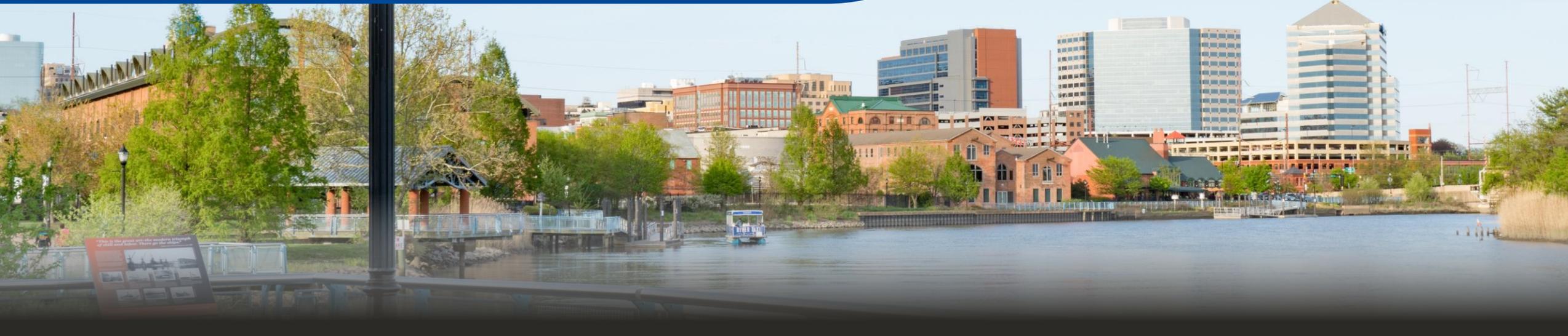
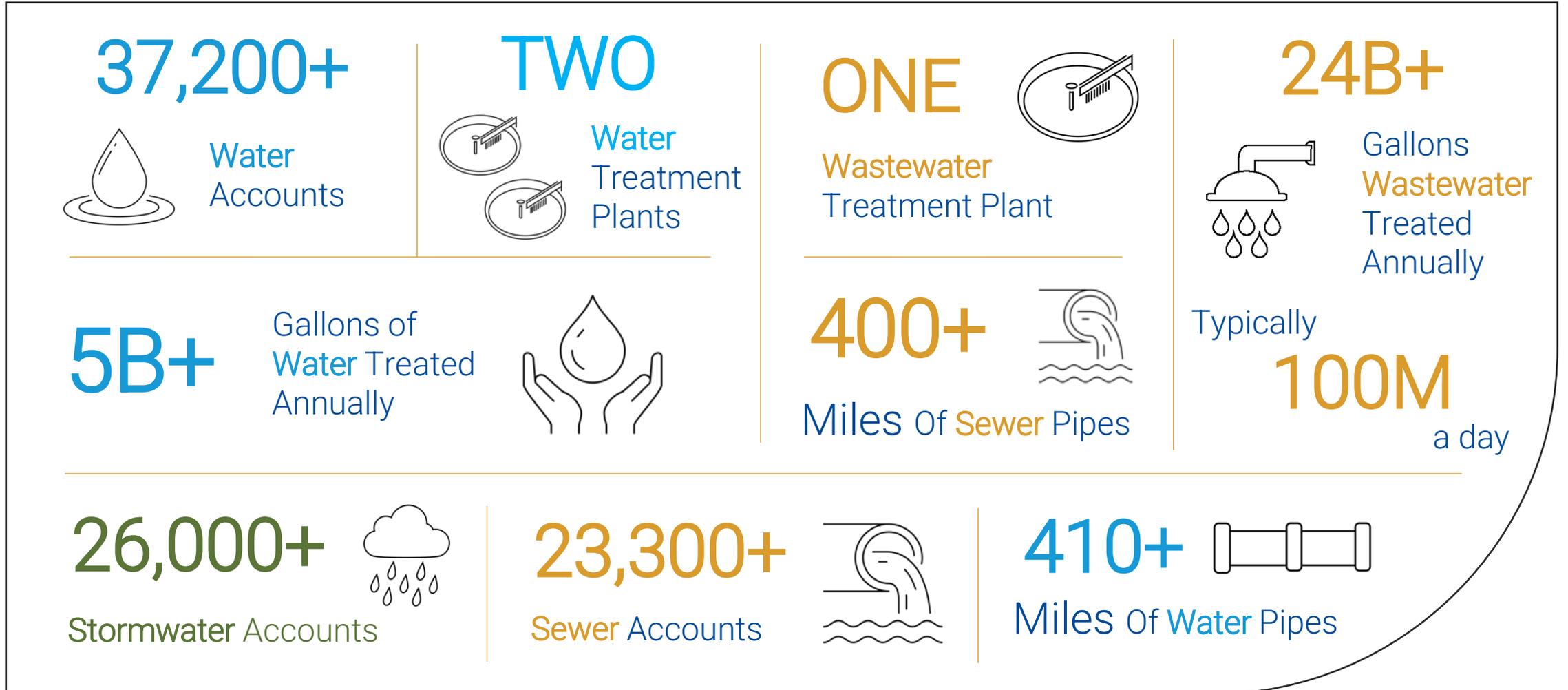


# The Value of Your Water

*City of Wilmington, Delaware*



# What It Takes to Provide Reliable Services 24/7/365



# Our Water & Wastewater Assets are Vital Lifelines for Your Water, Sewer, & Stormwater Services

**Our Water Assets: \$1.05 Billion**

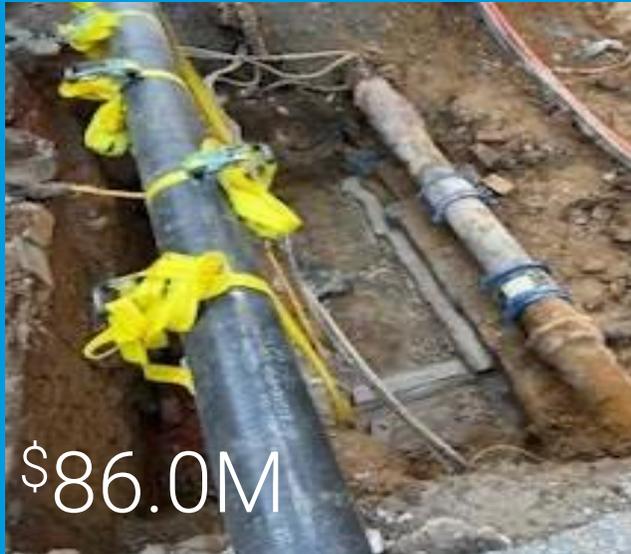


**Our Wastewater Assets: \$900 Million**



# “Mission Critical” Water and Wastewater Assets are More Than 75 Years Old

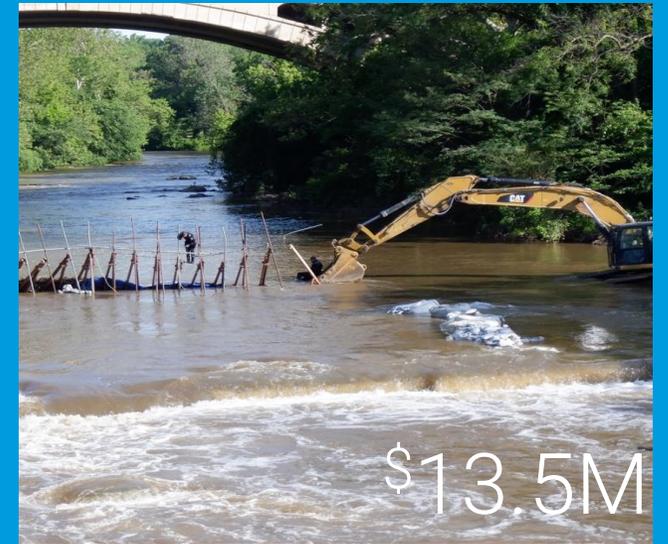
## Planned Water Asset Investments: Next Six Years



Transmission & Distribution  
(Includes Lead Service Lines Replacement)



Raw Water Supply and  
Treatment Plant Upgrades  
(Including PFAS)



Pumping & Other  
Water Projects

# Proactive and Timely Investments Avoid Catastrophic Failures & Maintain Reliable Service

## Planned Wastewater Asset Investments: Next Six Years



**Collection & Pumping  
Improvements**



**Treatment Plant  
Upgrades**



**Stormwater  
Projects**

# Working Hard to Obtain Grants & Low Interest Loans with Principal Forgiveness to Reduce Borrowing Costs

Grants  
\$10.8M

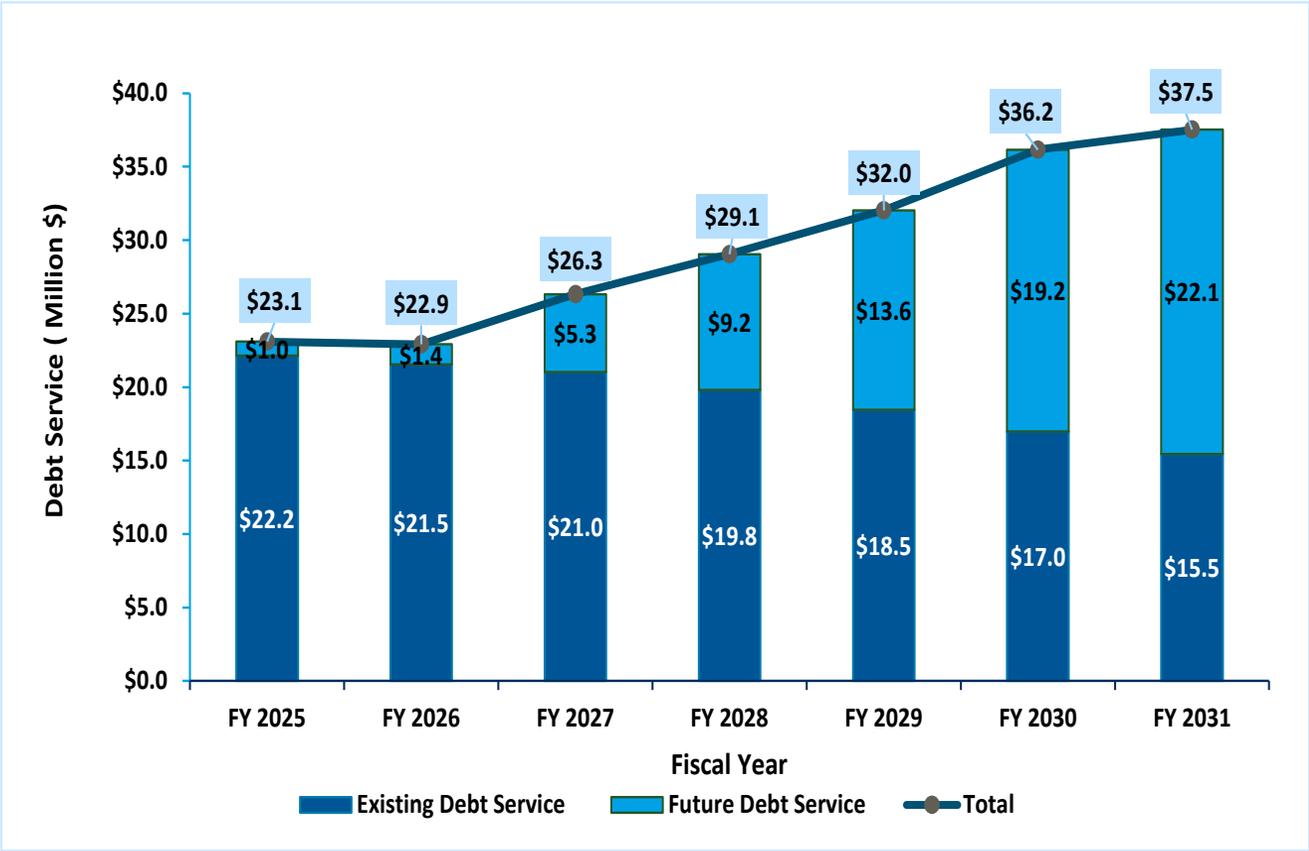
SRF Principal Forgiveness  
\$47M

\$248.5M Water CIP

\$160.8M Sewer CIP

\$3.5M Stormwater CIP

**Total Capital Investments Needed:  
\$412.8 M (FY 2026 – FY 2031)**



# Every Dollar You Pay is Spent on Operations & Utility Assets



**Operations & Maintenance Cost**  
(Personnel, Materials Supplies & Equipment, Support Services)

**Infrastructure Rehabilitation Cost**  
(Debt Service of Capital)

**Utility Resilience Reserve**  
(O&M and Rate Stabilization Reserves)

# Let's Compare: Your Safe & High-Quality Water

## Typical Residential Household Monthly Utility Costs

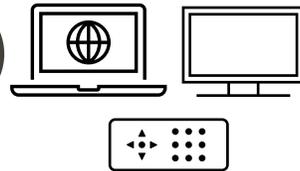
Electric/Gas

\$175



Cable/TV/Internet

\$120



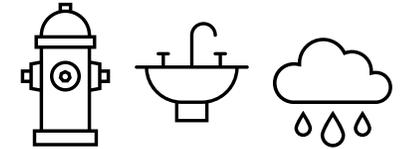
Cell Phone (Two Lines)

\$100



Water/Sewer/Stormwater

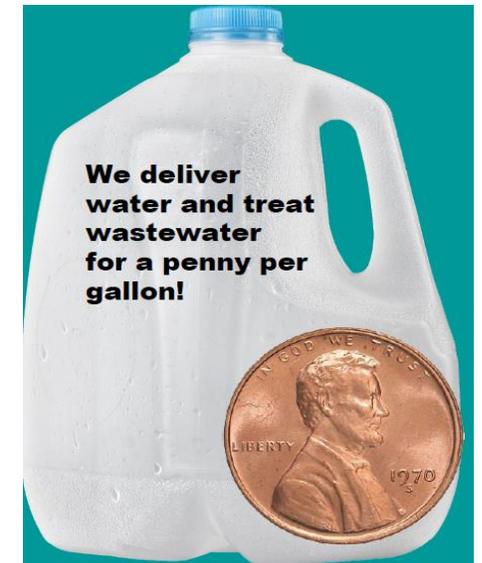
\$76



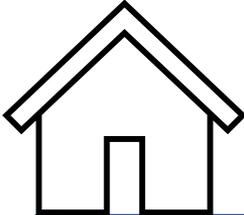
A gallon of high-quality Wilmington tap water: **\$0.01 (One penny.)**

Average Daily cost of drinking water for typical household: **\$1.35**

Daily cost of disposing wastewater for typical household: **\$1.19**



# Our Income-Based Customer Care Programs



## Utility Payment Assistance Program (UPAP)

### Eligibility Criteria

Homeowners 18 years or older

Three or more months past due on the water utility account of the principal residence

Income at or below 200% of Federal Poverty Level

Available to rental tenant if responsible for the water utility bill

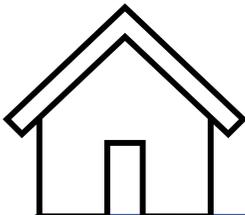
### Assistance

One credit per property

Up to \$1,500 one-time GRANT

Offered on a first-come, first-served basis

Outstanding balance (less the grant) must be paid in full OR placed in a monthly payment plan



## Utility Bill Discount Program

### Eligibility Criteria

- Homeowner 65 years or older
- Must be receiving disability benefits

Income less than

- \$15,000 (individual) or
- \$19,000 (individual + spouse)

Caregiver of the disabled if income eligible

### Assistance

- >30% discount on facilities charge
- > 60% discount on volume charge

Automatically enrolled if utility account owner's property is exempt from real estate taxation



## **WILMINGTON WATER UTILITY**

Department of Public Works  
Louis L. Redding City/County Building  
800 N. French Street, 6th Floor  
Wilmington, Delaware 19801

***Acknowledgment:***

***Black & Veatch Corporation***