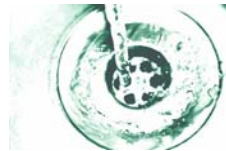




# Information about your Sewer Service Charge



September 2010



## 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.

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>.

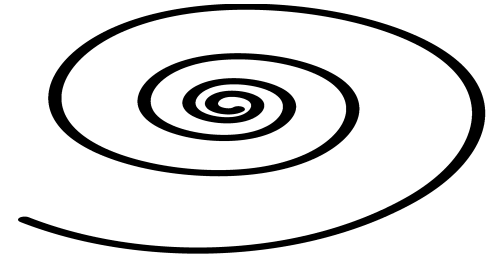
### Here's how it works for most residential customers:

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 0.99. 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:

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$$\text{WWU} \times \text{SSC rate} \times \text{billing cycle days}$$

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### 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 0.99**.

Jack's **WWU** is calculated as

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

Apply the dry winter compensation factor of 0.99

$$0.99 \times 0.36 \text{ HCF/day} = 0.36 \text{ HCF/day (0.35640)}$$

So Jack's **sewage volume** is 0.36 HCF/day and there are **59 days** in the current billing period so

$$\text{Sewage Volume} = 0.35640 \times 59 = 21 \text{ HCF (21.03)}$$

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

$$\text{SSC} = 21 \times \$3.27 = \$68.67$$

Jack's **Sewer Service Charge** for the current billing period on 21 hcf is \$68.67. 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 on the internet at <http://www.lacitysan.org/fmd/wctips.htm>.



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## SSC for commercial customers:

$SSC = SSC \text{ rate} \times \text{amount of water used during billing period (in HCF)} \times 90\%$ .

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:

$SSC = SCC \text{ rate} \times \text{volume of domestic water used for the billing period (in HCF)}$

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 1 800 540-0952 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 **1 800 342-5397** for details.

## 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 – DWP provides free trees
- 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 sinkful of clean water
- Turn water off while brushing teeth or shaving
- Shorten showers
- Don't use the toilet as a wastebasket

## MORE CONSERVATION TIPS ARE AVAILABLE AT [WWW.H2OUSE.ORG](http://WWW.H2OUSE.ORG)

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

- Your property is served by a County Sanitation District
- 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 400 million gallons of wastewater collected each day at four wastewater treatment and water reclamation plants
- More than 24 billion gallons of recycled water produced annually
- More than 100,000 samples of water and more than 350,000 tests run annually to monitor and protect the environment
- Bond Repayment: 38%, Maintenance: 62%

## 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 websites:

### QUESTIONS ABOUT YOUR SEWER SERVICE CHARGE

#### For SSC information

[www.lacitysan.org/fmd/ssc1.htm](http://www.lacitysan.org/fmd/ssc1.htm)

#### SSC adjustment inquiry

[www.lacitysan.org/fmd/sscinfo.htm](http://www.lacitysan.org/fmd/sscinfo.htm) or  
[www.lacitysan.org/fmd/ssc1.htm](http://www.lacitysan.org/fmd/ssc1.htm)  
Phone: 1 800 540-0952 or 213 473-4181

#### Private water sub-meter questions

1 800 540-0952 or 213 473-4181

#### Water conservation tips

[www.lacity.org/san/fmd/wctips.htm](http://www.lacity.org/san/fmd/wctips.htm)  
[www.h2ouse.org](http://www.h2ouse.org)  
[www.ladwp.com/ladwp/cms/ladwp001257.jsp](http://www.ladwp.com/ladwp/cms/ladwp001257.jsp)

Phone: 1 800 540-0952 or 1 800 DIAL-DWP (1 800 342-5397)

DWP: 1 800 544-4498

TDD: 213 473-4112

TTY: 1 800 HEAR-DWP (1 800 432-7397)

### QUESTIONS ABOUT YOUR CITY OF LOS ANGELES MUNICIPAL SERVICES BILL:

Internet: <http://www.ladwp.com/customerservice>

Phone: 1 800 DIAL-DWP (1 800 342-5397)

TTY: 1 800-HEAR-DWP (1 800 432-7397)

Commercial customers: 1 800 499-8840

Low income subsidy: 1 800 342-5397

Citywide Services Directory: <http://publiccsd.lacity.org>

### Important phone numbers & sites

LA City Sewer Information: [www.lasewers.org](http://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 (4 p.m. to 1 a.m.)  
3-1-1 (1 a.m. to 7 a.m.)

To report Sewer Odors: **3-1-1**

866 447-3937

213 473-3231

Household Hazardous Waste Info & Contacts: 1 800 988-6942

<http://lacitysan.org/sc/hhw.htm>

<http://lacitysan.org/sc/hhwcontacts.htm>