Utility Billing

Reduced Sewer Service Charge Program

900-06

Revised: 4/1/2024

Purpose:

The City of Chula Vista 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 residential customers without impacting other rate payers.

Background:

The City strives to provide affordable sewer service to its customers. The Reduced Sewer Service Charge Program offers reduced rate assistance to low-income residential customers. This program is funded through available, unrestricted revenues allocated by the City. The Subsidizing the program with revenues collected from normal operation of sewer services is prohibited. As such, program funding is limited, and eligible applicants are selected annually based upon financial need.

To make the selection process as fair as possible, eligible applicants are approved according to need by using a tiered system based off area median income levels, determined annually by The U.S. Department of Housing and Urban Development. Eligible applicants are selected annually by priority, beginning with tier one. The current area median income table may be found on the City's Reduced Sewer Service Charge Program website.

Policy:

Low-income households (as defined in Section 1-100 of the City's Master Fee Schedule) are eligible for a 30% reduction in their sewer service charges. Approval of a reduced sewer rate is contingent upon income verification, a complete application with supporting documentation and a non-delinquent status on their account.

I. Application Requirements

1. Applicants shall submit the required application and supporting documents to the City's Finance Department (see Application Contents below).
2. Applicant's sewer account may not be in a delinquent status to be eligible.
3. Certification of eligibility shall be established annually, preceding the upcoming fiscal year, by the Finance Department. Certifications shall expire annually on June 30th.

II. Annual Application Process

1. Each year prior to the application period, all residential sewer service customers will receive a letter regarding the Reduced Sewer Service Charge Program application process.
2. Applicants are required to apply annually within the established application period.
3. Applicants shall submit the required application and supporting documents to the City's Finance Department (see Application Contents below).

4. Applicants will be notified of eligibility status within 30 days of the application period closure.

III. Application Contents and Documents

1. Applicant name
2. Sewer service address
3. Applicant phone number
4. Water district and account number
5. Number of persons in the household and income of each household member
6. Gross annual household income, with documentation. Acceptable documentation shall include, but not be limited to:
   A. Previous year 1040 tax form for each household member with gross income shown.
   B. W-2 tax form for each household member for the previous tax year.
   C. Three most recent check stubs or the final check stub of the previous year for each household member, indicating total household income.
   D. Social Security benefits, please provide a copy of the most recent Statement of Benefits. If you receive Social Security monies by direct deposit, please provide a copy of a recent bank statement.

IV. Form of Discount

1. The discount is applied to the usage period between July 1st and June 30th of the fiscal year following the application period.
2. Eligible occupants of single-family homes will be granted a reduced sewer service charge of 30% for the upcoming fiscal year's sewer bills.
3. Approve applicants requesting a refund instead of a reduced sewer service charge credit will receive the refund at the end of the current fiscal year in which the reduced service charge is granted.

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.
2. Revised 04/01/2024