



VISTA SEWER AND BUENA SANITATION Appeal of Sewer Charge or Excess Use Sewer Charge for FY 16/17

Appeals must be made every year, even if an appeal was granted in a prior year.

With reasonable grounds and in good faith-and based on available facts and information-a property owner may appeal to the City Principal Engineer the sewer charge as shown on the enclosed sewer notice. 2015 water data was used in the calculation of this sewer charge. In some cases, your water use exceeded your permitted allowance, and an excess use charge applies that is equal to ten percent of the total capacity charge, per each excess Equivalent Dwelling Unit (EDU). Each permitted EDU allows sewer capacity based on 200 gallons per day.

Separate landscape meters are disregarded in excess use calculations; no other consideration will be given for landscape water.

A finding must be made that owner did not discharge as much as the raw water usage suggests, or that the excess use was less than estimated, or the charge or excess usage was the result of a temporary condition that has been eliminated or reduced. **The appeal must include pertinent, documented information, and a description of the situation that caused excess sewer use. Appeals without supporting documentation will not be considered.**

If the City Principal Engineer finds that there is less discharge in general or that there is no discharge in excess of purchased sewer capacity, the annual charge or the excess usage charge shall be reduced accordingly.

Written appeal should be received by 5:30 pm, June 10, 2016 to:

CITY OF VISTA
ATTN: ERIN ADAMS, FINANCE
RE: SEWER CHARGE APPEAL
200 CIVIC CENTER DRIVE, VISTA CA 92084
Phone: (760) 643-5360 Fax: (760) 639-6171

Property Owner: _____
PLEASE PRINT

Parcel Number: _____ Site Address: _____

Billing Address: _____

Contact Name/Phone #: _____ (____)_____-_____
PLEASE PRINT

BASIS OF APPEAL:

- Industry Standard Allowance for laundry or car wash.**
- Did not discharge excess use.** Documentation must be submitted. Include any available documents, such as corrected water bills, or document that the City's data used in calculation of charge is incorrect.
- Actual water use is less than shown.** For example, water might be used in the production of a product or service. Include evidence for period in question, such as sales or inventory information, industry info, etc.
- Result of a temporary condition that has been eliminated or reduced.** For example, if a broken water pipe, include before/after water bills, repair receipts, photographs, and any other supporting evidence.
- Other.** Please describe on separate sheet.

Explanations/descriptions/comments may be shown on a separate sheet as necessary.