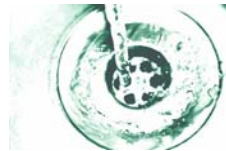




Information about your Sewer Service Charge



October 2011



Facts about your Sewer Service Charge (SSC):

Your City Municipal Services bill sent with your Department of Water and Power (DWP) bill includes a Sewer Service Charge that is based on the amount of water you use. The SSC is calculated this way because most of that water eventually goes down the drain and into the sewer system.

The City of Los Angeles is currently considering changes to the rate schedules for the next several years. Before the City takes action on any rate proposal, you will receive a separate notice with details about the proposed adjustments and the date of a public hearing before the City Council. Rate adjustments may occur as early as 2012, so now is the time to learn how you can control your SSC. See the reports here: <http://www.lacitysan.org/sc/cwps2011.htm>.

This brochure will briefly explain how your SSC is calculated, the kinds of SSC adjustments you may qualify for and ways to minimize your SSC. For more information, visit our web site at <http://www.lacitysan.org/fmd/ssc1.htm>.

Here's how it works for most residential customers:

1. On July 1 of each year, we calculate your average daily winter water use (WWU) by selecting the billing period of the previous winter that had the lowest average daily water consumption. This daily average is shown in hundreds of cubic feet per day or HCF/day (1 HCF = 748 gallons).
2. To account for winter irrigation, we usually reduce the WWU by using a "dry winter compensation factor" (DWCF) in the calculation. This year's DWCF is 0.95. This is your Average Daily Sewage Volume (ADSV).

3. Once we've determined your ADSV, we say for billing purposes that your sewage flow remains the same from July 1 to June 30.

4. Finally, to calculate your bi-monthly SSC we multiply your WWU by the SSC rate (currently \$3.27 per HCF), and then by the number of days in the current billing cycle:

WWU x SSC rate x billing cycle days

Here is an example:

Last winter, during a **61-day winter/rainy period**, Homeowner Jack used 22 hundred cubic feet of water or **22 HCF**. This year the **dry winter compensation factor is 0.95**.

Jack's **WWU** is calculated as

$$22 \text{ HCF} / 61 \text{ days} = 0.36 \text{ HCF/day} \text{ (0.36066)}$$

Apply the dry winter compensation factor of 0.95

$$0.95 \times 0.36 \text{ HCF/day} = 0.34 \text{ HCF/day} \text{ (0.34263)}$$

So Jack's **sewage volume** is 0.34 HCF/day and there are **59 days** in the current billing period so

$$\text{Sewage Volume} = 0.34263 \times 59 = 20 \text{ HCF} \text{ (20.215)}$$

The **SSC rate is currently \$3.27 per HCF**, so

$$\text{SSC} = 20 \times \$3.27 = \$65.40$$

Jack's **Sewer Service Charge** for the current billing period on 20 hcf is \$65.40. This is only an example; do not mail this amount as a payment.

NOTE: Your WWU will vary depending on your water usage during the previous winter. Most residents can make simple changes to reduce their WWU and save money. Check out our **Water Saving Tips** on the next page and more online at <http://www.lacitysan.org/fmd/wctips.htm>.



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SSC for commercial customers:

SSC = SSC rate x amount of water used during billing period (in HCF) x 90%.

NOTE: Commercial customers (businesses, industries, government, other non-residential properties, and multi-family residences with five or more units) typically discharge 90% of the water they use into the City's sewers.

SSC for customers with water sub-meters:

If you have a water sub-meter, the water you use and discharge into the City's sewers will be measured and billed monthly as follows:

SSC = SSC rate x volume of domestic water used for the billing period (in HCF)

NOTE: Water sub-meters may often be beneficial for properties that cannot significantly reduce irrigation (for example large lots). Before you install a water sub-meter, please call 800 540-0952 to request a residential or commercial water sub-meter information package.

You may qualify for an adjustment to your SSC if:

- You refilled an empty swimming pool, planted a new lawn, or had water leaks during the winter rainy season
- Your property has been vacant for an entire billing period
- You have irrigation-only meters
- Your residential property has been billed as commercial property
- Your commercial property has been billed as residential property
- Your commercial property uses a significant amount of water for a product, cooling tower, or irrigation
- Your commercial property discharges low-strength sewage
- Your commercial property had a large water leak not tributary to the sewer

You may qualify for a low-income subsidy.

Call **800 342-5397** for details or see www.lacitysan.org/fmd/ssclid.htm.

Lower your SSC and your water bill – try these Water Saving Tips!

OUTSIDE YOUR HOME

- Avoid over-watering by installing low-flow sprinkler heads and timers; minimize watering in winter months or use climate-sensitive controllers
- Water early in the morning or late in the evening and only when the plants need it
- Plant trees to maximize cooling potential – The City of LA provides free trees. See <http://milliontreesla.org/>
- Replace some of your lawn with native, drought-tolerant plants
- Use a broom, not water, to clean your sidewalks and driveways
- Wash your vehicle(s) at a car wash

INSIDE YOUR HOME

- Fix leaky faucets and leaky toilets (keep receipts to qualify for a possible adjustment to your SSC)
- Install ultra-low-flow toilets, shower-heads, and other fixtures
- Replace older, inefficient appliances (check DWP website for rebates)
- Wash only full loads of laundry or dishes
- Turn water off between manual rinsing of dishes or rinse in a sink of clean water
- Turn water off while brushing teeth or shaving
- Shorten showers
- Don't use the toilet as a wastebasket

MORE WATER CONSERVATION TIPS ARE AVAILABLE AT www.h2ouse.org.

You may qualify for a refund* of your SSC if:

- Your property is served by a County Sanitation District (look at your property tax bill to determine)
- Your property is not connected to a city sewer

*The refund will be applied to the entire period of incorrect billings.

It is important that you keep the name on your Municipal Services account current and accurate. If not, you may not be eligible for refunds on your bill.

What your SSC pays for:

- Maintenance and upgrades to 6,700 miles of sewers in the City of Los Angeles
- Exceptional quality treatment of more than 350 million gallons of wastewater collected each day at four wastewater treatment and water reclamation plants
- More than 28 billion gallons of recycled water produced annually
- More than 350,000 tests run annually to monitor and protect the environment
- Bond Repayment: 33%, Operations & Maintenance: 62%, Capital: 5%

Protect your sewer and wastewater system:

- Don't pour fats, oil, or grease down the drain
- Don't flush medicine or pour down the drain
- Don't flush SHARPS
- Don't pour hazardous materials down the drain (paint, solvents, used oil); take them to a hazardous waste disposal center (S.A.F.E. Center).
- Don't put food scraps and other solids in the drain; dispose of these in the trash or compost
- Don't plant trees near your sewer lateral

SEND YOUR SSC ADJUSTMENT REQUEST IN WRITING TO:

Residential customers

Bureau of Sanitation, FMD
Attn: Residential SSC Adjustments
P.O. Box 79083
Los Angeles, CA 90079-0083
Fax: 213 485-4269
Form: <http://lacitysan.org/fmd/pdf/rsscadjreq.pdf>

Commercial customers

Bureau of Sanitation, FMD
Attn: Commercial SSC Adjustments
P.O. Box 79112
Los Angeles, CA 90079-0112
Fax: 213 485-4269
Form: <http://lacitysan.org/fmd/pdf/csscadjreq.pdf>

Important phone numbers and sites:

QUESTIONS ABOUT YOUR SEWER SERVICE CHARGE

For SSC information & adjustment inquiry

www.lacitysan.org/fmd/ssc1.htm
www.lacitysan.org/fmd/sscinfo.htm or
800 540-0952 or 213 473-4181

Private water sub-meter questions

800 540-0952 or 213 473-4181

Water conservation tips

www.lacitysan.org/fmd/wctips.htm
www.ladwp.com/ladwp/cms/ladwp001257.jsp
www.h2ouse.org - www.bewaterwise.com
800 540-0952 or 800 DIAL-DWP (800 342-5397)
DWP: 1 800 544-4498
TDD: 213 473-4112

QUESTIONS ABOUT YOUR CITY OF LOS ANGELES MUNICIPAL SERVICES BILL:

Internet: <http://www.ladwp.com/customerservice>
Phone: 800 DIAL-DWP (800 342-5397)
TTY: 800-HEAR-DWP (800 432-7397)
Commercial customers: 800 499-8840
Low income subsidy: 800 342-5397
Citywide Services Directory: <http://publiccsd.lacity.org>

Important phone numbers & sites

LA City Sewer Information: www.lasewers.org
Sewer Permit Information: <http://eng.lacity.org/spermits>
Sewer Maintenance: 323 342-6006 (7 a.m. to 4 p.m.)
213 485-7575
3-1-1 (8 a.m. to 4:45 p.m.)
To report Sewer Odors: 3-1-1 (8 a.m. to 4:45 p.m.)
866 447-3937 (Toll Free · 24 Hour)
213 473-3231
Miscellaneous Contacts: lacitysan.org/fmd/pdf/morecontacts.pdf
Solid Resources Hotline: 800 773-CITY (2489)
Stormwater Hotline: 800 974-9794
Household Hazardous: 800 988-6942
Waste Info & Contacts: <http://lacitysan.org/sc/hhw.htm>
<http://lacitysan.org/sc/hhwcontacts.htm>