

Customer Relief Program



Central San understands that these are tough times for everyone, and we want to do our part to help alleviate a small bit of the hardships we all are facing. To that end, our Board of Directors voted to create the Customer Relief Program to provide savings on sewer service charges for our customers. Be assured that we continue working 24/7 to provide the essential wastewater collection and cleaning services that our customers rely upon.



RESIDENTIAL

To assist our residential customers, we are **waiving the scheduled rate increase (approx. 5%)** for one year, resulting in about \$30 in savings for every household.

During Contra Costa County's Shelter-in-Place Order, most area construction, including our own critical infrastructure work and associated planning and operations efforts, was slowed or halted for several weeks. Less construction has meant lower costs for Central San, and we are passing these savings back to you, our customers. While \$30 is not a big number, we know every dollar counts right now, and this is something that we can do for our customers at this time. You do not need to request the credit; the savings will be applied automatically on your upcoming 2020-21 property tax bill.



SCHOOLS

We are **refunding sewer service charges** to reflect a drop in water use for the time period when schools were closed, as well as **waiving the scheduled rate increase (approx. 5%)** for one year.

In response to COVID-19, most of our local schools were closed for part of the school year. The sewer service charges for schools are calculated per pupil per day. We are refunding the sewer service charge for the period when schools were closed and not using our sewer services. Central San will return approximately \$180,000 to schools in our service area. In addition, we are waiving the scheduled rate increase, resulting in a savings of approximately 5% on the remaining charges. Schools do not need to request a refund or credit; both savings will be applied automatically to your bill.



COMMERCIAL

We are **waiving the scheduled rate increase (approx. 5%)** for one year for all commercial and other non-residential customers.

Many businesses in our community are facing challenges due to COVID-19 and the Shelter-in-Place Order. To assist our local businesses, we are waiving the scheduled rate increase for all our commercial customers this year. This will result in a savings of approximately 5% of your regular sewer service charges, which are based on the previous year's water usage. Commercial customers do not need to request the credit; these savings will be applied automatically to your bill.

For any questions you may have: Call 925-228-9500 or go to centralsan.org



New Central San FY 2020-21 Customer Relief Rates

Customer Group	Approved for July 1, 2020	Increase Not Collected	To be Collected July 1, 2020	To be Collected July 1, 2021
Single Family Homes	\$629.00	\$31.00	\$598.00	\$660.00
Apartments, Condominiums, Duplexes, Second Living Units, Mobile Homes	\$596.00	\$30.00	\$566.00	\$625.00
Non-residential (per Hundred Cubic Feet or HCF)				
LOW Standard Commercial and other groups not listed below	\$6.56	\$0.33	\$6.23	\$6.87
MEDIUM-LOW Delis,Yogurt and Ice Cream Shops, Coffee Shops, Bars, shared water meter with less than 50% food service	\$8.05	\$0.40	\$7.65	\$8.43
MEDIUM Shared water meter with less than 50% food service by flow	\$10.09	\$0.50	\$9.59	\$10.57
MEDIUM-HIGH Restaurants, Supermarkets	\$11.26	\$0.56	\$10.70	\$11.79
HIGH Restaurants with Grinders or Emulsifiers, Bakeries, Mortuaries	\$14.92	\$0.74	\$14.18	\$15.63
Minimum Annual Charge	\$596.00	\$30.00	\$566.00	\$625.00

Customer relief rates for FY 2020-21 were approved by the Central San Board of Directors on May 7, 2020.