

Purpose:

The City recovers the cost of providing sewer conveyance and treatment services via a sewer service charge. The purpose of this policy is to establish a fair and equitable means of offering a reduced sewer service charge to low-income customers without impacting other rate payers.

Background:

The City strives to provide affordable sewer service to its customers. The City offers rate assistance to low-income customers. This discount program is not subsidized by other rate payers and total annual assistance available may vary. Approval of the reduced sewer service charge shall be granted annually on a first-come, first-served basis, based on available funding.

Policy:

Low income households (as defined in Section 1-100 of the City's Master Fee Schedule) are eligible for a reduced sewer service charge, in the amount of 70% of the rate charged to other residential users.

I. Application Process

1. Applicants shall submit the required application form and supporting documents to the City's Finance Department (see Application Contents below).
2. Certification of eligibility shall be annually established with the Finance Department. Certifications shall expire annually on June 30th.

II. Annual Reapplication Process

1. It is the applicant's responsibility to reapply each subsequent year, if eligibility continues. The Finance Department will issue a courtesy reminder notice to program participants prior to the annual eligibility expiration date.
2. Participants that do not reestablish eligibility by July 31st will revert to the standard rate charged to other residential users on their next sewer service invoice.
3. Applicants shall submit the required application form and supporting documents to the City's Finance Department (see Application Contents below).

III. Application Contents

1. Applicant name
2. Last 4 digits of applicant's social security number

3. Sewer service address
 4. Phone number
 5. Water district and account number
 6. Number of persons in household
 7. Total gross annual household income, with documentation. Acceptable documentation shall include, but not be limited to:
 - A. W-2 tax form for each household member for the previous tax year
 - B. Check stubs for each household member indicating total household income for the previous calendar year
 - C. Social Security Statement of Benefits for the previous calendar year. For Social Security benefits, a recent bank statement may satisfy this requirement.
- IV. Form of Discount
1. Eligible occupants of single-family homes have the option to request either an annual refund from the City or to request the reduced sewer charge be applied to future sewer billings.
 2. Eligible occupants of apartments, condominiums or mobile homes shall receive the reduced sewer charge as an annual refund only.
- V. Refunds
1. Refunds for sewer service charges paid during the previous fiscal year (July 1st through June 30th) shall be accepted between August 1st and September 30th.
 2. Applicant will be notified of eligibility status within 30 days of the application. If eligible, a refund will be issued within 90 days of application.

Procedures:

Not applicable.

Forms:

1. Application for Reduced Sewer Service Charge

Government Code References:

1. [Chula Vista Municipal Code § 13.14.120: Reduced sewer service charges permitted when – Application – Contents – Refunds - Fees](#)

2. [Chula Vista Master Fee Schedule](#)

- A. Fee Bulletin 1-100: Low Income Households
- B. Fee Bulletin 12-200: Sewer Service Charge for Low Income Households

Policy History:

- 1. Issued 07/01/2014