



FREQUENTLY ASKED QUESTIONS

What does my sewer bill pay for?

The South Davis Sewer District owns, operates and maintains two wastewater treatment plants that process an average of more than 10 million gallons of wastewater per day along with a system of underground piping called a collection system, consisting of approximately 380 miles of pipe and almost 9,000 manholes, that transports the wastewater to the treatment plants.

In addition to paying for capital projects to improve collection system and treatment plant infrastructure (including debt service), revenue from sewer bills pays for the highly trained personnel needed to inspect, operate and maintain the collection system and treatment plants along with the equipment, chemicals and energy needed to reliably treat and dispose of the processed water and residual solids.

Why are the fees going up?

It is critical that the District's facilities and treatment processes are adequately maintained and keep pace with new regulatory requirements, emerging contaminants of concern and population growth. The driver for this fee increase is new nutrient limits mandated by the Utah Division of Water Quality (DWQ) for nitrogen and phosphorus. These limits require the District to construct new treatment technologies to achieve adequate nutrient removal not possible using its current wastewater treatment processes. These new technologies will also address more stringent ammonia limits imposed on the District by DWQ.

What if the fees don't go up?

If the fees don't go up, the District can't proceed with the necessary capital improvement projects. The result will be non-compliance with regulatory requirements, which will lead to enforcement actions by DWQ and fines of up to \$10,000 per day for violations. The costs of these enforcement actions and fines would have to be passed on to the District's customers in the form of even higher fees.

What will my new fee be after the increase?

Residential Accounts:	\$19.00 per month, billed semi-annually
Trailer/Mobile Homes:	\$15.50 per month, billed semi-annually
Business/Commercial/Industrial Users:	\$19.00 per month per EDU, billed semi-annually

The cost for a residential account (\$19.00 per month) is the equivalent of \$0.63 per day. That's less than what it would cost for your favorite fountain drink, coffee or juice!

When does the District expect additional fee increases?

The District anticipates that additional fee increases will be required over the next five years to cover the cost of service.



What is the District doing to keep costs down?

The District regularly reviews and updates its Facility Plan to determine rehabilitation and expansion needs through the next 20 years based on the condition and performance of the treatment plants and collection system, anticipated regulatory requirements and future development and growth. Fees are adjusted only as needed to match the cost of service resulting from required rehabilitation and expansion.

The District focuses on preventive maintenance and ongoing rehabilitation to protect your infrastructure investment. In evaluating new technologies and treatment alternatives, the District makes every effort to select improvements that are innovative and sustainable, work in line with existing facilities and treatment processes and reduce reliance on external resources, including chemicals and power, that could drive price increases. The District also seeks alternative funding sources, including grants and low-interest loans, to keep costs down for its customers.

The District also bills only twice a year, which helps to keep administrative costs down.

What options do I have for paying my bill?

The District bills six months in advance. Payments can be made by:

- Cash
- Check
- Money Order
- Bank Bill Pay
- ACH

Customers can pay monthly, quarterly or semi-annually. Any semi-annual fees not paid by July 31st (for January billing) or January 31st (for July billing) are subject to an administrative fee.

What is available for customers who cannot afford to pay their bill?

The District is participating in a new water assistance program for low-income households available through the Department of Workforce Services! See the following pages and/or the flyers on the District's website.



Need help paying for your water?



Have you received a notice that your water will be shut off, or has it already been shut off?

The HEAT Program may be able to help.
In addition to assistance with heating and cooling, HEAT helps eligible households with water assistance on a limited basis.

- You qualify for HEAT if your household:
- Is at or below 150% of the Federal Poverty Level
 - Is responsible for paying home energy costs
 - Contains at least one U.S. citizen or qualified non-citizen

Questions?
Call your local HEAT office or the HEAT Program line:
1-866-205-4357



For more information and to apply go to jobs.utah.gov/heat

Equal Opportunity Employer/Program • Auxiliary aids (accommodations) and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals who are deaf, hard of hearing, or have speech impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.



WORKFORCE SERVICES
HOUSING & COMMUNITY DEVELOPMENT

¿Necesita ayuda para pagar el agua?



¿Ha recibido un aviso de que le cortarán el suministro de agua o ya se lo han cortado?

Es posible que el programa de Asistencia Energética (HEAT) pueda ayudarlo.

Además de la asistencia en materia de calefacción y refrigeración, el programa HEAT ayuda a los hogares elegibles con asistencia en materia de agua de forma limitada.

Usted califica para el programa HEAT si su hogar:

- Se encuentra en o por debajo del 150% del nivel federal de pobreza.
- Es responsable de pagar los costos de energía del hogar.
- Contiene al menos un ciudadano estadounidense o un no ciudadano calificado.

¿Tiene preguntas?

Llame a su oficina local de Asistencia Energética (HEAT) o a la línea del programa HEAT: 1-866-205-4357



CALEFACCIÓN



REFRIGERACIÓN



AGUA

Para obtener más información y presentar una solicitud, diríjase a jobs.utah.gov/heat

Programa/Empleador con igualdad de oportunidades • Disponemos de servicios y medios auxiliares (adaptaciones) para personas con discapacidad. Puedesolicitarlos llamando al 801-526-9240. Laspersonassordas, con problemas de audición o con problemas del habla pueden llamar al servicio de retransmisión de Utah marcando el 711. RelayUtah en español: 1-888-346-3162.