



Sewer Service Charge Frequently Asked Questions

Important Update: Beginning with the **July 2026 sewer service charge (typically billed in April)**, customers will no longer receive a separate bill for sewer services. Instead, the charge will appear as a line item on your property tax bill. *No action is required.*

How is the sewer charge calculated?

Residential: Residential customers generally have very similar wastewater characteristics, including the amount discharged and level of treatment required at the Encina Wastewater Treatment Facility in Carlsbad. As a result, residential sewer service charges are based on a flat rate per unit and reflect overall system maintenance costs rather than individual use.

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

Why didn't I receive a bill?

Beginning in July 2026, the City no longer issues separate bills for sewer services. Instead, the service charges will be collected on your property tax bill.

Residential: Sewer charges are a flat rate per unit; charges appear on the property tax bill.

Commercial: An annual statement will be mailed by July 1 showing how charges are calculated, and the amount will be collected through the property tax bill.

How do I make payments?

The annual sewer service charge will be placed on your property taxes. Property taxes may be paid in two installments, the first due in November and the second due in February. If you have a mortgage impound (escrow) account, your sewer charge will be paid through your lender as part of your property taxes.

Because the charge is collected through property taxes, separate prepayments are not available.

Are there any discounts available?

The City offers a Lifeline Sewer Rebate Program to assist qualifying low-income residents within the incorporated City of Vista. Rebates are a maximum of 30% of sewer service charges paid for the previous billing period.

Rebate applications for the previous billing period will be available online beginning June 1 at Vista.gov/SewerRates and must be submitted by July 30, along with all required income and residency documentation. Rebate applications will be mailed by June 1 to prior participants.

I think there is an error, how do I file an appeal?

Sewer Appeal forms are available at Vista.gov/SewerRates beginning July 1 and must be submitted by November 1.

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

If you recently purchased or sold your property in Vista, there is no need to notify us. Ownership changes are reported to the County of San Diego, and sewer service charges are prorated during escrow. The annual sewer service charge is tied to property taxes and will automatically be collected with the upcoming property tax bill.

Can I get a copy of my bill/statement?

Current rates can be viewed at Vista.gov/SewerRates or at the following links:

- [City of Vista Rate Table](#)
- [Buena Sanitation District Rate Table](#)

Residential: A separate bill or statement is not issued. The sewer service charge will appear as a line item on your property tax bill.

Commercial: An annual statement will be mailed by July 1 showing how charges are calculated.

Who do I contact concerning sewer rates or sewer charges?

Email us at SewerRate@Vista.gov, or call the Sewer Billing Hotline at 760-639-6139. Please include your property address, contact information, and a brief description of your question.

How do I report a problem with the sewer system?

SEWER EMERGENCY (sewer spill, manhole cover off)

- Phone: 760.726.6328
- Hours: Monday-Friday 6:00AM - 4:30PM

AFTER HOURS/WEEKEND SEWER EMERGENCY (sewer spill, manhole cover off)

- Phone: 760.825.3135

Sewer-related non-emergency, questions and concerns

- Phone: 760.643.5468
- Hours: Monday-Friday 6:00AM - 4:30PM
- Or [report a sewer issue online here](#)