

San Francisco Public Utilities Commission

FLOW FACTOR APPEALS FORM



Customer seeking consideration of an appeal must provide all information requested; incomplete appeals cannot be evaluated. Appeals may be subject to a site visit by an SFPUC Water Conservation / Waste Water Inspector to verify the claim. For more information about flow factor assignments or this appeals process, please visit sfwater.org/index.aspx?page=132 or call the SFPUC Customer Service Bureau at (415) 551-3000.

Customer Name:	
Property Address:	SFPUC A/C number:
Phone Number:	Email address:
Number of occupants:	Number of dwelling units:

----- SECTION I: APPEAL OF STANDARD FLOW FACTOR -----

Complete this section if you are appealing the standard flow factor for sewer service charge that was assigned to your residential account. If you are appealing a flow factor that was assigned to a non-residential account, do not complete this form. Instead, contact the Bureau of Environmental Regulation Management at (415) 695-7310.

I am appealing my sewer service charge. I use water for irrigation and believe that less than 90% (flow factor for Residential Single) or 95% (flow factor for Residential Multiple) of my incoming water returns to the sewer system.

Additional information:

Is this a new remodeled/re-landscaped garden or Lawn? Yes No Since: _____

Is this a new account? Yes No When: _____

Have you ever appealed before? Yes No When: _____

Lot Size: _____

Type of vegetation: _____

Have you had any plumbing fixture leaks during the past 12 months? Yes No

If yes, please explain: _____

----- SECTION II: APPEAL OF ADJUSTED FLOW FACTOR -----

Complete this section if you are appealing the adjustment to your flow factor to reflect the SFPUC's call for a 25% reduction in outdoor irrigation during the drought. Please select a reason from the options below for which you are requesting an exception to the flow factor adjustment.

- 1. A residential customer with irrigation demand consisting of 100% edible plantings for individual consumption or commercial purposes.
- 2. A non-residential customer with a reduced flow factor due to non-irrigation water use such as cooling towers.
- 3. Other.
Please provide sufficient information for consideration.

Explanation of Appeal Request: Please provide a detailed explanation to support your request for an exception as marked above. Your explanation should include relevant details including the type of irrigated plants, size of irrigated area, method of irrigation, details of cooling towers, or any other relevant information that support your request. Please include additional pages if necessary.

Customer Signature: _____

Date: _____

Please send all required documentation and this completed form to the address below.
Mail to: SFPUC Customer Services, 525 Golden Gate Avenue, High Consumption Unit, 2nd floor, San Francisco, CA 94102 or email to: customerservice@sfgwater.org