



Sewer Billing

Frequently Asked Questions

What is this bill? I've never seen this before.

This is the annual utility bill for sewer services between July 1, 2022 – June 30, 2023 for all residents who are a part of the Vista or Buena Sewer District.

I have moved, sold this property, or am a new owner.

The City of Vista receives property owner information from the County of San Diego Assessors Office. When ownership for a property has changed, the County of San Diego updates this during Escrow. The new information will be reflected in our records by the following year. If the information reflected from the County is incorrect, you may contact their office at 877-829-4732.

How is this calculated?

Residential customers within the city generally have very similar wastewater characteristics. This includes the amount of wastewater discharged into the City's pipes as well as the level of treatment required once the sewer water is received by the Encina Wastewater Treatment Facility in Carlsbad. Since most customers are residential, the flat charge is based on overall maintenance costs and not usage, which translates into savings for our customers.

Commercial customers' bills are comprised of three parts: sewer capacity; prior calendar year water usage; and water used above permitted capacity, if any.

Are there any discounts available?

There is an income-based rebate program available to residents who live within the city limits of incorporated Vista for the prior year's sewer bill. Those who have a Vista address but reside in the unincorporated areas of Vista reside in county limits and are not eligible for a

rebate. If you have applied for the rebate in prior year(s), you will automatically receive a rebate application in the mail by the end of May. If you have not applied for a rebate before or you are unsure, please contact Sewer Billing with your name, address, email address, phone number, and number of adults 18 and over residing at the residence. The deadline for filing an application for rebate for the sewer bill is August 12, 2022.

I think there is an error, and I would like to file an appeal. How do I do that?

Appeals are available for commercial properties only. Appeal forms can be found on our website here and are due on June 3, 2022. The second appeal period is within 30 days after the sewer charges are placed on to the County Property Tax bill and received in the Fall.

Can I make payments?

Residents may prepay their entire sewer bill by June 30, 2022. If the bill has not been paid by that date, the charge will be automatically placed on your property taxes. As your property taxes are paid over two payments, the first in December and the second in April, the sewer bill will essentially be paid over two payments. This also allows additional time for the bill to be paid. There is no additional fee or action required to have the bill added to your property tax.

Can I get a copy of my bill?

To request a copy of your sewer bill, please email us at sewerrate@cityofvista.com, or visit [City of Vista Rate Table](#) or [Buena Sanitation District Sewer Rate Table](#).

Sewer Emergencies or Report a Problem

[Click Here for Sewer Emergency Contact Info](#)
[Report a Sewer Problem](#)