

COVID-19 Business Rate Relief Program

Frequently Asked Questions

The [Sacramento Area Sewer District \(SASD\)](#) and the [Sacramento Regional County Sanitation District \(Regional San\)](#) understand that COVID-19 and the associated public health orders have created a very difficult situation for many businesses throughout the Sacramento region. To help during this time, SASD and Regional San are offering temporary rate relief via billing adjustments for impacted businesses. This *Frequently Asked Questions* document is designed to help our customers understand how the program works and how you can apply for temporary assistance.

What do SASD and Regional San do?

SASD and Regional San staff work every day to protect public health and the environment. **SASD** is the Sacramento region's largest sewage collection utility, serving over 1 million people in unincorporated Sacramento County; the cities of Citrus Heights, Elk Grove, and Rancho Cordova; portions of the cities of Folsom and Sacramento; and the communities of Courtland and Walnut Grove. **Regional San** is the region's wastewater conveyance and treatment utility, serving about 1.4 million people in unincorporated Sacramento County; the cities of Citrus Heights, Elk Grove, Folsom, Rancho Cordova, Sacramento, and West Sacramento; and the communities of Courtland and Walnut Grove.

Depending on where you live within the Sacramento region, your SASD and/or Regional San charge/s show up on one of four different bills:

- Sacramento County consolidated utility bill
- Sacramento City bill
- Folsom City bill
- West Sacramento bill

What are SASD and Regional San doing to help customers during the COVID-19 pandemic?

Both Regional San and SASD are proactively implementing rate adjustments and issuing account credits for categories of businesses that we know have been impacted by COVID-19 public health orders (details below). We have also temporarily suspended the collection of all back billed charges for all customers—residents and businesses—during this interim period. If you're having trouble paying your bill, please contact your billing department to discuss additional options.

How much rate relief can businesses expect to receive?

- **Businesses that are closed or vacant as a result of the COVID-19 public health orders:** These businesses will be billed as vacant commercial users during this period. This change will result in rates being reduced to \$19.85 per month for SASD and \$37.00 per month for Regional San.
- **Businesses that are not vacant but are operating at a significantly reduced capacity due to the COVID-19 public health order's operational restrictions.** These businesses may be eligible to receive temporary pro-rated billing adjustments:

- A 50% sewer rate adjustment will be available for medium usage, which will be considered for businesses operating at 26-50% of normal operations during this period.
- A 75% sewer rate adjustment will be available for low usage, which will be considered for businesses operating at or below 25% of normal operations during this period.

Many rate adjustments have been automatically implemented based on the types of businesses specifically addressed in public health orders and the related operational modifications required for those businesses.

- **Businesses that are billed on water usage and were affected COVID-19 public health orders:** The billing departments have different calculation methodologies for billing based on water usage. Some bill for the actual month's usage, and others bill based on low-water usage in winter months and use that average to project usage across the entire year. For those customers billed on a projected calculation, the billing departments will review the water usage immediately after the COVID-19 period to compare it to projections. Appropriate credits will then be posted in a timely manner if usage has been lower than projected.

I'm not sure if my business is eligible to receive rate relief and/or I didn't see a rate adjustment on my most recent bill. How can my business apply for rate relief?

If your business has been impacted by local public health orders and you would like to be considered for an account credit—or if you received an account credit but feel it should be different—please read the rest of these FAQs and then contact us by completing the form at sacsewer.com/raterelief.

How long will rate relief for businesses be in effect?

These commercial rate adjustments are applicable while local COVID-19 public health orders are in effect. For most businesses in our service area, public health orders started on March 19, 2020.

When will these rate adjustments be applied, and will they be retroactive?

We are currently working with our billing providers to enact retroactive adjustments back to March 19, 2020, for the businesses we know were ordered to close or were required to significantly modify operations.

- For commercial customers who pay their Regional San and SASD rates on the Sacramento County consolidated utility bill—and that's most of our customers—we expect these adjustments to be reflected on accounts by mid-May.
- We are still working on implementing these adjustments for our customers whose sewage collection utility is not SASD but rather the cities of Folsom, Sacramento, or West Sacramento. For these customers, a Regional San-only rate adjustment will be made.

How will rate relief affect SASD's and Regional San's financial health?

Both districts have healthy financial reserves meant to be used in special circumstances, and we expect to be able to absorb this loss of revenue in the short-term.

Where can I learn more and apply for rate relief?

To learn more and apply for rate relief, please visit sacsewer.com/raterelief.