



(707) 644-8949 (Admin)
(707) 644-8976 (Billing)
www.VallejoWastewater.org
450 Ryder Street
Vallejo, CA 94590

Board of Trustees

Bob Sampayan

Pippin Dew-Costa

Erin Hannigan

Jess Malgapo

Robert McConnell

Katy Miessner

Hermie Sunga

Rozzana Verder-Aliga

District Manager

Melissa Morton

FREQUENTLY ASKED QUESTIONS

Service Charges and Billing

Q: Why haven't I received my bill? How do I pay my bill?

A: As of July 1, 2017, Vallejo Flood & Wastewater District changed its method of billing. Your annual sewer and storm drain fees now appear on your property tax bill, which occur once a year. (*Note:* Some property owners choose to pay in two installments.) Your property taxes, which now include your sewer and storm drain fees, should be paid directly to Solano County.

Q: Why does the website www.DOXO.com still show an option to pay?

A: The following website is not affiliated with Vallejo Flood & Wastewater District: www.doxo.com/info/vallejo-sanitation-flood-control-district. Because our fees are now on your property tax bill, we do not process or accept payments. Please do not use this website to pay your bill; your bill will occur on your annual property tax bill from Solano County.

Q: How can I view my annual service charges on the property tax bill?

A: Solano County will mail the property tax bill to your property address. To view your Property Tax bill online, please visit the Solano County Treasurer/Tax Collector/County Clerk website at mpay.solanocounty.com. Enter your assessment number or property address to view your bill. Look for the line item "7811 Annual Sewer and Storm Fee."

Q: Why was a rate increase needed?

A: Sewer rate increases went into effect in 2018 so that we can repair and replace aging sewer pipes, pumps, and other infrastructure at the wastewater treatment plant, pump stations, and the pipes that bring your wastewater to the treatment plant. Please visit the "Understand Wastewater Rates" page on our website for more information about these important improvements.

Q: My house/family is a lot smaller than my neighbors, so why are we being charged the same amount?

A: Residential rates are a flat rate. Non-Residential rates are based on Winter Quarter Average water consumption usage provided by the City of Vallejo Water Department. There is no meter or measurement of sewer usage. The rate is based on the overall infrastructure and services available to the property and not by size of home or occupancy. We do offer a Reduced Rate Program; learn more about it here.

Q: Why did I receive a collection notice from Pacific Credit Services?

A: Unpaid delinquent balances that have not been placed on the property tax bill, due to the minimal amount or the final bill payment not received, have been sent to Pacific Credit Services for collections.

Q: I pay my property tax bill on a mortgage impound account. How will this be affected?

A: Your monthly payment, which includes your mortgage, your property tax as an impound account, and any other existing charges, will increase by the annual amount of the sewer/storm water bill. Since your mortgage company has established an impound

account, they will receive your property tax bill and update your mortgage payment amount accordingly. Please keep in mind that our service charge is not a tax.

Q: I just sold my home, and I need to close my account. How do I do that?

A: The District will take the information and update our system, however, the billing is parcel-based via property tax bill. To provide this information, please call (707) 644-8976 during regular business hours.

Q: How do I request a payoff demand?

A: Payoff demands need to be requested through the District's website. However, with all charges including delinquent charges placed on the County Property tax bill, it is likely that a payoff demand may not be required. Please email ebill@vallejowastewater.org to ask if a payoff demand is required for your property transaction.

Q: Why do I have a credit balance, and why was my check returned to me?

A: Payments are no longer accepted at the District. The annual bill is on the property tax bill payable to Solano County. Please contact us at ebill@vallejowastewater.org or call us at 707-644-8976 to request a credit balance refund.

Q: Can you apply the credit balance to my bill?

A: With the annual service charges billed by way of property tax bill, the District no longer processes payments. A credit balance on an account will be refunded to the property owner. Please contact us at ebill@vallejowastewater.org or call us at 707-644-8976 to request a credit balance refund.

Q: Why do I still have a lien on my property if I already paid?

A: If the lien has been paid (satisfied), you will need to request a lien release from the District and file with the County to clear the lien from the property title. Please contact us at ebill@vallejowastewater.org or call us at 707-644-8976 to request your "Release of Utility lien."

Q: Why do I have to pay on a vacant property?

A: The District does not allow provisions for vacancies. If the property is connected to the sewer system, charges are applicable.

Q: Why did my commercial billing category change?

A: In March 2018, a wastewater cost of service study was done which involved a comprehensive review of the District's wastewater rate structure and long-range financial plan, and the calculation of cost of service based on the wastewater rates and connection fees. As one result of the study, Commercial customers were reclassified to better reflect cost of service principles and align with industry standards. The structure remains the same, with Commercial I, Commercial II, and Commercial III customers. Commercial IV customers are significant users and are monitored individually and are their own class. The classifications are based on combined BOD (biochemical oxygen demand) and TSS (total suspended solids) strength in milligrams per liter (mg/L). To view the wastewater cost of service study report, please view the 2018 Wastewater Rate Study on the Understand Wastewater Rates page on our website at www.VallejoWastewater.org.

Q: Where do I learn more?

A: For more information on the District's efforts to protect our community's health, safety, and waterways, visit www.VallejoWastewater.org or call 707-644-8976. You can also write to us through the Contact Us button on our website at www.VallejoWastewater.org.