

Understanding Your Utility Bill

City of Spokane 2022 Utility Rates

How are utility rates set?

In our utility areas, the City of Spokane strives to provide excellent, reliable, and affordable service. Utility rates are reviewed annually 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 committed to limiting annual rate increases 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. A 20 percent tax is applied and paid into the City's General Fund, which pays for City services like police, fire, streets, libraries, parks, neighborhood services, and more. Utility tax is charged on the gross revenues of both public and private utilities, like Avista and cable and telecommunications companies. Details can be found on the City's website.

What does each line mean?

Below are explanations of charges listed on residential account 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 cart size.

32 GAL REFUSE CART – Smallest normal cart

68 GAL REFUSE CART – Most popular size cart

95 GAL REFUSE CART – Largest cart

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

SINGLE STREAM RECYCLE CART – Big blue cart provided at no additional cost for residential customers. Standard carts are 68 gallon, however are available in 95 gallon size.

Sewer

SEWER RESIDENTIAL COLLECT – Money covers 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.

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 – Money is 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.

SR (Senior)/Disabled Credits

These line items are bill credits of up to \$10 per month total for certain low-income seniors or disabled individuals. Each line item corresponds to a utility service received.

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 can request a budget billing option that spreads amounts evenly across all months of the year. Customers can call 3-1-1 to set up budget billing for their accounts.

Is help available to pay City utility bills?

Low-income residential customers can apply for direct financial assistance through the U-Help program; call 509-456-SNAP. Interest-free payment plans also are available; more information is available at my.spokanecity.org or by calling 3-1-1.



Public Works Division

Utility Billing Office: 3-1-1

509-755-CITY if calling
from outside the city

January 2022
Printed on recycled paper.



Additional information can be found at
My.SpokaneCity.Org



City of Spokane Residential Utilities Rates Single Family Residential

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 2022 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. To improve customer experience with an upgraded billing system, you will see some changes happen starting soon. This spring your utility bill will have a different look. You will still be able to pay your bill with:

- Online with E-bill
- 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 The Salvation Army at 509-325-6821.



SOLID WASTE

32 Gallon Refuse Cart	\$19.18/month
68 Gallon Refuse Cart	\$34.71/month
95 Gallon Refuse Cart	\$50.68/month
*Yard Waste Recycle Cart	\$18.31/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	\$34.28/month
Outside City	\$68.56/month
Stormwater	
Inside City	\$4.82/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	\$18.23/month
Outside City	\$27.35/month
Water/Wastewater Capital	
Inside City	\$32.18/month
Outside City	\$36.87/month
Senior & Disabled Credits	
*CREDITS	Up to \$10/month
*Available to certain low-income seniors and disabled individuals.	

For commercial account information, contact utility billing at 3-1-1 or get basic information at my.Spokanecity.Org.

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 between 1 to 11 units (748 to 8,228 gallons) for the prior November through March water usage. A property can't 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.

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. A revised water use tier structure began in 2021; the structure benefits lower water users but adds a fifth, higher-cost tier. More information is available at my.spokanecity.org.

WATER USAGE

Step	Usage	In units	Inside City	Outside City
1	first 4,500 gallons	(1-6 units)	\$0.35/unit	\$0.52/unit
2	next 4,500 gallons	(7-12 units)	\$0.74/unit	\$1.10/unit
3	next 9,700 gallons	(13-25 units)	\$0.99/unit	\$1.48/unit
4	next 15,000 gallons	(26-45 units)	\$1.28/unit	\$1.90/unit
5	over 33,600 gallons	(over 45 units)	\$1.58/unit	\$2.39/unit

SENIOR & DISABLED CREDITS

The City has added credits of up to \$10/month total for low-income seniors and disabled individuals who qualify for property tax exemptions through Spokane County. Call 3-1-1 for information.