



Upcoming Application Opening Dates for the rebates:

Fiscal Year 2021-2022: January 3rd, 2022

Fiscal Year 2022-2023: July 1st, 2022

Fiscal Year 2023-2024: July 3rd, 2023

And the first work day of July in each following fiscal year.

This leaflet only provides an overview of the program; for restrictions and details please refer to the Council File #13-1488, Final Ordinance #186935 pdf on the City Clerk's website at:

<http://cityclerk.lacity.org/lacityclerkconnect/index.cfm?fa=ccfi.viewrecord&cfnumber=13-1488>

and the "Board of Public Works Rules and Regulations for Administration of the Financial Assistance Program for Sewer Repair" also on the City Clerk website. On this webpage, click on **Bos1Tr2 to download the pdf of the file**

<http://cityclerk.lacity.org/CouncilAgenda/CoverSheet.aspx?ItemID=120453&MeetingID=5776>

Here are some frequently asked questions regarding the City of Los Angeles Lateral Rebate Programs:

Q1. Who is eligible for the rebate?

A. All ratepayers that pay Sewer Service Charge to the City of Los Angeles, and are in good standing on their payments, are eligible to apply for the rebates.

Q2. What rebates are available?

A. CCTV Rebate of up to \$300 and a Sewer Lateral Repair Rebate of up to \$1,000. Here is the link to our online application:

<https://myla311.lacity.org/portal/faces/home/service/service-request>

Q3. If I apply for a rebate, will it be guaranteed?

A. No, rebates are given out on a first-come, first-serve basis, conditional upon the completeness and accuracy of the rebate application and supporting documentation, and are available until annual funds are exhausted.

Q4. Is the City responsible for the repair of the Sewer Lateral?

A. No, the sewer lateral is the responsibility of the property owners.

Q5. What types of permits will be required?

A. A "S" permit is required for repairs to the sewer lateral. An "A" permit is required for any work that is done in the public right-of-way.

Please see the BOE Public Counter in your area for more information. The locations of the BOE Public Counters are at this link:

https://myla311.lacity.org/portal/faces/home/directory/article-details?isExternalClick=1&article=56086fde6b61596a8ffca16351b40bce&_adf.ctrl-state=mmmn0pusn_1&_afLoop=14534486712223071&_afWindowMode=0&_afWindowId=null#

Q6. What is the public right-of-way?

A. The public right-of-way is City owned property beyond the edge of the sidewalk and continues into the street or alley.

Q7. Where can I email my CCTV video file?

A. Video file links can be provided within the rebate application form. If you are unable to provide a link, or your file will not upload, you may email your file to **san.SLRebates@lacity.org**.

Q8. Where do I mail my DVD or thumb drive?

A. If an online application is not possible, the CCTV file is too large to upload into an email, or you are unable to provide a video file link in the on-line application, you may mail them to:

**LA Sanitation and Environment
WESD - Sewer Lateral Rebate Program
2714 Media Center Drive
Los Angeles, CA 90065**

***The City is not responsible for lost or misdirected mail.**

Q9. If I mail a copy of my CCTV video (DVD or thumb drive), will the City return this copy to me?

A. Be sure to save a copy for your records as the City cannot return any mailed DVDs or thumb drives, and will not be responsible for any lost or misdirected mail.

Q10. How do I hire a contractor to CCTV video my sewer lateral or repair my sewer lateral?

A. You can find a bonded licensed sewer contractor and view the documents listed below on the California Department of Consumer Affairs Contractors State License Board at:

<https://www.cslb.ca.gov/Consumer.aspx>

• Before Hiring a Contractor • 10 Tips to Hiring a Contractor • Pamphlet 10 tips for hiring a contractor • Checklist for prescreening contractors • Construction Checklist

You can also find a List of Bonded Sewer Contractors from the Bureau of Engineering on our website at **<https://www.lacitysan.org/cs/groups/public/documents/document/y250/mdiz/-edis/cnt023741.pdf>**

Q11. What is the process after I fill out an application in MYLA311 SR portal?

A. The on-line application automatically sends a response once you fill out an application and ensures that all documents are submitted within 30 days. Approval time may vary as multiple divisions are involved in the approval process. Please expect at least 3-4 months of application review period.

Q12. Once I apply for the rebate, how do I check the status of my application?

A. In the confirmation email you receive there will be a service request (SR) number for your application. Go to the MyLA311 web page **<https://myla311.lacity.org/portal/faces/home/service/service-request>** and log in to see the status of your application. You will need your SR number to check your status.

Q13. How do I get an application if I do not have internet access?

A. Call our Customer Care Center at **(800) 773-CITY** to get the following documents in the mail: CCTV Application; Sewer Lateral Repair Application; IRS W-9 form (required only after the rebate is approved).

Q14. Do I need to complete the CCTV inspection or sewer lateral repair work to be eligible for the rebates, and can I apply for both?

A. Yes. However, work must not have been completed more than 6 months prior to the sewer lateral CCTV rebate application. Repairs and inspections related to sewer laterals must be completed no more than 60 days prior to sewer lateral repair rebate application. You may apply for both rebates.

For assistance with any of the rebate applications, you can contact the:

Website

**<http://www.lacitysan.org/SLRebates>
Sewer Lateral Rebate Program via email at
san.SLRebates@lacity.org**

**or through the Customer Care Center number at
(800) 773-CITY (24 hours/7 days a week) or
for TTY: (213) 473-4112.**

Online Application:

**<https://myla311.lacity.org/portal/faces/home/service/service-request>
Once on the page, please click on **Sanitation Billing** then
Sewer Lateral Repair Rebate.**



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. The City of Los Angeles is an equal opportunity employer.

