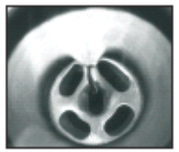
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Facts about your Sewer Service Charge (SSC):

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 website sanitation.lacity.gov/ssc.

For most residential customers, this is 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 0.80. 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 $10.13 per HCF), and then by the number of days in the current billing cycle:

ADSV x SSC rate x number of days in billing cycle

Here is an example:

Last winter, during a **61-day billing period in the winter/rainy season**, a homeowner used 16 hundred cubic feet of water or **16 HCF**. This year the **dry winter compensation factor is 0.80**.

The homeowner's **WWU** is calculated as

16 HCF / 61 days = 0.26230 HCF/day

Apply the dry winter compensation factor of 0.80

0.80 x 0.26230 HCF/day = 0.20984 HCF/day

The homeowners' **sewage volume** is 0.20984 HCF/day and there are **61 days** in the current billing period so

Sewage Volume = 0.20984 x 61 = 12.80024 HCF

The **SSC rate is currently $10.13 per HCF**, so

SSC = 12.80024 x $10.13 = $129.67

The homeowners' **Sewer Service Charge** for the current billing period is $129.67. This is **only** an example; please 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 usage 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 October 19, 2024, the City of Los Angeles approved a series of rate adjustments that will provide a sustainable funding level for the wastewater program. Current Rates Starting January, 2026:

Effective Date	July 2026	July 2027	July 2028
New Rate ($/HCF)	$10.13	$11.01	$11.96

The additional revenue is being used to increase system reliability and to protect public health and the environment.

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.

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Los Angeles, CA 90079

Information about your Sewer Service Charge

July 2026

ZERO WASTE - ONE WATER

environment LA SANITATION
CITY OF LOS ANGELES
zero waste • zero wasted water

SSC for commercial customers:

SSC = SSC rate x amount of water used during billing period (in HCF) x 92%.

NOTE: Commercial customers (businesses, industries, government, other non-residential properties, and multi-family residences with five or more units) typically discharge 92% 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 as follows:

SSC = SSC rate x 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 800 773-2489 to request a residential or commercial water sub-meter information package to determine if the program will benefit you.

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

Some adjustments are time sensitive, so please submit your requests within 30 days of receiving your sewer bill.

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

- Your premise is served by a County Sanitation District (look at your property tax bill to determine)
- Your premise is not connected to the 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.

There are various programs to assist you in paying your sewer service charge bill. Visit https://www.ladwp.com/residential-services/assistance-programs or call (800) 342-5397 to find out your eligibility.

What your SSC covers:

- Maintenance, upgrades, and replacement of 6,700 miles of aging sewer infrastructure in the City of Los Angeles
- Exceptional quality treatment of more than 330 million gallons of wastewater collected each day at four wastewater treatment and water reclamation plants
- More than 28 billion gallons of recycled water produced annually
- More than 350,000 tests performed annually to monitor and protect the environment

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 them 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.

LASAN's Sewer Repair Financial Assistance Program provides rebates to help cover sewer lateral repair costs, offering up to $300 for CCTV inspections and up to $2,500 for repairs. For more details, please refer to www.lacitysan.org/slrebates.

To lower your SSC and 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
- Replace your lawn with native, drought-tolerant plants

INSIDE YOUR HOME

- Fix leaky faucets and toilets (keep receipts to qualify for a possible adjustment to your SSC)
- Install ultra low-flow toilets, shower-heads, and other water saving fixtures
- Replace older, inefficient appliances (check LADWP website for potential rebates)
- Wash only full loads of laundry or dishes
- Shorten showers
- Don't use the toilet as a wastebasket

For more water conservation tips, visit www.ladwp.com/waterconservation

SEND YOUR COMPLETED SSC ADJUSTMENT REQUEST FORM TO:

Residential Customers

LA Sanitation, FMD
Attn: Residential SSC Adjustments
P.O. Box 79083
Los Angeles, CA 98079-0083
Email: san.rssc@lacity.org

Commercial Customers

LA Sanitation, FMD
Attn: Commercial SSC Adjustments
P.O. Box 79112
Los Angeles, CA 98079-0112
Fax: 213 485-4269

To download a SSC adjustment form visit
http://sanitation.lacity.gov/ssc

ONLINE SERVICE REQUEST FORMS www.myla311.lacity.org

The City now accepts SSC adjustment requests, as well as some other service requests, online. Visit www.myla311.lacity.org or download the mobile app (not all service requests available).

QUESTIONS ABOUT YOUR SEWER SERVICE CHARGE

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

Internet:	http://sanitation.lacity.gov/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.

QUESTIONS ABOUT YOUR CITY OF LOS ANGELES MUNICIPAL SERVICES BILL (NON-SANITATION):

Internet:	www.ladwp.com/customerservice
Phone:	800 DIAL-DWP (800 342-5397)
TTY:	800 HEAR-DWP (800 432-7397)
Commercial Customers:	800 499-8840
Low Income Subsidy:	800 342-5397

LA SANITATION SERVICE DIRECTORY

LASAN Services and Info	https://sanitation.lacity.gov https://lacity.gov/myla311 800 773-2489 TTY 213-473-4112
Clean Water Program	
Sewer Odor Hotline	866 44-SEWER(73937)
Sewer/Storm Drain Customer Service	800 773-2489 TTY 213-276-8862
After Hours	213 485-7575
Hazardous Waste & Used Oil Disposal	800 988-6942 TTY 213-485-2972
Watershed Protection Program	lastormwater@lacity.org
Stormwater Pollution Hotline	800 974-9794 TTY 213-276-8862
Solid Resources Program	san.callcenter@lacity.org
Bulky Item Pickup (It's FREE!)	800 773-2489 TTY 213-473-4112
All City Services	https://lacity.gov/myla311
Greater LA area	3-1-1
Outside Greater LA area	213 473-3231

SOCIAL MEDIA

www.instagram.com/lacitysan
www.facebook.com/lacitysan
www.twitter.com/lacitysan
www.youtube.com/user/LAsanitation