

RESIDENTIAL SERVICE CHARGES

This family of indicators allows utilities to compare the residential charges for water, wastewater, or stormwater services based on either a defined quantity of water use or an average residential bill. Utilities report their billed amounts per the following criteria:

For residential water service ($\frac{5}{8}$ in. or $\frac{3}{4}$ m):

- Amount billed for 7,500 gal/month (1,000 ft³ = 7,480 gal)
- Average residential water bill amount for one month of service

For residential wastewater service:

- Amount billed for wastewater service using 7,500 gal/month
- Average residential wastewater bill amount for one month of service
- Average monthly usage

For residential stormwater service:

- Amount billed for typical residential customer, including any surcharges and taxes

For combined utilities that could not segregate individual water or wastewater service costs:

- Total monthly bill amount for residential water and wastewater service for a customer using 7,500 gal/month
- Average residential combined water and wastewater bill for one month of service

Respondents included any additional costs added to the bill for residential service, such as taxes, fees, and/or surcharges. If billing were quarterly, utilities calculated the fee for 22,500 gal and divided by three. If there were more than one rate zone, utilities were instructed to calculate the weighted average of charges for all zones.

Tables 3-4A through 3-4G present aggregate data by service type for the residential cost of water, wastewater, or stormwater service performance indicators as collected in the FY24 dataset. From the perspective of full-cost pricing, this is a set of indicators in which the designation of “top” and “bottom” quartiles is subjective based on utility priorities.

Water Service

Table 3-4A Aggregate data for residential water service charges—amount billed for 7,500 gal/month

	75th percentile	Median	25th percentile	Sample size
Water utilities	\$35.46	\$51.77	\$63.55	44
Combined utilities—water operations	\$39.41	\$48.87	\$63.86	92

Table 3-4B Aggregate data for residential water service charges – average residential water bill amount for one month of service

	75th percentile	Median	25th percentile	Sample size
Water utilities	\$29.07	\$44.00	\$61.25	42
Combined utilities—water operations	\$28.78	\$39.44	\$53.43	85

Table 3-4C Aggregate data for residential water service charges—average monthly usage (gal)

	75th percentile	Median	25th percentile	Sample size
Water utilities	4,000	5,236	7,472	43
Combined utilities—water operations	4,363	5,000	7,000	85

Wastewater Service

Table 3-4D Aggregate data for residential wastewater service charges—amount billed for 7,500 gal/month

	75th percentile	Median	25th percentile	Sample size
Wastewater utilities	\$52.45	\$61.91	\$90.88	10
Combined utilities—wastewater operations	\$49.22	\$65.53	\$81.08	92

Table 3-4E Aggregate data for residential wastewater service charges— average residential wastewater bill amount for one month of service

	75th percentile	Median	25th percentile	Sample size
Wastewater utilities	\$37.45	\$45.41	\$61.58	10
Combined utilities—wastewater operations	\$32.78	\$43.83	\$57.80	86

Table 3-4F Aggregate data for residential wastewater service charges—average monthly usage (gal)

	75th percentile	Median	25th percentile	Sample size
Wastewater utilities	4,189	4,488	5,236	9
Combined utilities—wastewater operations	3,655	4,500	5,245	84

Stormwater Service

Table 3-4G Aggregate data for residential stormwater service charges—average residential bill amount for one month of service

	Top quartile	Median	Bottom quartile	Sample size
Wastewater utilities—stormwater operations	NA	NA	NA	3
Combined utilities—stormwater operations	\$5.95	\$7.52	\$11.28	39