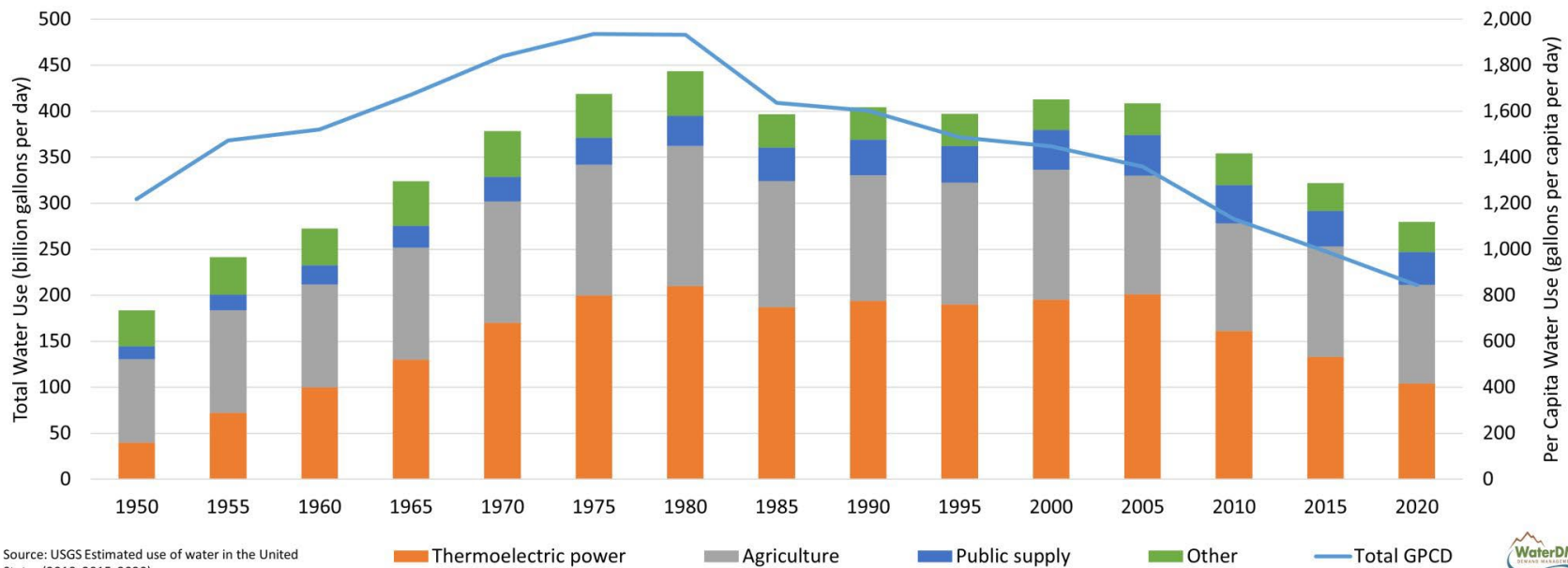


Q. How do various ratemaking policies affect return opportunities?

5.20 Ratemaking scenarios

1. A utility is required by law to replace all lead service lines in its area and would like to spread the cost across all water customer classes.
2. A utility wants to implement a customer-assistance program pilot program to establish system benefits in terms of lowering the cost of disconnection.
3. A utility calculates its usage for ratemaking purposes based on a ten-year moving average.
4. A utility witness testifies in a rate case that fixed and variable charges should be aligned with fixed and variable costs based on economic pricing principles.
5. A utility seeks to subdivide the residential class into single-family and multi-family customers based on differential peaking factors.
6. A utility seeks approval for an economic development rate to retain one high-volume customer. The utility has some excess capacity.

Water Use in the US, 1950 -2020



Source: USGS Estimated use of water in the United States (2010, 2015, 2020).

■ Thermoelectric power
 ■ Agriculture
 ■ Public supply
 ■ Other
 — Total GPCD

