

WATER BILL TERMS YOU SHOULD KNOW

When you receive your bill, it's easy to spot the amount due, but have you ever wondered what about the other numbers? Here's a "How-To" guide to make sense of the terms on your water bill.

Facility Charge—The Charge for having a meter on the property.

HCF—Hundred Cubic Feet, the unit of measure for water usage (during a specific period) shown on the water meter.

KGAL—1000 Gallon, Water usage shown on the meter in HCF is converted into this unit for billing purposes.

Sewer Charges— Equals 75% of the water charge for a specific billing period.

Storm Water Charges—A flat charge based on the impervious area of the parcel/property.

EXTENDED CUSTOMER SERVICE HOURS

To better serve our Water Bill customers, we are pleased to announce that we have extended our Call Center Customer Service hours Monday - Friday 8:30AM – 7:30PM for anyone needing telephone customer support late in the day for water billing questions.

You can contact our Call Center Customer Service Department directly by dialing (302) 576-2620.



Smith's Bridge spans the Brandywine near Montchanin.

SPRING WATER CONSERVATION TIPS

Landscaping is sometimes done at the expense of water conservation.

Here are some tips to help you save water in the coming months.

- Choose plants that don't need much water. Ask for advice at your local garden center.
- Plant early in the spring to take advantage of April showers.
- Use a timer to remind you to turn off sprinklers.
- Use sprinklers during cooler hours on calm days to keep water from evaporating and drifting.
- Use mulch wherever possible to conserve moisture in the soil.

The Water Gazette

News and Information from the City of Wilmington

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ANNUAL STREET CLEANING TO BEGAN ON APRIL 1

The City of Wilmington's annual street cleaning service runs from the first Monday in April to the last Friday in October in neighborhoods throughout the city. All motorists - whether they have a residential parking permit or not - are advised to observe the posted parking restrictions along city streets, which provide information on when streets are going to be cleaned as well as when cars must be moved to accommodate street sweeper vehicles.

City street cleaning crews do occasionally return to a neighborhood area for further street cleaning because portions of a street may have been missed due to vehicles being parked illegally, etc. As a result, vehicle owners are advised that you may not park in designated street cleaning locations until AFTER the time of day listed on street signage which indicates that the street cleaning period has expired.



Rowers on the Riverfront

WHERE DOES OUR WATER COME FROM?

Have you ever opened your tap and wondered where the water comes from? The City of Wilmington's source water is the Brandywine Creek. The Brandywine Creek watershed (the area of land that drains into the Creek) is in portions of three Pennsylvania counties as well as our own New Castle County.

In total, there are over 500 miles of stream in the watershed, which ultimately drains into the Delaware River. The main stem of the Brandywine is formed when the West and East Branches of the Brandywine merge just southwest of West Chester. The East and West Branches begin in the Appalachian foothills, known as the Welsh Hills, near Honey Brook, Pennsylvania.

Depending on the stream flow conditions, the water can take anywhere from two to six days to travel from the headwaters in the Welsh Hills to the City's water intake on the Brandywine. During its travel, the water is influenced by agriculture, wildlife, stormwater runoff, industry and other point source discharges. Protecting the Brandywine is a high priority to the City; by looking upstream, we can help minimize the impacts and improve water quality.

Citizens who have questions about their water bill should call 302.576.2620 8:30 AM – 7:30 PM for assistance.

DEPARTMENT OF FINANCE - HOURS OF OPERATION

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| Revenue Division (Cashier), 1st floor: | 8:30 AM | – | 3:45 PM |
| Delinquent Accounts, 1st floor: | 8:30 AM | – | 3:30 PM |
| Procurement (Contracts), 5th floor: | 8:30 AM | – | 4:30 PM |
| Earned Income Tax (Wage Tax), 8th floor: | 8:30 AM | – | 3:30 PM |