



JULY 2008

## Bill Assistance for Low -Income Customers



**T**HE Regional Wastewater Reclamation Department (RWRD) offers sewer bill assistance through the **Sewer Outreach Subsidy (SOS)** Program. The **SOS** Program has a tiered rate structure based on federal poverty guidelines. This discount applies only to the part of the sewer bill based on water usage; it does not apply to the flat monthly service fee of \$6.82. There are no discounts for sewer connection fees.

Program Tiers – Federal Poverty Level Guidelines:

- 75% rate reduction – 100% or below
- 50% rate reduction – 101% – 125%
- 25% rate reduction – 125% – 150%

To be eligible for a discount on the monthly sewer user fees, customers must meet the following guidelines:

- Be a residential sewer customer.
- Have a water/sewer bill in your name.
- Meet income guidelines.

It is estimated that about 14 percent of the households in Pima County are eligible for a sewer bill discount through the **SOS** Program.

The Pima County Action Agency (PCAA) is administering the SOS program on behalf of PCRWRD.

For more information call PCAA at 243-6794 or visit our web site at

<http://www.pima.gov/www/>

## Rate Increases Goes Into Effect On July 1

The Pima County Board of Supervisors has approved a 9.5% rate increase to the monthly sewer bill. This increase will be applied to the part of the bill which is based on water usage. The Board of Supervisors also approved an increase to the fixed administrative fee. Beginning July 1, that fee will increase from \$6.23 a month to \$6.82 a month. With these increases, the average monthly residential sewer bill will increase from \$21.56 a month to \$23.61 a month.



## Annual Recalculation of Sewer Bills

In July of each year, your sewer bill is recalculated based on the amount of water use in the previous months of December, January and February. These three months represent the period when outside water usage is normally at a minimum.

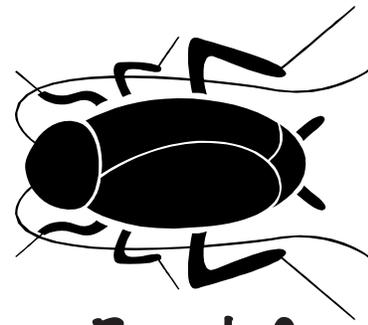
If you have questions about your bill, please call our Customer Service section at 740-6609 Monday through Friday between 7:30 a.m. and 4:30 p.m. A representative will explain your bill to you and can provide you with information about the department's appeal process. Under Pima County Ordinance 13.24, customers have 60 days after receipt of a bill to appeal a new rate, a new usage class, or a new discharge factor.

During our 2007/2008 fiscal year, all the sewer user fees collected were used for the costs of providing wastewater reclamation services to the residents of Pima County.

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# Assistance For HCS Repairs in Public Rights Of Way

A new Pima County ordinance has set aside \$75,000 for the 2008/2009 fiscal year for the repair of damaged private house connections sewers (HCS) located in the public right of way. (An HCS is the private sewer line that connects a building to the public sanitary sewer system.) These funds can only be spent on residential dwellings and cannot be used to repair HCSs serving commercial or business structures. Very specific criteria are outlined in the county ordinance and department procedures that govern this assistance. Please be aware that if the county's procedures are not followed (including an initial assessment and decision made by county staff), assistance cannot be provided. Funds allocated for this activity will most likely run out before the end of the fiscal year. To view the ordinance and the county's procedures to request this assistance, please visit our web site at <http://www.pima.gov/wwm/>. If you do not have computer access and would like to receive a hard copy of the ordinance and procedure, please call 326-4333 and we will be happy to take your address and mail copies to you.



## Roach Control

The American Roach (the only type of roach that can survive in the sewer) becomes more active during hot weather, and roach complaints increase during the summer months. RWRD operates a system-wide roach control program and treats more than 74,000 manholes over the course of a two-year period. The roach control product we use is effective for two years. Since this program was implemented in late 2004, the number of roach complaints we receive has been dramatically reduced. If you are having a problem with sewer roaches in your home or business, please call our automated roach control hotline at 319-4601. Leave all the information requested on the line. Please speak slowly and clearly to assure our staff receives the information needed to respond to your call. An RWRD employee will be dispatched to determine whether the manholes near your home are infested. Afterward, a door hanger will be placed on your door letting you know the results of our inspection. If there is a large infestation, a roach control worker will be dispatched to treat the manholes.

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### Questions & Concerns

*Please call 740-6500 during regular business hours.*

*If you have a sewer emergency outside of normal work hours, please call 295-4595.*

### Important Phone Numbers

General Information.....	740-6500
Roach Control Hotline .....	319-4601
Billing Section.....	740-6609
Sewer Emergencies During Regular Business Hours.....	326-4333
After Hour Emergencies .....	295-4595
To Report Odors .....	326-4333
Sewer Outreach Subsidy Program (Billing Assistance for Low-Income Residents).....	243-6794
To Report Vandalism .....	911

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