

**City of Lancaster – Bureau of Water**  
**Filing of Rate Increase for Water Service to Properties Outside of the City**

**FREQUENTLY ASKED QUESTIONS**

**Q. 1.: Why is the City increasing my water rates?**

**A:** The rate increase is necessary to cover the costs of the City’s significant investment in the water transmission and distribution system - the tanks, pumps and pipes that deliver treated water to your home or business - since the City last raised rates in March of 2015. Our commitment to ensure that the City’s water system provides reliable water service 24 hours a day, 365 days a year requires these ongoing investments. Across the country, aging water infrastructure is a growing problem, with more than 240,000 water main breaks every year. Locally, the harsh winter weather we have often experienced continues to cause a large number of breaks on our aging water mains. Given the age and condition of many of the City’s water mains, continued investment in the system isn’t just important, it is essential to the well-being of our entire community.

**Q. 2.: Who will be affected by this rate increase?**

**A:** This specific filing applies only to City of Lancaster Water Bureau customers whose properties are outside of the City limits. Rates for these customers must be approved by the Pennsylvania Public Utility Commission (PUC). The City’s rate increase filing with the PUC is the first step in this rate approval process. This increase is proposed to take effect on November 29, 2021.

**Q. 3.: I live inside the City. Will my water rate increase also?**

**A:** It is likely that a water rate increase for City residents will occur in 2022, but that has not yet been determined. Any proposed rate increase for City residents would be publicly discussed during the City’s 2022 budget approval process. Water rates for customers in the City must be approved by the Mayor and City Council.

**Q. 4.: I live outside of the City. How much can I expect to pay if the City’s rate request is approved?**

**A:** Water usage can vary greatly customer to customer, but a residential household using 12,000 gallons of water will see their quarterly water bill increase from \$70.52 to \$86.28.

Even with the proposed rate increase, the cost of City water will remain at a reasonable rate for our customers. City customers will receive water treated with the same technology used by many bottled water companies at a fraction of the cost. If the City’s rate increase is approved, the cost for residential customers will be \$4.92 for each 1,000 gallons of water. For a residential customer using 12,000 gallons of water every three months, the proposed rate increase would result in a quarterly water bill of \$86.28. This total is under \$1/day, or about the cost of a single 16 oz. bottle of water.

Commercial and industrial water customers will also see an increase in their water bills. More information about the impact of the proposed rate increase on these customers can be found in the City’s [Notice of Proposed Water Rate Changes](#) and in the City’s revised water tariff at [Supplement No. 46 to Tariff Water-Pa. P.U.C. No. 6](#). Both of these documents will be available on the City’s website at <https://cityoflanasterpa.com/water-sewer-tariffs-and-rates> after September 30, 2021.

**Q. 5.: How do the City’s proposed rates compare to other water rates in Lancaster County?**

**A:** Below is a chart showing the rates for residential water service in various Lancaster County communities. The rates shown in this chart are based on a residential property using 12,000 gallons/quarter.

<b>Lancaster County Water Rate Survey</b>	
<b>Usage = 12,000 Gallons</b>	
East Petersburg	\$ 118.20
Columbia Water Company (Columbia district)	\$ 117.33
Etown Borough, Mount Joy Twp & West Donegal Twp.	\$ 113.82
Mount Joy Borough	\$ 103.08
Denver Borough	\$ 91.80
East Earl Township	\$ 95.02
<b>Lancaster City Outside - Proposed</b>	<b>\$ 86.28</b>
Columbia Water Company (Marietta district)	\$ 84.64
<b>Lancaster City Inside - Current</b>	<b>\$ 84.15</b>
Penn Township	\$ 75.80
Warwick Township	\$ 74.04
Ephrata	\$ 69.23
New Holland Borough	\$ 52.00
Lititz Borough	\$ 42.39

\* Above rates based on September 2021 survey

**Q. 6.: How can I find out more about the City’s rate filing?**

**A:** More detail about the rate increase filing is included in a document titled [Supplement No. 46 to Tariff Water-Pa. P.U.C. No. 6](#). This document provides detailed information about the proposed rates, including customer and consumption charges, and charges for fire lines (sprinkler systems), meter testing and service reconnection. The Tariff also provides rules and regulations for, among other things, dealing with disputed accounts and discontinuance of service. These documents and others will be available on the City’s website at <https://cityoflancasterpa.com/water-sewer-tariffs-and-rates> after September 30, 2021.

The City’s rate case has been given the following PUC Docket Number: **R-2021-3026682**. The PUC will create a web page with documents related to the City’s rate case using that Docket Number. Customers can access the PUC website [Document Search tool](#) using that Docket Number for additional information regarding the PUC rate proceedings when it becomes available during the course of the PUC’s review of the City’s rate filing.

For more detailed information on your rights relating to the City’s filing, please refer to the City’s [Notice of Proposed Water Rate Changes](#). Customers can also contact the City of Lancaster’s Customer Service office at (717) 735-3425 or go to the City Clerk’s office to view a copy of the filing.