

Water. The most basic resource is also the most essential.

2012  
WATER RATE  
INFORMATION



GREATER CINCINNATI  
**WATER WORKS**

*A Service of The City of Cincinnati*

# Water rate increase — about 5.5¢ per day.

Your water bills pay to keep your tap water safe, reliable and there for you whenever you turn it on.

The safety of the water you drink has always been our highest priority. We constantly monitor water quality, adjust treatment processes and implement new technologies to maintain our high standards. Our water main repair and replacement program keeps a plentiful supply of water flowing to our customers' homes and the fire hydrants that guard them.

Greater Cincinnati Water Works (GCWW) has been in the forefront of water treatment technology for many years. Maintaining state-of-the-art water treatment is crucial to providing customers with the highest quality water.

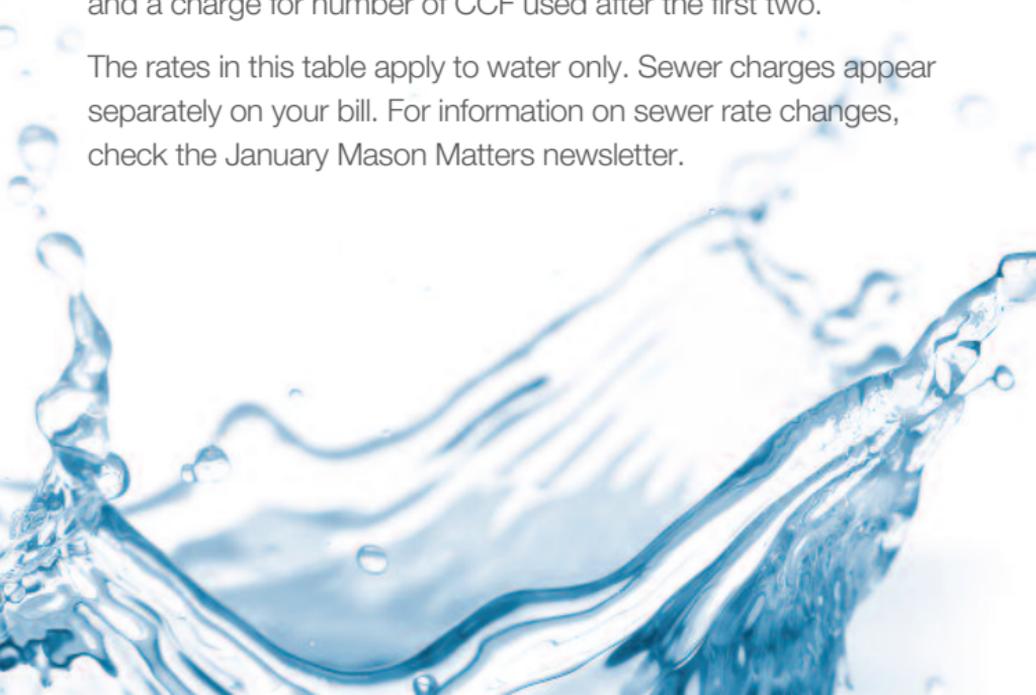
On January 1, 2012 a water rate increase went into effect that will add about 5.5 cents a day or \$1.65 a month to the average family's monthly bill for water. While no one wants to see rates go up, GCWW has been able to keep water rates among the lowest in the region (see back page).

## Your water's cost.

The cost of water is based on your water use type — residential or commercial — and the amount of water you use per month. The average use for a single-family residence is about 9 CCF\* (6,732 gallons) of water monthly. This home is considered as one residential unit and the first two CCFs of water use are included in the "\$/Unit" charge as indicated in the table (the same unit charge is billed even if no water is used).

All water use above two CCF is charged at the "\$/CCF" rates listed in the table. Your water bill is a combination of the "per unit" charge and a charge for number of CCF used after the first two.

The rates in this table apply to water only. Sewer charges appear separately on your bill. For information on sewer rate changes, check the January Mason Matters newsletter.



## Mason Rate Table — Monthly Charges

Unit Type	Gallons	CCF*	\$/Unit**
Residential	0 – 1,496	0 – 2	10.647
Commercial	0 – 1,496	0 – 2	19.839
Water Use Charges — Residential & Commercial (after 2 CCF)			
	Gallons	CCF	\$/CCF
	1,497 – 9,724	3 – 13	2.181
	9,725 – 29,920	14 – 40	2.313
	29,921 – 50,116	41 – 67	2.604
	50,117 – 99,484	68 – 133	2.946
	99,485 – 299,200	134 – 400	3.298
	299,201 – 498,916	401 – 667	3.654
	498,917 and up	668 and up	4.008

\*Note: 1 CCF = 748 Gallons

\*\*Each Residential or Commercial Unit is charged this amount even if no water use occurs.

# Need help calculating your charges?

Call us at **513.591.7700**

Monday – Friday

7:30 am – 5:30 pm

**We're here to help!**

# quick reference telephone numbers

Greater Cincinnati Water Works 513.591.7700 for:

- Water Billing
- Water Service Calls
  - Water Emergencies
  - Low Water Pressure
  - Water Quality Issues
  - Meter Repairs and Maintenance
  - Red (Rusty) Water Complaints
- Waste Collection Billing
- Sewer Billing
- Stormwater Billing

## Other Service Calls

- Sewer Service and Emergencies 513.229.8570
  - (513.925.2525 on nights, holidays and weekends, emergencies only)
- Stormwater 513.229.8570
- Waste Collection 513.229.8533

