

# Understanding Your Utility Services Bill



## City of Spokane 2024 Utility Rates

### How are utility rates set?

The City of Spokane strives to provide excellent, reliable, and affordable utility services. Utility rates are set by the City's elected leaders. The Mayor proposes the rates, and the City Council adopts them after holding a public hearing. The City's elected leaders have worked to limit annual rate increases due to inflation to maintain the affordability of utility services.

### What does my utility bill include?

City utility bills include charges for water, wastewater, stormwater, and solid waste collection. The bills include a tax that goes to the City's General Fund to pay for general City services, including police, fire, streets, libraries, parks and neighborhood services. For 2024, that utility tax rate is 21 percent, up from 20 percent in 2023. The additional 1 percent is slated to expire at the end of 2024. Utility tax is charged on the gross revenues of the City's utilities. Details can be found on the City's web site.

### What does each line mean?

Below are explanations of charges listed on residential bills.

#### Solid Waste

Most residential properties have a single City-provided refuse cart and may also have a yard waste cart. Your service is listed on the bill with the number of carts, followed by the frequency of pick-ups. **NEW in 2024–Carts need to be out by 6 a.m. on collection day.**

**30 GAL REFUSE CART** – Smallest cart.

**60 GAL REFUSE CART** – Most popular size cart.

**90 GAL REFUSE CART** – Largest cart.

**YARD WASTE RECYCLE CART** – Optional large green cart for yard and food waste.

**SINGLE STREAM RECYCLE CART** – Large blue cart is provided at no additional cost for residential customers.

#### Sewer

**SEWER RESIDENTIAL COLLECT** – Funds cover the cost of maintaining existing infrastructure (the pipes in the ground) and the cost of operating the Riverside Park Water Reclamation Facility.

**STORMWATER** – Money is used for projects to manage stormwater runoff, keeping our river clean.

#### WW (WASTEWATER) CONSERVATION CREDIT –

This line item is a bill discount of \$5 a month for single-family residential customers who are among the lowest 20 percent of indoor water users.

#### Water

**WATER SERVICE CHARGE** – Funds are used for the operation of the Water Department.

**WATER USAGE** – The amount is based on the actual amount of water used at the property. Usage charges are added when the meter is read.

#### Water/Wastewater Capital

Money is used for capital infrastructure projects related to water, wastewater, and stormwater.

### Can my bills be more predictable?

City utility bills vary from month to month based on the amount of water a customer uses. For greater consistency of billing amounts, customers without a past due balance can request a budget billing option that spreads amounts evenly across all months of the year. Customers can call 3-1-1 or 509-755-2489 to set up budget billing for their accounts.

### Is help available to pay City utility bills?

Low-income residential customers may apply for financial assistance through the U-Help program. Interest-free payments also are available. Learn more at [my.spokanecity.org](http://my.spokanecity.org) or by calling 3-1-1 or 509-755-2489.

### Are there Senior/Disabled credits?

The City provides credits of up to \$10/month total for low-income seniors and disabled individuals who have an active property tax exemption through Spokane County. Please call 3-1-1 or 509-755-2489 for more information.



## Public Works Division

Utility Billing Office: 3-1-1  
509-755-CITY (2489) if calling from outside the city

January 2024

Printed on recycled paper.

Additional information can be found at  
[my.spokanecity.org](http://my.spokanecity.org)





# City of Spokane Single Family Residential Utility Rates

The City of Spokane is proud to offer you a variety of critical utility services, including delivery of clean water, collection and processing of wastewater, stormwater management, and collection and disposal of solid waste and recyclables.

As we begin the new year, we would like to update you on our 2024 rates. We hope this information will assist you in planning your household budget.

On the back of this brochure, you'll find an explanation of the line items found on your monthly bill. Utility bills are payable:

- Online with E-bill
- By MasterCard or Visa (debit or credit)
- By phone at 1-844-739-0180
- By mail

We invite any questions you have about your billing information. We're also happy to provide rate information on commercial accounts. Please call us at 3-1-1 or 509-755-2489 if outside the City.



The City of Spokane's U-Help program provides low-income households

with one-time emergency assistance to help pay City utility bills. Every dollar donated goes directly to the U-Help Fund.

The City Council matches U-Help donations dollar for dollar, making your donations go farther. If you wish to donate, fill in the space provided on your utility bill. Those requesting U-Help assistance may call City Utilities at 3-1-1 or 509-755-2489.

## SOLID WASTE

30 Gallon Refuse Cart	\$21.70/month
60 Gallon Refuse Cart	\$39.29/month
90 Gallon Refuse Cart	\$57.37/month
*Yard Waste Recycle Cart	\$20.72/month
*Optional. Billed only March 1 – November 30 each year. On your bill you will see a portion of a month charged on the March bill and a portion of a month on the December bill.	

## SEWER

Sewer Residential	
Inside City	\$35.27/month
Outside City	\$70.55/month
Stormwater	
Inside City	\$4.96/month
Outside City	Not applicable
WW Conservation Credit	
*CREDITS	\$5/month
*Applies to lowest 20% of indoor water users.	

## WATER

Water Service Charge	
Inside City	\$18.76/month
Outside City	\$28.14/month
Water/Wastewater Capital	
Inside City	\$33.11/month
Outside City	\$37.94/month

## WASTEWATER CONSERVATION CREDIT

The City provides a wastewater bill credit for residential customers who use less water indoors. The lowest 20 percent of indoor water users will receive a credit of \$60, distributed over 12 utility bills as a credit of \$5 each. Water usage is reviewed each year to qualify or re-qualify customers for the credit. To qualify, the indoor water usage must be in the lowest 20 percent of customers for the prior November through March water usage. The property cannot be vacant and must have at least 1 unit of water usage. Additional information can be found at [my.spokanecity.org/publicworks/utility-billing/credit](http://my.spokanecity.org/publicworks/utility-billing/credit).

## WATER CONSUMPTION CHARGES

Water meters measure in cubic feet. The City of Spokane bills consumption based on units. A unit is equal to 100 cubic feet or approximately 748 gallons. This chart is based on per-month usage per unit of water. More information is available at [my.spokanecity.org](http://my.spokanecity.org).

## WATER USAGE

Step	Usage	In Cubic Feet	Inside City	Outside City
1	0-6 units	0-600 cfs	\$0.3581/unit	\$0.5371/unit
2	6-12 units	600-1200 cfs	\$0.7578/unit	\$1.1366/unit
3	12-25 units	1200-2500 cfs	\$1.0193/unit	\$1.5291/unit
4	25-45 units	2500-4500 cfs	\$1.3087/unit	\$1.9630/unit
5	Over 45 units	4500+ cfs	\$1.6344/unit	\$2.4515/unit

For commercial account information, contact Utility Billing at 3-1-1, 509-755-2489, or get basic information at [my.spokanecity.org](http://my.spokanecity.org).

