



LA SANITATION & ENVIRONMENT ROADSHOW



24-HOUR CUSTOMER CARE
1-800-773-2489

@LACITYSAN

www.lacitysan.org

Agenda

- [LASAN Video](#)
- [Solid Resources](#)
- [Clean Water](#)
- [Stormwater](#)
- [Other programs/projects](#)
- [Educational opportunities](#)
- [Customer Service](#)
- [Q & A](#)



Solid Resources

- Weekly collections
- Green waste/mulch
- Bulky item collection
- Clean Streets LA
- SAFE Centers/HHW
- Tire & mattress collection
- Zero Waste
- Food waste & recovery



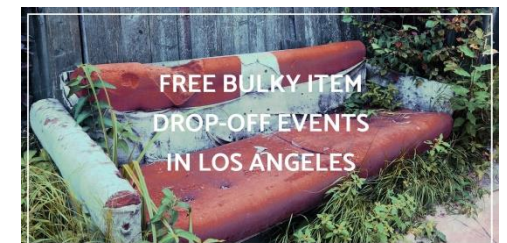
Weekly Collections

- Serving 750,000+ homes
- 420+ trucks collecting each weekday
- Black bin – trash goes to landfills
- Blue bin – recycling goes to a MRF for sorting
- Green bin – goes to a green waste facility for processing
- Brown bin – manure goes to a green waste facility
- 2.25M residential collections weekly, which is 30,000 tons!
- 5 holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day
- Free repair/replacement of broken bins
- Please don't leave bins in bike lanes



Bulky Item Collection

- Items that don't fit in the black bin
- Our most requested service
- Unlimited bulky item collection included in your bill
- Available to single family and multi-family homes
- Easy to schedule
 - Call 24-hour Customer Care Center or use MyLA311 app
 - Place item(s) curbside the night before scheduled pickup
- Monthly bulky item drop-off events
- *Different trucks for different commodities*



IF IT'S YOUR ITEM, IT'S A BULKY ITEM. IF IT'S NOT, IT'S ILLEGAL DUMPING.

Clean Streets LA

- Mayor Garcetti's Executive Directive 8
"Clean Streets Initiative"
 - Illegal dumping removal
 - Alley clean-ups
 - Chronic dumping clean-ups
 - Removal of excess vegetation (weeds)
 - Adds 5000 public receptacles by 2019
- Clean Scene sent weekly to Council Offices



S.A.F.E. Centers

- 7 SAFE Centers, open every weekend
 - Household hazardous waste
 - Electronic waste (e-waste)
 - SHARPS & non-controlled meds
- Closed on holidays and during severe weather
- Check the rules first
www.lacitysan.org/safecenters



Tire and mattress collection

Tires

- 26,000 tires are collected annually from the City's residential right-of-ways!
- Drop off at any of our 6 district yards
- We work with CalRecycle to "close the loop"

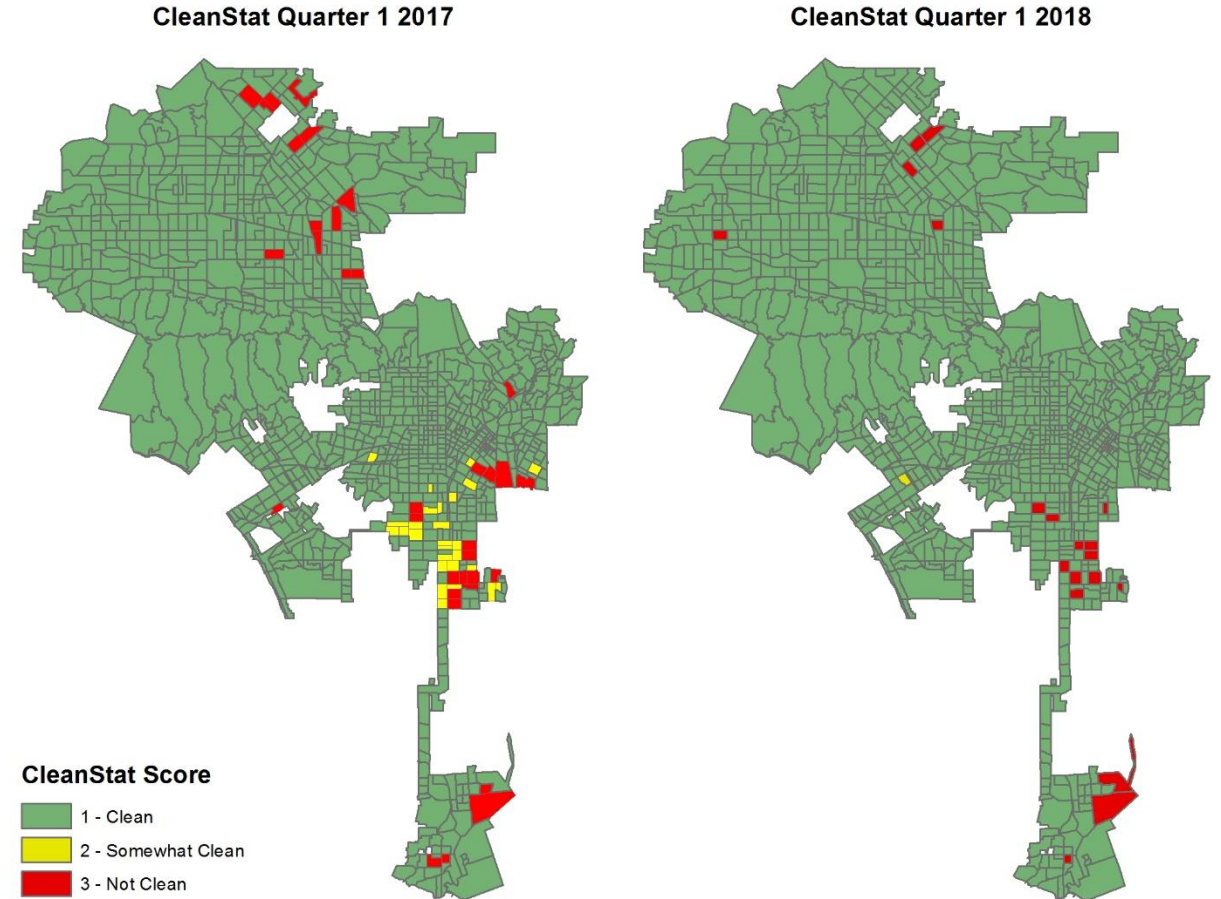


Mattresses

- Roughly 50,000 collected annually
- Recycled in partnership with Bye Bye Mattress

CleanSTAT

- Quarterly indexing of streets
- Grading system – red/yellow/green
- Proactively create service requests
- Review results with each Council District
- Use data to make informed operational decisions



Zero Waste Program

* 90% landfill diversion

Planning:

- [Solid Waste Integrated Resources Plan \(SWIRP\)](#)

Implementation:

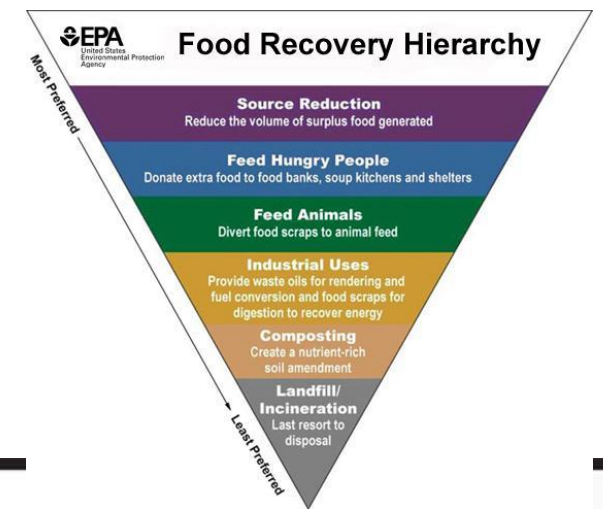
- [recyclA Program](#)
- [Food Waste](#)
- [Organics Programs](#)
- Organics Facilities

TIP: REQUEST A RECYCLA PRESENTATION AT RECYCLA.COM



Food Waste and Recovery

- National campaign coming soon



- Food waste pilots
 - Insinkerator
 - Green bin

RESIDENTIAL FOOD WASTE DIVERSION PILOT PROGRAM

AN EASY AND GREEN SOLUTION TO FOOD WASTE

Big Problem. Easy Solution!
Like composting, placing your food waste in your garbage disposal is another environmentally friendly method to keep food scraps out of landfills.

Benefits of Food Waste Diversion

- Reduces the amount of trash sent into landfills.
- Reduces greenhouse gas emissions from decomposing food waste.
- Creates renewable energy.

3 EASY STEPS TO PARTICIPATE IN THE PILOT PROGRAM

<p>01: Enroll!</p> <p>To become part of our program you can use your existing garbage disposal or you can install a new one. By participating in the program you will receive complimentary maintenance for 15 months.</p>	<p>02: Use it!</p> <p>Place your food scraps into your garbage disposal instead of a trash bin. By participating in the program you will receive complimentary maintenance for 15 months.</p>	<p>03: Enjoy it!</p> <p>Use your garbage disposal to save money on trash bags, save time taking out the trash, and eliminate unwanted food odor in the home.</p>
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For information about the pilot program, plumbing related services or repairs, please call 1-833-388-4324.
*The deadline to sign up for a garbage disposal upgrade is August 18th, 2017.

Please also visit our website at www.lacitysan.org to learn about L.A. Sanitation programs and services.

Logos: L.A. Sanitation, Ad Council, MWDIC

Clean Water

- Sewer system
- Water reclamation plants
- Renewable energy
- Recycled water
- Industrial waste/LA Industry
- Biosolids

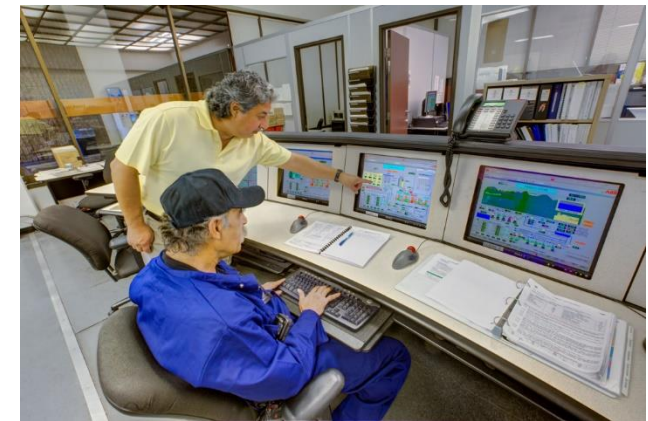
Sewer System

- We proactively clean 6,000 miles of City sewer pipe annually, not including 29 contract agencies.
- A few months before rainy season, we're preparing the City and our systems for rain.
- Tree roots and FOG (fats/oils/grease) can cause sewer back-ups and overflows.
- If you smell a sewer odor coming from a maintenance hole cover or vent, please call 1-800-773-2489, open 24/7.



Water Reclamation Plants

- Remove pollutants from the sewage to produce recycled water
 - [Hyperion](#) (largest west of the Mississippi)
 - [Terminal Island](#)
 - [Donald C. Tillman](#)
 - [Los Angeles-Glendale](#)
- [Daily monitoring & extensive testing of effluent](#) to ensure optimal performance and abidance with all federal, state, and local regulations



Recycled Water

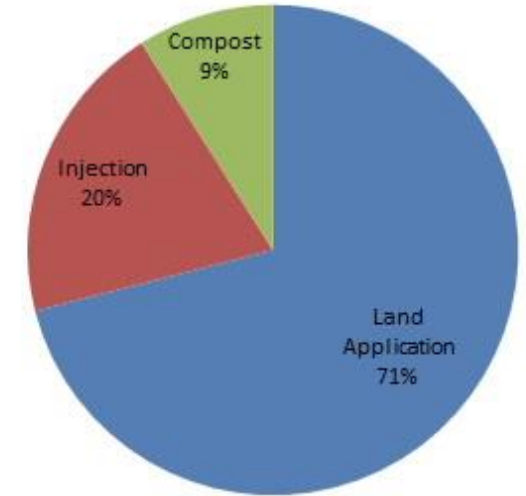
- Helps promote conservation by offsetting demand for precious drinking water.
- We use it in vactor trucks for sewer maintenance.
- Used for landscaping purposes, such as maintaining trees, shrubs, gardens, and lawns.



Biosolids

- Nutrient-rich organic byproducts resulting from wastewater treatment
- Biosolids, when used according to regulations, are safe and can be used as:
 - a soil amendment
 - a fertilizer
 - an ingredient in compost
 - as an energy source
- Our Class-A biosolids are used to grow crops on our Green Acres Farm that feed LAPD horses and LA Zoo animals

2017 Biosolids Distribution



Renewable Energy

- DGUP (Digester Gas Utilization Project) converts 7.5 million cubic feet of digester gas produced at Hyperion Water Reclamation Plant to electricity and steam
- Produces 80% of the energy needed to operate Hyperion.



Industrial Waste/LA Industry

- Regulate, monitor, and control the wastewater discharges of over 16,000 industrial users into the City sewers
- Environmental Compliance Inspectors
- LA Industry
 - Green Chemistry
 - Materials Exchange
 - Business Symposia (food manufacturing, car washes, breweries)
 - Sharing of best practices
 - Cultivate a business-friendly environment



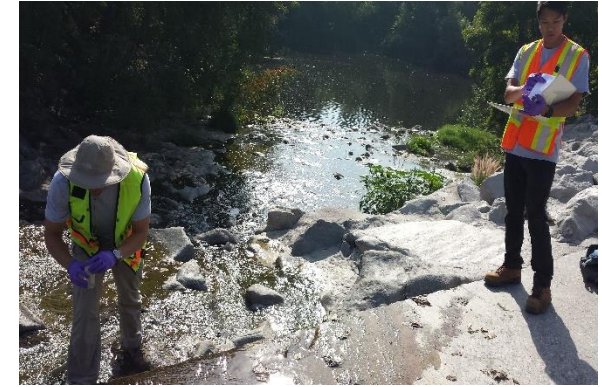
The background of the slide is a photograph of a wetland area. In the center-left, a grey heron stands in shallow water, surrounded by tall, green reeds and other aquatic plants. The water is calm, reflecting the surrounding vegetation. The overall scene is a natural, serene landscape.

Watershed Protection

- What is stormwater?
- Basic terms
- Five watersheds
- LA River monitoring
- A few stormwater projects
- How to get involved

Watershed Protection

- Program protects the beneficial uses of receiving waters while complying with all flood control and pollution abandonment mandates
- Stormwater is any precipitation that falls from the sky
- We need to capture, clean and/or infiltrate stormwater
- Program handles education, prevention, emergency response, criminal investigations and enforcement of Federal, State and Local Laws.



Basic Terms

- Green Infrastructure
- Low Impact Development (LID)



LID must be incorporated into the design plans of new development and redevelopment projects to mitigate stormwater quality impacts.

Five watersheds

- Ballona Creek
 - Dominguez Channel
 - Marina Del Rey
 - Santa Monica Bay
 - Los Angeles River
-
- Enhanced Watershed Management Plan Goals
 - Comply with water quality mandates
 - Improve the quality of our rivers, creeks and beaches
 - Address current and future regional water supply issues



LA River monitoring

- 2 recreational zones Memorial Day through September 30
 - 2-mile Sepulveda River Basin
 - 2.5-mile Elysian Valley
- Sample/test 2 times a week at 3 locations per zone
- [Results at lacitysan.org/waterquality](https://www.lacitysan.org/waterquality)
- Auto-generated emails

REMINDER: YOU CAN FISH AND KAYAK IN THE RIVER'S TWO RECREATIONAL ZONES, BUT SWIMMING IS PROHIBITED.



Color Code

OPEN

CAUTION

CLOSED

Project –Avalon Green Alley South



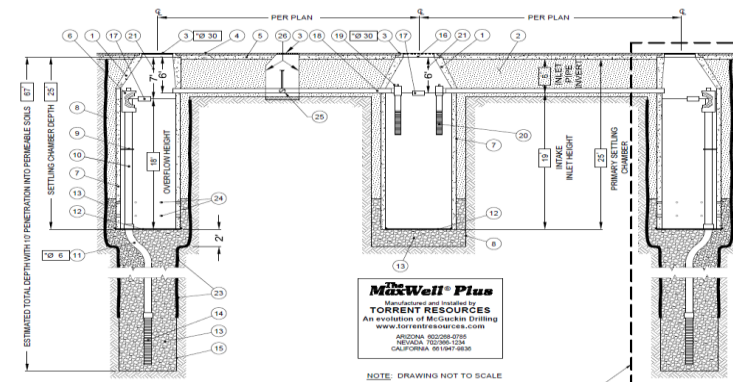
- Total Cost of \$1.6 M (Prop O & Prop 84)
- Completed September 2015
- Located at 131 East 54th St. (CD 9)

Benefits:

- Capture 4.1 ac-ft per year of stormwater
- Safe walking and biking routes for community
- Recharge groundwater

Water Quality/Pollutant Removal:

- Metals: Zn 100%, Cu 100%, Pb 100%
- Bacteria: E. coli 100%, Ent. 100%, Tot Col 100%
- Nutrients: Total P 100% - Total N 100%



Project – Echo Park Lake Rehabilitation



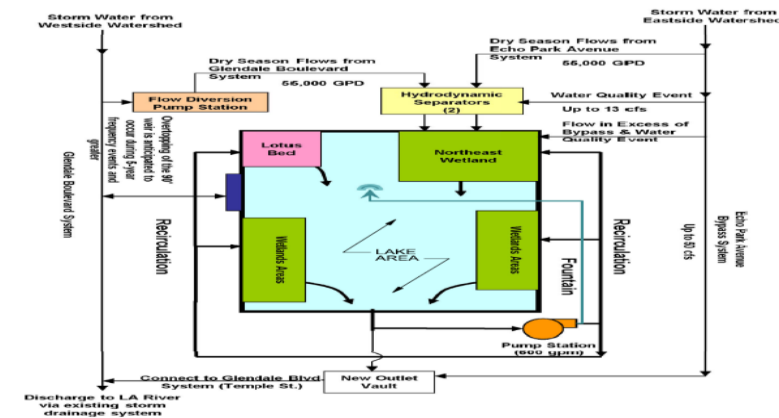
- Total Cost of \$37.2M (Prop O & Prop K)
- Completed September 2013
- 751 Echo Park Ave. (CD 13)

Benefits:

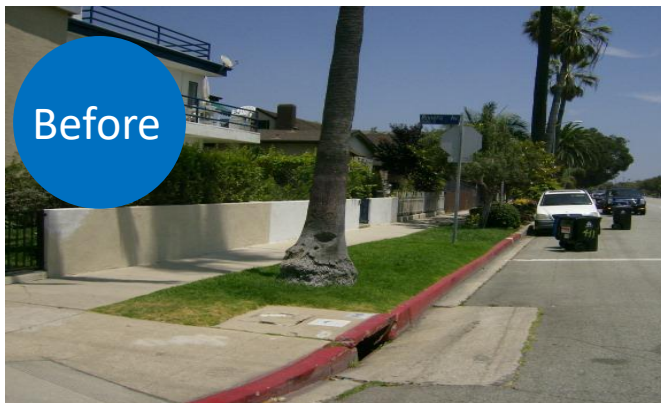
- Capture, pre-treat 305 ac-ft/year of runoff
- Detain stormwater, reduce flooding impacts
- Provide aquatic habitat, recreational benefits

Water Quality/Pollutant Removal:

- Metals: Zn 42%, Cu 75%, Pb 93%
- Bacteria: E. coli 99%, Ent. 99%, Tot Col 99%
- Nutrients: Total P 71% - Total N 54%



Project – Grand Boulevard Tree Wells



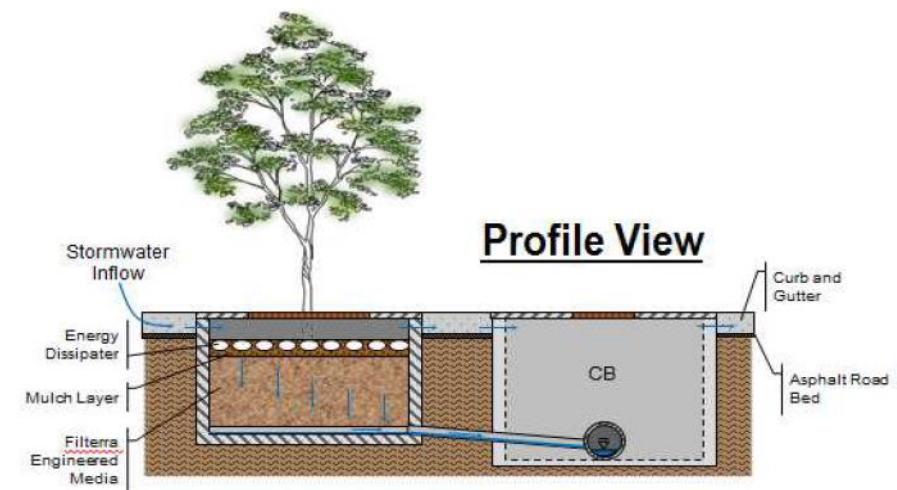
- Total Cost \$0.7M (Prop O & Prop 50)
- Completed December 2009
- Located at Grand & Riviera (CD 11)

Benefits:

- Capture/treat 3 ac-ft per year of stormwater
- Enhance neighborhood aesthetics
- Improve local flooding in rain events

Water Quality/Pollutant Removal:

- Metals: Zn 14%, Cu 52%, Pb 94%
- Bacteria: E. coli 49%



Project – Broadway Stormwater Greenway



- Total Cost of \$4.6M (Prop O & Prop 84)
- Completed May 2016
- Located at 5010 S. Broadway (CD 9)

Benefits:

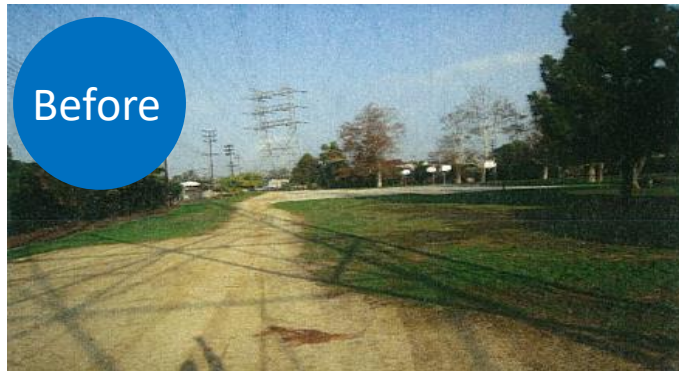
- Capture 41 ac-ft/year of stormwater
- Mitigate flooding during storms
- Recharge groundwater

Water Quality/Pollutant Removal:

- Metals: Zn 100%, Cu 100%, Pb 100%
- Bacteria: E. coli 100%, Ent. 100%, Tot Col 100%
- Nutrients: Total P 100% - Total N 100%



Project – Westside Park Rainwater Irrigation



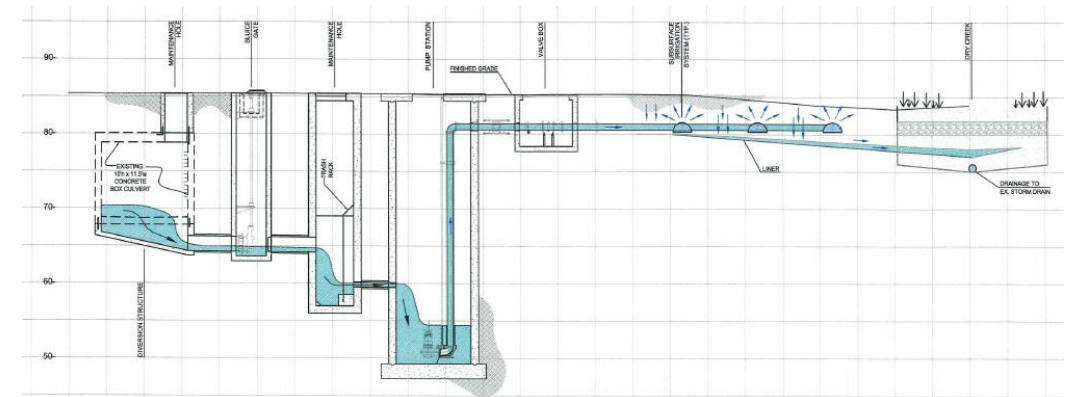
- Total Cost of \$5.7 M (Prop O, Prop K, Prop 50 and Quimby)
- Completed October 2011
- Located at 2800 S. Fairfax (CD 10)

Benefits:

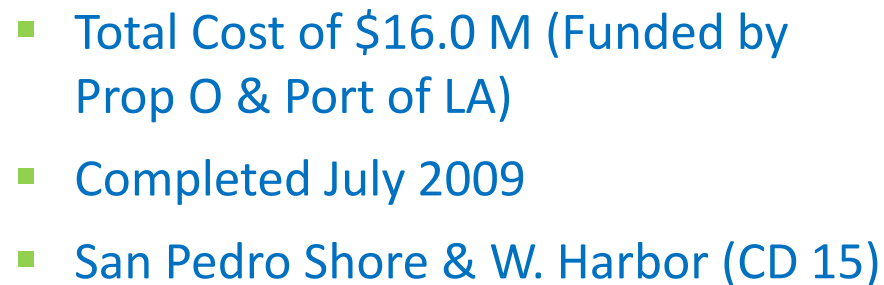
- Treat/re-use 3 ac-ft per year of stormwater
- Open space, habitat and recreational benefits
- Reduce “heat island” effects

Water Quality/Pollutant Removal:

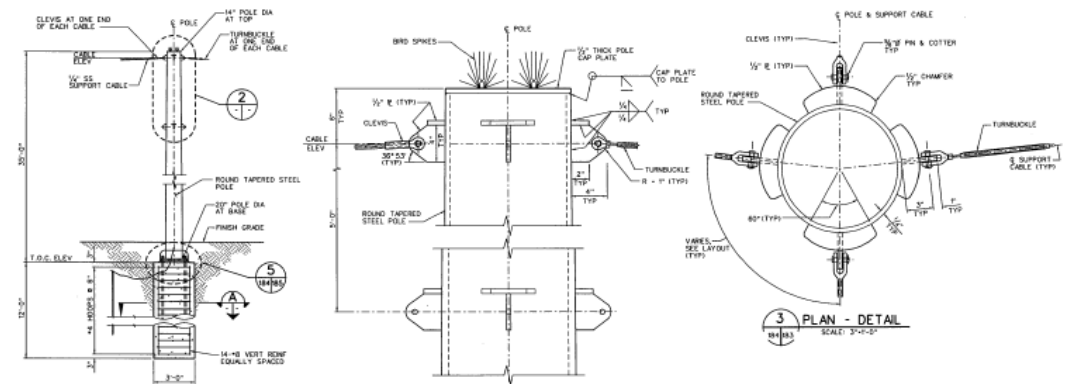
- Metals: Zn 68%, Cu 13%, Pb 93%
- Bacteria: E. coli 99%, Ent. 95%, Tot Col 99%
- Nutrients: Total N 31%



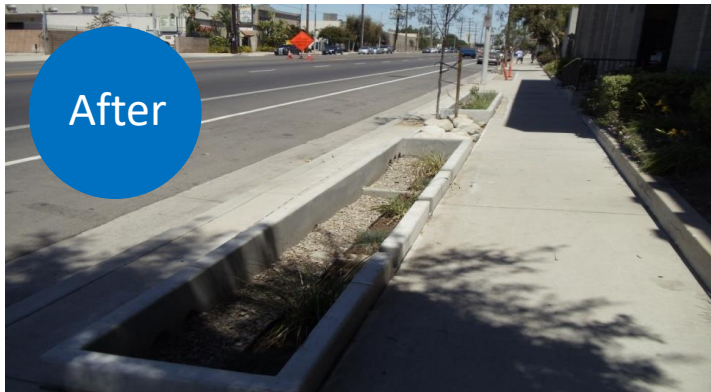
Before



- Remove pollutants in urban runoff
- Assist in meeting watershed's TMDL
- Preserve aquatic-plant habitat



Project – Glenoaks-Sunland Stormwater Capture



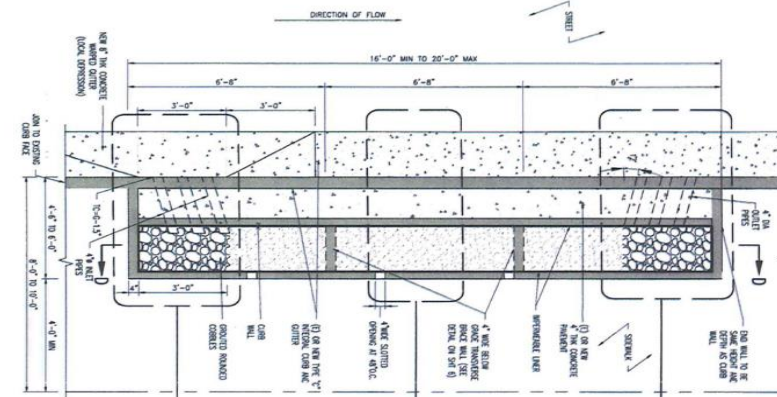
- Total Cost of \$508,696 (Prop O)
- Completed February 2014
- Sunland & Glenoaks (CD 6)

Benefits:

- Treat/re-use 28 ac-ft per year of stormwater
- Reduce local flooding
- Recharge groundwater

Water Quality/Pollutant Removal:

- Metals: Zn 100%, Cu 100%, Pb 100%
- Bacteria: E. coli 100%, Ent. 100%, Tot Col 100%
- Nutrients: Total P 100% - Total N 100%



Project – Rosecrans Recreation Center Stormwater Enhancements



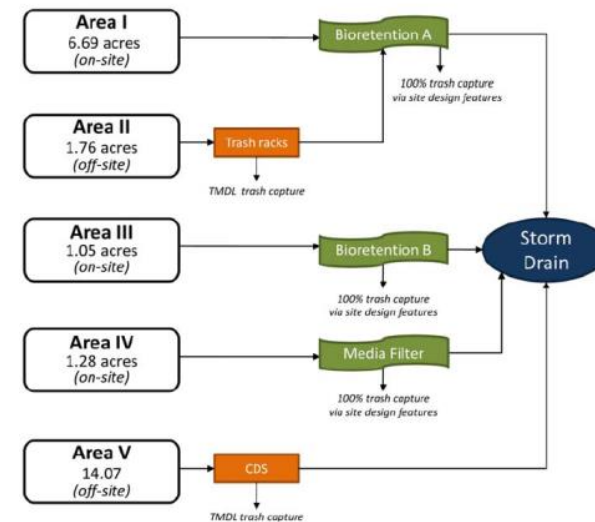
- Total Cost of \$4.1 M (Prop O & Prop K)
- Completed February 2014
- 15000 S. Vermont Ave.(CD 15)

Benefits:

- Capture, pre-treat 5 acre feet/year of stormwater
- Open space, habitat, and recreational benefits

Water Quality/Pollutant Removal:

- Remove pollutants in urban runoff
- Assist in meeting watershed's TMDL



Project – Wilmington Drain Harbor City Greenway

Before



After



- Total Cost \$25.1M (Prop O, Prop 50, LA County)
- Completed June 2015
- PCH & Vermont Ave. (CD 15)

Benefits:

- Trash capture and removal
- Open space, habitat and recreational benefits
- Reduce “heat island” effects, flooding

Water Quality/Pollutant Removal:

- Trash and debris 100%
- Citywide Trash TMDL compliance met
- Preserve aquatic marine/plant habitat



Project – Machado Lake Ecosystem Rehabilitation



- Total Cost of \$111.9 M (Funded by Prop O and Prop K, CC)
- Completed November 2017
- 25820 S. Vermont Ave (CD 15)

Benefits:

- Capture 6,820 acre feet per year of stormwater
- Open space, habitat and recreational benefits
- Reduce “heat island” effects, reduce flooding

Water Quality/Pollutant Removal:

- Remove major pollutants in urban runoff
- Assist in meeting watershed’s TMDL
- Preserve aquatic-plant habitat





Machado Lake

Make plans to visit!



Stormwater - Getting Involved

- Capture stormwater at home for irrigation
- Install drought-tolerant landscaping and sandy soil that water can easily pass through
- Use permeable pavers when repaving walkways or driveways
- Sign up for updates from Watershed Protection program
- **Attend LASAN Roadshow tours**
- Read about Measure W on November ballot



Other Programs

- Climate Change
- Tree Planting
- Biodiversity
- Brownfields
- Clean Up Green Up (CUGU)

Climate Change

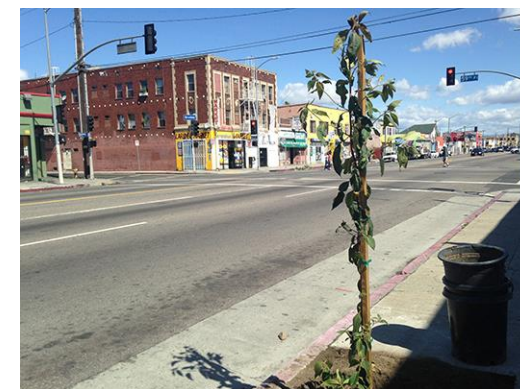
- Worked with US EPA using CREAT software to identify areas where LASAN is at risk
- Los Angeles is the first US city to take action in recognizing the need for a comprehensive water plan and is the first model of its kind to holistically address the great challenges of drought, **threats of climate change**, aging infrastructure, and stringent regulations



READ THE ONE WATER LA 2040 PLAN AT ONEWATERLA.ORG

Tree Planting

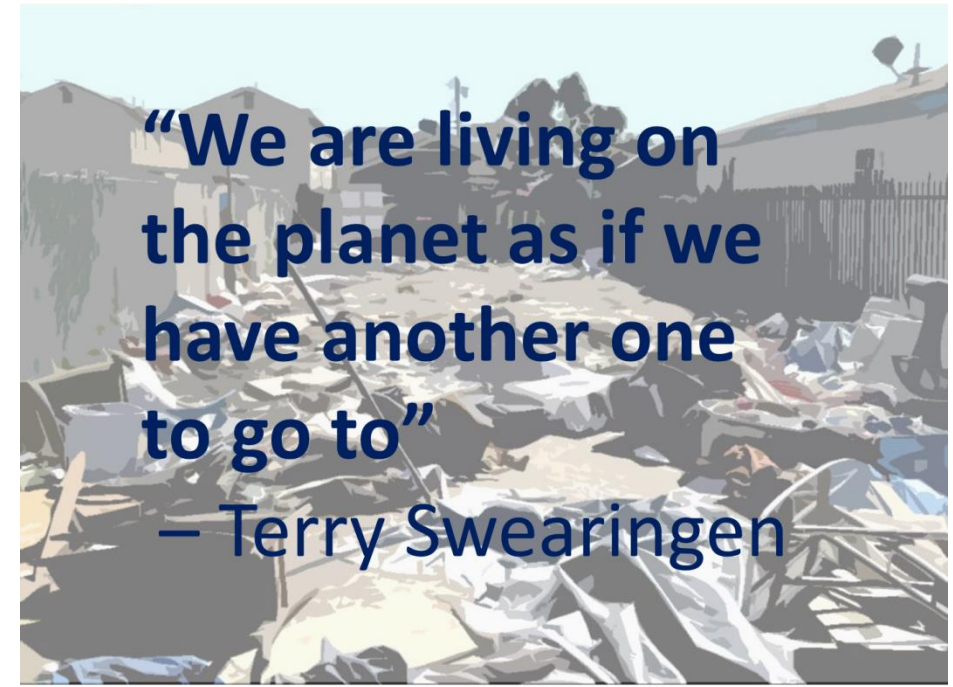
- Grants fund the purchase of trees as well as the cutting of tree wells
- CalFIRE grant for \$3.25M = 6700 new trees!
 - Cal Fire Round 1: South LA- Vermont corridor- 1,849 trees planted in South LA with 13,000 metric tons of CO2 e reported to Cal Fire. In the last stage with maintenance and watering for 18 months. (2015-16 project with over 700 new tree wells created.)
 - Cal Fire Round 2: Greater Greener LA- 289 trees planted with 1,600 metric tons of CO2 e reported. 900 more trees are in the process of being planted. In total, 2,000 trees planted by 2021. We created 350 new tree wells for this project which began Summer 2017.
 - Cal Fire Round 3 Shade LA - plant 2,700 trees with 900 new tree wells. Completed by 2022.



Biodiversity

- Achieve a composition of flora, fauna, and ecosystems that enriches and sustains the City, demonstrating an exceptional level of nature stewardship.
- [Expert Council](#), Interdepartmental Team, Stakeholders
- [2018 Biodiversity Report](#)
- Next steps: Los Angeles Index

Join the conversation: #BiodiversityLA



Citywide Brownfields Program

- Real property (land), the expansion, redevelopment, or reuse of which may be complicated by the presence or potential presence of a hazardous substance, pollutant, or contaminant.



Western & 60th
property needing
redevelopment



[Lincoln Heights Jail](#)



Soil sampling at
Taylor Yard G2

Join the conversation: [#BrownfieldsLA](#)

Clean Up Green Up (CUGU)

- Coach small business owners in sustainability principles and best management practices.
- Individualized attention from Ombudsperson, Daniel Hackney
- Focus in Wilmington, Boyle Heights, and Pacoima communities
- Those committed to environment are nominated for [Green Business Certification](#)



Education

- Plant Tours
- ELC
- Japanese Garden
- Lopez Canyon EEC
- Compost Workshops
- Annual Events
- Green Jobs

Plant Tours

- Available at all four wastewater treatment plants
- About 45-90 minutes, tailored to your timeframe (and kids' attention span)
- Ages 9+; flat, closed toe shoes required
- Must schedule in advance; groups preferred
- Max 80 visitors at once at Hyperion
- Max 25 visitors at once at others

www.lacitysan.org/planttours



Environmental Learning Center (ELC)

- 1st floor – Water's Many LA Ways
- 2nd floor – On the Road to Zero Waste
- 3rd floor – green roof
- Brings textbook learning to life
- Free event space for classes & meetings
- Group tour reservations
- Ages 9 and up



The Japanese Garden

- Located at the Donald C. Tillman Water Reclamation Plant in Van Nuys
- Best kept secret in LA
- Runs entirely on recycled water
- Docent-led tours available (always looking for more docent volunteers!)
- Special events on website – origami, bonsai, ukele, tanabata, etc.
- Available for private events



TREKKIES KNOW THIS AS STARFLEET ACADEMY

Lopez Canyon Environmental Education Center (EEC)

- Landfill closed in 1996 – 399 acres
- Renewable energy: generates an average of 5 million cubic feet per day of landfill gas
- Process green waste to make mulch and compost, offered free to residents
- Compost workshops and smart gardening workshops offered monthly on 4th Saturday
- Equestrian trails coming soon
- New park in the works adjacent to EEC



Compost Workshops

- Learn to compost
- 4 locations
 - Griffith Park
 - Lopez Canyon
 - South LA Wetlands
 - San Pedro (coming soon!)
- Discounted compost bins
- Free mulch and compost
- LADWP participation
- Smart Gardening workshops by Horticulturist Steve List

Home Composting & Urban Gardening

2018



FREE WORKSHOPS. ALL ARE WELCOME.

Learn how to turn kitchen scraps and yard trimmings into a nutrient-rich soil amendment. Home Composting Workshops at Lopez Canyon, San Pedro (coming soon) & South LA Wetlands include Smart Gardening Workshops by Steve List as well as LADWP's Information Booth.

All workshops begin promptly at 9am. Questions? Call us 24/7 at 1-800-773-2489.



Urban Gardening Workshops feature Steve List, Horticulturist. Topics do change monthly; see back of flyer for details.



Los Angeles Department of Water and Power will join us to share helpful water conservation tips and rebate information. Pacoima Beautiful is a proud community partner of our workshops.

4 CONVENIENT WORKSHOP LOCATIONS

Griffith Park
5400 Griffith Park Dr.
Composting ONLY



Free mulch is available at self-serve locations around Los Angeles. City of LA residents, bring your own shovel and feel free to take as much as you need for your home gardening project.

Lopez Canyon
11950 Lopez Canyon Rd.
Compost and Gardening



South LA Wetlands
5413 S Avalon Blvd.
Compost and Gardening



San Pedro
COMING SOON!
Compost and Gardening



Composting bins are available at all composting workshops (checks only), while supplies last. City residents receive a discounted rate of \$20 with proof of residence. At some workshops, worm bins may also be available.

WWW.LACITYSAN.ORG/COMPOSTWORKSHOPS

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

Facebook Twitter Instagram LinkedIn @LACITYSAN

Annual Events

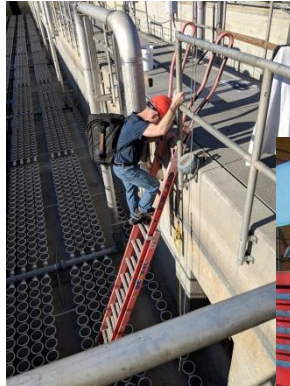


LOS ANGELES SANITATION
EARTHDAYLA2018
CONSERVE AND SUSTAIN
LIVE THE POSSIBILITIES
Saturday, April 21, 2018 10:00 a.m. - 2:00 p.m.
Highland Park Recreation Center
6150 Piedmont Avenue, Los Angeles 90042



LA SANITATION Discover Recycling

Green Jobs



LA SANITATION GREEN ENGINEERING CHALLENGE



- WHO:** Sophomores, Juniors, and Seniors studying civil, chemical, and/or environmental engineering
- WHAT:** Four project categories: wastewater treatment, circular economy, low impact development, and polystyrene ban
- WHEN:** Application and summary due January 12, 2018 before 11:59pm PST. Finalists notified February 1, 2018 and presentations will be held February 22, 2018
- HOW:** Visit <http://bit.ly/GreenEngineeringChallenge> for more details
- WHY:** Pave the way with your innovative designs! LASAN provides a wide variety of services to Angelenos, focused on clean water, solid resources, and watershed protection. The City of Los Angeles leads the way in sustainability and environmental progress through projects that take a triple bottom line (social/environmental/financial) approach. Share your thoughts on the emerging issues that LA is facing while building your resume and networking with professionals.

LACITYSAN

LACITYSAN.ORG/CAREERS



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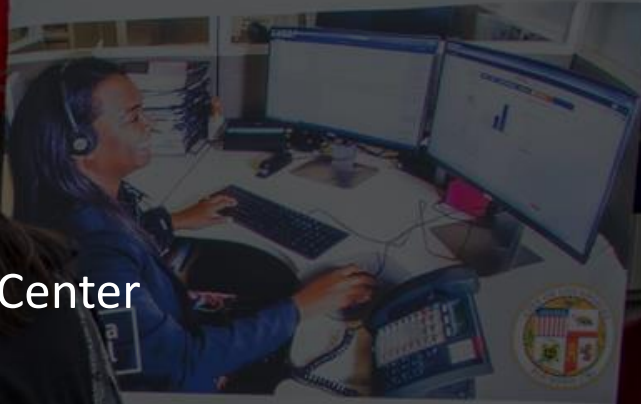
LACITYSAN.ORG/CAREERS OR PERSONNEL.LACITY.ORG

www.lacitysan.org

Customer Service

- Customer Care Center
- MyLA311
- Community Services Group
- Rates
- Website Navigation
- More Information

LA Sanitation's
Customer Care Center
is Open 24/7



For service call:
00-773-2489

on Pick-Ups
Cleanup Clearings
Services
Collection Services
Broken Trash and
Recycle Bin Replacements
Clogged Storm Drain Clearings
Billing Inquiries

www.lacitysan.org

Customer Care Center

- 1-800-773-2489
- Open 24 hours a day, 365 days a year
- Answer questions, create service requests, dispatch crews
- Monday is the busiest day for calls – average of 5000!
- Hold times are generally under 3 minutes
- Best time to call is 6pm to 8am

LA SANITATION'S
CUSTOMER CARE CENTER
IS OPEN **24/7**



CALL FOR SERVICE

1-800-773-2489

**SE HABLA
ESPAÑOL**

- ✓ Request bulky item pickup
- ✓ Report illegal dumping
- ✓ Clogged storm drains
- ✓ Missed collection
- ✓ Report lost or broken trash and recycling bins
- ✓ Zero Waste LA–Franchise
- ✓ Billing questions

1-800-773-2489
www.lacitysan.org
Or dial 3-1-1



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MyLA311

- Mobile app for service requests
- Download from [App Store](#) or [Google Play](#)
- Log-in not necessary, but if you do, it will send you status updates by email for your requests
- Backbone for all service requests; when [MyLA311](#) is down, our website is as well but we'll still take calls



The MyLA311 system and our website will be unavailable **3/10/18** from **5am to 5pm** due to a planned power outage.

Our 24-hour Customer Care Center will still be taking calls at 1-800-773-2489.

Thank you for your patience!



1-800-773-2489 IS LASAN SERVICES, 3-1-1 IS ALL CITY SERVICES

www.lacitysan.org

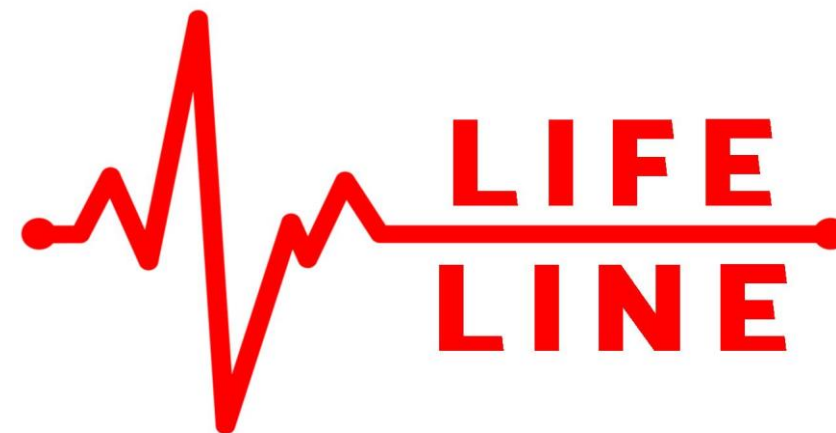
Community Services Group

- Liaison between Council Offices and LASAN
- Often work remotely from Council Offices
- Coordinate Special Events with regards to LASAN participation and/or Special Event Services
- You likely see them in the community tabling at events



Rates

- Show on LADWP bill
- Sewer Service Charge (SSC)
- Solid Resources Fee (SRF)
- Lifeline – discounted SRF for age, disability, or income
- Dedicated billing unit in our 24-hour Customer Care Center



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 (SSC) based on the amount of water you use. The SSC is calculated in this manner because most of that water eventually goes down the drain and into the sewer system.

This brochure will briefly explain how your SSC is calculated, the types of SSC adjustments you may qualify for and ways to minimize your SSC. For more information, visit our web site www.lacitysan.org/ssc.

For most residential customers here's how it works:

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 0.79. This is your Average Daily Sewage Volume (ADSV).
3. Once we've determined your ADSV, for billing purposes, your sewage flow remains the same from July 1 to June 30.
4. Finally, to calculate your bi-monthly SSC, we multiply your ADSV by the SSC rate (currently \$5.11 per HCF), and then by the number of days in the current billing cycle:

ADSV x SSC rate x billing cycle days

Here is an example:

Last winter, during a 61 day billing period in the winter/rainy season, homeowner Ana used 16 hundred cubic feet of water or 16 HCF. This year the dry winter compensation factor is 0.79.

Ana's WWU is calculated as

$$16 \text{ HCF} / 61 \text{ days} = 0.26230 \text{ HCF/day}$$

Apply the dry winter compensation factor of 0.79

$$0.79 \times 0.26230 \text{ HCF/day} = 0.20722 \text{ HCF/day}$$

Ana's sewage volume is 0.20722 HCF/day and there are 59 days in the current billing period so

$$\text{Sewage Volume} = 0.20722 \times 59 = 12.22598 \text{ HCF}$$

The SSC rate is currently \$5.11 per HCF, so

$$\text{SSC} = 12.22598 \times \$5.11 = \$62.47$$

Ana's Sewer Service Charge for the current billing period is \$62.47. 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. If you are a new customer without a water history, your bills will be calculated using the city median WWU. When you have been in your home long enough to establish a winter water use history, you will be billed accordingly starting in July of that year.

Your dollars at work!

Effective April 6, 2012, the City of Los Angeles approved a series of rate adjustments that will provide a sustainable funding level for the wastewater program. Here are the rates for the next few years:

Effective Date	July 1, 2018	July 1, 2019	July 1, 2020
New Rate (SHCF)	5.11	5.44	5.80

The additional revenue is being used to increase system reliability and production of renewable and economic power to protect public health and the environment.

As a non-profit entity under Title 18 of the Regulations with Qualified Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

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Financial Management Division
P.O. Box 70003
Los Angeles, CA 90079



Information about your Sewer Service Charge

September 2018
ZERO WASTE - ONE WATER



Website Navigation

Brings you back to this home page

Other ways to reach us/learn more

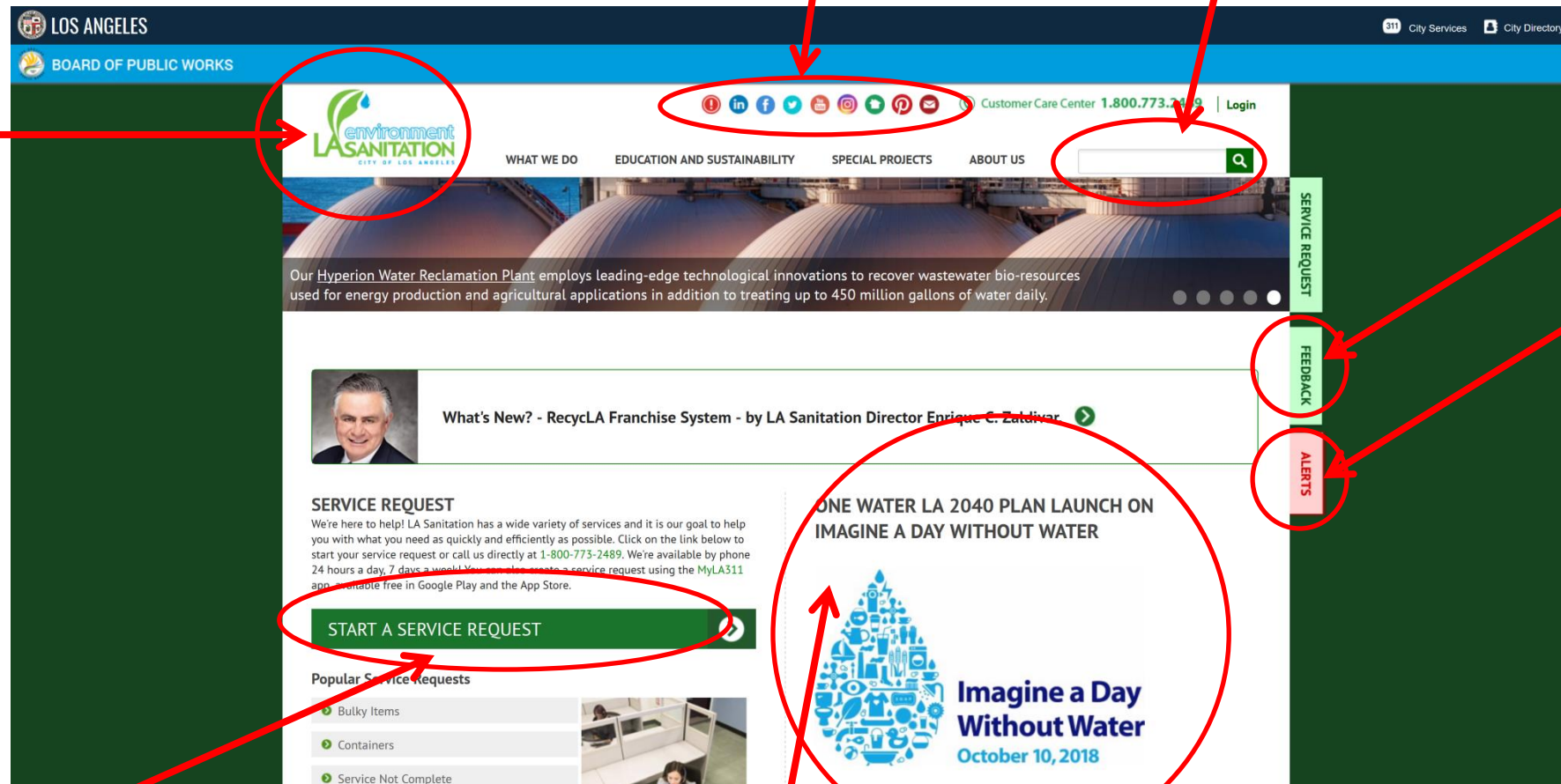
Type in what you're looking for

Send feedback about staff, website, etc.

Holds urgent updates such as delayed collection services

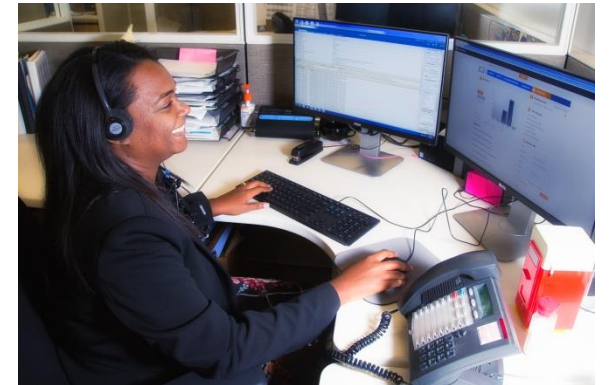
Create a service request online (LASAN services only)

Information changed regularly in this space



Where to get more information

- www.lacitysan.org
- 24-hour Customer Care Center
1-800-773-2489
- SAN.callcenter@lacity.org
- MyLA311 app
- Special events
- Strategic Plan
- Follow us on social media @lacitysan





LA SANITATION & ENVIRONMENT ROADSHOW

THANK YOU!
Questions?