

CITY OF LOS ANGELES - BUREAU OF SANITATION SEWER SERVICE CHARGE (SSC) - Adjustment Requests

Information to be provided by commercial & multi-residential customers [BOS](#) [FMD](#)

The Bureau of Sanitation, Financial Management Division (FMD) is responsible for the administration of the Sewer Service Charge (SSC) fees on the Department of Water and Power (DWP) Municipal Services bill. For more information about the SSC given verbally or to be sent by mail, please call the **SSC Information Hotline** at **1 800 540-0952** or **213 473-4181**. Go to <http://www.lacitysan.org/fmd>. After you have reviewed the SSC information and/or if you believe the property discharges "substantially less than 90%" (< 72%) of the delivered water back to the sewer, you must submit the necessary information about your property **in writing** for us to investigate your case for an adjustment.

All requests for adjustment must be submitted in writing by mail or fax to FMD at:

Our Fax number is:

213 485-2984 or **485-4269**

Need more information? Call the SSC Hotline:

1 800 540-0952 or **213 473-4181**

Bureau of Sanitation

Commercial SSC

PO Box 79112

Los Angeles, CA 90079-0112

Notes: Requests made by any representative for the DWP biller will require written authorization from the customer PRIOR to the Bureau of Sanitation working on the case.

An irrigation-only meter does NOT necessarily make the meter exempt from the SSC because the property, as a whole, gets an adjustment on the total water delivered. Therefore, the property must qualify for an adjustment before the SSC on an irrigation-only meter can be adjusted to zero.

Any adjustments made to the percentage discharge will be **cancelled automatically and revert to the full commercial charge if the account name changes in any way**. The new customer will have to submit information for review if an adjustment is warranted.

Properties with a private water sub-meter **will not** need to have the calculations indicated by this document. Call to ask if you are being billed correctly. Information about the [installation](#) of an [approved private water sub-meter](#) is also available upon request from the SSC Hotline.

A fiscal year is from July 1st to June 30th.

In general, the information below is a summary of what will be required for your type of property. The engineer that investigates your case may request additional information but be assured that the retroactive date will be based on the date of your written request to the Bureau of Sanitation to the **full** limit allowed by Los Angeles Municipal Code section [64.41](#).

For all properties:

- **Provide a copy of the Department of Water & Power (DWP) billing(s) to show all the water meters that service the premises.**
- **Has a request for an SSC adjustment been made before? If so, when and what was the determination? Provide copy of letter, if available.**
- **If you pay to have a County Sanitation District (CSD) treat the property's sewage, call to ask if you pay the lower CSD rate. Provide a copy of the county tax bill to apply for an adjustment.**

Information needed for all property usage types on following page:

- 1. Specify the square footage of the irrigated area.**
- 2. Specify if there have been leaks on the property. If so, provide plumbing receipts of repairs or supplies purchased to make repairs and the date repairs were completed. Has a request for adjustment been made to DWP?**
- 3. If there is an irrigation-only meter, does it serve 100% of the landscaped area? If not, give the area irrigated by each water meter.**

Mixed use properties: elements from more than one type will be required.

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Churches: 1, 2, 3,

4. Weekly attendance for regular church services, by month, for the past fiscal year
5. Length of service (See example below)
6. Number of residents
7. Other events such as classes, meetings, special gatherings (e.g. weddings, baptisms, funerals, etc) and provide how much time each event involved and the number of people that attended
8. Is there a daycare or pre-school operated on the premises? Give numbers per 4 & 5 above.

Example: May to October- Sunday morn., 2½ hrs, 100 people; evening, 1½ hrs, 65 people; Wednesday evening, 1½ hrs, 55 people; **November to January-** days & hrs same, 75, 55 & 35 people; **February to April-** days & hrs same, 65, 50 & 30 people. Christmas service: 2hrs, 205 people; New Year's service: 1½ hrs, 165 people; Easter service: 1½ hrs, 185 people. **Please elaborate as needed for items 7 & 8.**

Commercial: 1, 2, 3,

4. Indicate if there is an industrial waste permit for the premises
5. Number of employees full-time and part-time
6. Days and hours of operation
7. Other events such as classes, company meetings, special gatherings (e.g. training and banquets, etc) and provide how much time each event involved and the number of people that attended (not including the regular employees if during regular working hours) for the past fiscal year
8. Accounting of water exported from premises through use by a product. Show water added to one unit of product and the units of product removed from the premises. (Was the product sent to another location for further processing & use or was the water sold to another company?)
9. Provide number, type and specifications of equipment (e.g. cooling towers, boilers, dryers, etc.) that removes water so that it doesn't go to the sewer and dish/clothes washers.
10. Is water discharged to a storm drain?
11. Discharge of miscellaneous water discharged to sewer such as washdown water to floor drain, dishwashing water, cleaning and maintenance of equipment, etc.

Manufacturing, Industrial: subject to review by Industrial Waste Management Division (IWMD). Both divisions will implement applicable adjustments.

All of the commercial items above

Multiple dwellings (5 units or more): 1, 2, 3,

4. Provide the number of units and number of total bedrooms (where a bachelor, single, studio, etc, are equal to 1 bedroom)
5. Supply vacancy/eviction information for the past year by unit (Ask for vacancy form VC98.xls)

Condos: 1, 2, 3 and 4 above

5 dwelling units or more (billed on WWU): Same as multiple dwellings above

2 to 4 dwelling units (billed for 90% of water volume): 4 above. (Change to WWU basis.)

Schools: 1, 2, 3,

4. School schedule for the past fiscal year. (Is this a boarding school?)
5. Number of children in attendance for regular school year and summer school
6. Number of employees full-time and part-time. Number of volunteers.
7. Number of residents
8. Typical hours of attendance by students, staff and volunteers
9. Other events such as evening classes, weekend classes, sporting events, etc and provide how much time each event involved and the number of people that attended (not including the regular employees if during regular working hours) for the past fiscal year
10. Does the school have a cafeteria, gym, showers or pool?

Information needed for the following: Cooling tower(s): Capacity in tons, chiller tonnage, chiller's daily operating hours per month for a year's period, inlet & outlet temperature (Δt), % load factor and % bleed-off. Provide cooling tower make-up & bleed-off metering information. Free meters may be available from DWP; for info call 213 367-0925. **Boiler:** Capacity in horsepower; avg. operating time, load factor, % condensate returned and if open-loop or closed-loop system. Send manufacturer's specifications of all **other machines** on the premises that use water (e.g. clothes/dish washers, car washes, etc.)

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