ADJUSTMENTS
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 or 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 or had a large water leak not tributary to the sewer

Some adjustments are time sensitive. Please submit your requests within 30 days of receiving your bill.

ADJUSTMENT REQUEST
Download the SSC adjustment form at www.lacitysan.org/ssc. Send your completed and signed SSC adjustment request form to:

- Residential Customers:
  LA Sanitation & Environment, FMD
  Attn: Residential SSC Adjustments
  P.O. Box 79083, Los Angeles, CA 90079-0083
  Email: san.rssc@lacity.org
- Commercial Customers:
  LA Sanitation & Environment, FMD
  Attn: Commercial SSC Adjustments
  P.O. Box 79112, Los Angeles, CA 90079-0112

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

- Your premise is served by a County Sanitation District (indicated on your property tax bill)
- Your premise is not connected to the City sewer

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.

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

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 0.95. 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 $5.44 per HCF), and then by the number of days in the current billing cycle:

\[
\text{ADSV} \times \text{SSC rate} \times \text{billing cycle days}
\]

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 0.95.

\[
\text{Ana’s Winter Water Use (WWU) is calculated as}\\
16 \text{ HCF} \div 61 \text{ days} = 0.26230 \text{ HCF per day}\\
\]

Apply the dry winter compensation factor of 0.95, and her daily sewage volume = \[0.95 \times 0.26230 \text{ HCF} = 0.24919 \text{ HCF per day}\]

Ana’s daily sewage volume is 0.24919 HCF and there are 59 days in the current billing period so the total sewage volume = \[0.24919 \text{ HCF} \times 59 \text{ days} = 14.70221 \text{ HCF}\]

The SSC rate is currently $5.44 per HCF, so the total Sewer Service Charge (SSC) = \[14.70221 \times 5.44 = 79.98\]

Ana’s Sewer Service Charge for the current billing period is $79.98. (This is only an example; do not mail this amount as a payment.)

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. These are the rates for the next couple of years:

<table>
<thead>
<tr>
<th>Effective Date</th>
<th>New Rate $/HFC</th>
<th>7/1/2019</th>
<th>7/1/2020</th>
</tr>
</thead>
</table>

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

Low-income Subsidy

You may qualify for a low-income subsidy - call 800 342-5397 (DWP Lifeline Program)
PROTECT YOUR SEWER AND WASTEWATER SYSTEM

- Don’t pour fats, oil or grease down the drain
- Don’t flush or pour medicine down the drain
- Don’t flush SHARPS (needles, syringes)
- Don’t pour hazardous materials down the drain (paint, solvents, used oil); take these items to a hazardous waste disposal center (S.A.F.E. Center)
- Don’t plant trees near your sewer lateral—the roots can block your lateral sewer line

RESOURCES

The City now accepts SSC adjustment requests, as well as other service requests, online or download the mobile app (not all service requests available).

Service request forms:  www.myla311.lacity.org

For SSC information, adjustment inquiry and private water sub-meter questions:

Internet:  www.lacitysan.org/ssc
Phone:  800-773-2489 or 213 473-4181
TTY:  213-473-4112

Para recibir una versión de este folleto en español favor de llamar a nuestro número de servicio al cliente al 1(800) 773-2489.

NON-SANITATION SERVICES:
Residential customers:  800 DIAL-DWP (342-5397)
Commercial customers:  800 499-8840
TTY:  800 HEAR-DWP (432-7397)
www.ladwp.com/customerservice

LA SANITATION & ENVIRONMENT

OUR SERVICES

CONTACT LASAN
1-800-773-2489  | www.lacitysan.org

lacitysan  LA sanitation
REPORT ILLEGAL DUMPING

Call 1-800-773-2489 if you witness illegal dumping in your community. LA Sanitation (LASAN) will pick up abandoned waste items such as mattresses, couches, doors, carpet, toilets, electrical waste, and other furniture and items from the streets serviced by LASAN, free of charge.

To remove abandoned waste from the streets, please call the LASAN Customer Care Center at 1-800-773-2489. If possible, please have an itemized list of the abandoned waste items ready when calling or submitting your request.

MOBILE COLLECTION

LASAN Mobile Collection Events for LA City and LA County Residents: LASAN hosts one-day collection events at various locations where S.A.F.E. Centers are not easily accessible. Depending on the location, residents can drop off different materials such as used oil, e-waste, paint or HHW. The City also sponsors Used Oil Filter Exchange events where residents can bring old, used oil filters in exchange for new filters FREE of charge (up to 2 per household). For a list of upcoming mobile events, go to LA Sanitation’s Events page.

S.A.F.E. CENTERS

Use one of our seven S.A.F.E. Centers across the city to safely dispose of household hazardous waste (HHW) and electronic waste (E-waste). Check our website for locations and hours, as well as accepted items.

BULKY ITEMS

Request free pickup on www.myla311.lacity.org, myla311 app, or call 1-800-773-2489

STREET TRASH BINS

Please do not litter! LASAN has placed over 5,000 trash bins throughout the city to keep streets and sidewalks cleaner. The bins are specifically designed for fast, easy pick-up, so the City can continue using resources as efficiently as possible.