

# Sewer Billing Frequent Asked Questions (FAQs)

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## 1. What is this bill? I've never seen this before.

- a. This is the annual utility bill for sewer services between July 1, 2019 – June 30, 2020 for all residents who are a part of the Vista or Buena Sewer District.

## 2. I have moved, sold this property, or am a new owner.

- a. The city of Vista receives property owner information from the County of San Diego Assessors Office. If a change of ownership for a property has changed, that information will be reflected in our records by the following year. If the information reflected from the County is incorrect, you can contact their office at 877-829-4732.

## 3. How is this calculated?

- a. Residential customers within the city generally have very similar wastewater characteristics. This includes the amount of wastewater discharged into the City's pipes as well as the level of treatment required once the sewer water is received by the Encina Wastewater Treatment Facility in Carlsbad. Since most customers are residential, the flat charge is based on overall maintenance costs and not usage, which translates into savings for our customers.
- b. Commercial customers' bills are comprised of three parts: sewer capacity; prior calendar year water usage; and water used above permitted capacity, if any.

## 4. Are there any discounts available?

- a. There is an income-based rebate program available to residents who live within the city limits of incorporated Vista for the prior year's sewer bill. Those who have a Vista address but reside in the unincorporated areas of Vista reside in county limits and are not eligible for a rebate. If you have applied for the rebate in prior year(s), you will automatically receive a rebate application in the mail. If you have not applied for a rebate before or you are unsure, please contact Sewer Billing with your name, address, email address, phone number, and number of adults 18 and over residing at the residence. The deadline for filing an application for rebate for the 2018/2019 sewer bill is August 16, 2019.

## 5. I think there is an error and I would like to file an appeal. How do I do that?

- a. Appeals are available for commercial properties only. Appeal forms can be found on our website [here](#). The first appeal period is 30 days after the bill is received by the owner of the property. The second appeal period is within 30 days after the sewer charges are placed on to the County Property Tax bill and received in the Fall.

## 6. Can I make payments?

- a. Residents can prepay their entire sewer bill by June 30, 2019. If the bill has not been paid by that date, the charge will be automatically placed on your property taxes. As your property taxes are paid over two payments, the first in December and the second in April, the sewer bill will essentially be paid over two payments. This also allows for additional time for the bill to be paid. There is no additional fee or action required to have the bill added to your property tax.

## 7. Can I get a copy of my bill?

- a. To request a copy of your sewer bill, please contact our Sewer Billing office.
- b. You may also refer to the City web page where sewer rate tables for both Vista and Buena Sewer Districts can be found. We are in year 2 of a 5 year rate table.

[City of Vista Sewer Rate Table](#)

[Buena Sanitation District Sewer Rate Table](#)