



JULY 2009

Bill Assistance for Low-Income Customers



The Pima County Regional Wastewater Reclamation Department (PCRWRD) offers sewer bill assistance through the Sewer Outreach Subsidy (SOS) Program. The SOS Program has a tiered rate structure based on federal poverty guidelines.

Program Tiers – Federal Poverty Level Guidelines:

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

Both the flow volume charge and the monthly service fee are eligible for the discounted rate under the program. There are no discounts for sewer connection fees.

To be eligible for a discount on the monthly sewer fees, you 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) administers the SOS Program on behalf of PCRWRD.

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

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

Rate Increases Goes Into Effect On July 1

The Pima County Board of Supervisors (BOS) has approved a 12.75% rate increase to the monthly sewer bill. This increase will be applied to the flow volume charge portion of the bill.

With this increase, the average monthly residential sewer bill will increase from \$27.25 a month to \$29.66 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 2008/2009 fiscal year, all the sewer user fees collected were used for the costs of providing wastewater reclamation services to the residents of Pima County.

Assistance For HCS Repairs in Public Rights Of Way

A Pima County ordinance sets aside \$75,000 each fiscal year for the repair of damaged private house connection 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. If these 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/>. Look under the section entitled *new on the PCRWRD website*. If you do not have computer access and would like to receive a hard copy of the ordinance and procedure, please call 443-6500 and we will be happy to take your address and mail copies to you.



You Can Report Sewer Odors Online

The Regional Wastewater Reclamation Department is committed to mitigating odors emitted from treatment facilities and the sanitary sewer system. To facilitate the reporting of sewer and treatment plant odors, the department has developed an online form. Access the form at: <http://dot.pima.gov/www/apps/odorreporting/>.

If you prefer to phone in odor reports, please call our Conveyance Division at 443-6500. We will dispatch a member of our odor team as soon as possible to investigate the cause of the odors and take appropriate action.

Questions & Concerns

To contact us during regular business hours, please call 740-6500. To report sanitary sewer emergencies outside of normal work hours, please call 295-4595.

Important Phone Numbers

General Information.....	740-6500
Roach Control Hotline (Automated line, please provide request info.).....	319-4601
Billing Section.....	740-6609
Sewer Emergencies During Regular Business Hours.....	443-6500
After Hour Emergencies.....	295-4595
To Report Odors.....	443-6500
Sewer Outreach Subsidy Program (Billing Assistance for Low-Income Residents).....	243-6794
To Report Vandalism.....	911

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