

SEPTIC REBATE PROGRAM



FAQ

FREQUENTLY
ASKED
QUESTIONS

The County of San Diego's Septic Rebate Program provides financial assistance to septic system users to have their septic systems pumped. The program also educates residents and businesses on proper septic maintenance, preventing system failures, and how septic systems relate to water quality. We created this flyer to help you inform customers on who is eligible for financial assistance, what assistance is available, and how they can apply for it.

PROGRAM OVERVIEW

The Septic Rebate Program is open to any resident or business that is located in unincorporated San Diego County. By encouraging both residential and commercial septic system users to utilize these rebates, you can help prevent septic system emergencies and keep our waterways healthy.

- ◆ All up-to-date program information can be found here: sandiegocounty.gov/WatershedRebates and click on the Septic Rebate Program.
- ◆ Participants can receive a \$100 rebate once every 3 years.
- ◆ Participants must **submit an application online and receive a Notice to Proceed via e-mail before getting their septic systems pumped** to receive the rebate.
- ◆ Participants are eligible for the rebate if:
 - They are located in unincorporated San Diego County,
 - They have not received a rebate from the Septic Rebate Program in the last three years, and
 - Their septic system is pumped by a County-approved septic pumper.
- ◆ Participants must submit service documentation (invoice or receipt) **within 90 days** of receiving pre-approval.
- ◆ The County of San Diego issues 400 rebates per year. The program will remain active until all rebates have been issued. **Participants should still apply even if the program is full.** If the program is full, they will be placed on a waitlist and will receive pre-approval if additional funding becomes available.



FAQ Here are some answers to frequently asked questions (FAQ) that can help you share accurate information about the rebate program with your customers:

ARE REBATES STILL AVAILABLE?

- 💧 The Septic Rebate Program will remain active until the County has pre-approved 400 rebates. Participants should go to the website where it will be clearly noted if rebates are no longer available and a waitlist has been opened. For the best chance of receiving a rebate, participants should submit their application as soon as possible.

HOW DO RESIDENTS AND BUSINESSES APPLY FOR THE REBATE?

- 💧 Residents and businesses can apply online by going to sandiegocounty.gov/WatershedRebates and clicking the Septic Rebate Program.

WHAT ARE THE 6 STEPS FOR RECEIVING A REBATE?

1. Verify program eligibility online.
2. Watch the training video on the program website.
3. Submit an application online and receive pre-approval e-mail before proceeding.
4. Get septic system pumped by a County-approved septic pumper.
5. Submit receipt/invoice to the County.
6. Receive your rebate from the County.

WHEN WILL THE APPLICANT KNOW IF THEIR APPLICATION HAS BEEN PRE-APPROVED?

- 💧 After submitting an application online, applicants will be contacted via e-mail within 2 weeks.

HOW LONG DOES IT TAKE TO RECEIVE A REBATE?

- 💧 After submitting a receipt or invoice, please allow 4-6 weeks for the rebate to arrive in the mail.

CAN RENTERS APPLY FOR THIS PROGRAM?

- 💧 Both property owners and renters are eligible, but property owner's permission is required before applying for the rebate. This also applies to businesses renting a property of commercial space.

WHY IS THE COUNTY GIVING THESE REBATES?

- 💧 The County is committed to protecting our beaches, lakes, and creeks from pollution. Unpumped septic systems can harm our waterways and public health, so this rebate program aims to encourage regular servicing to protect our communities.

For questions or more information about the Septic Rebate Program, direct your customers to visit sandiegocounty.gov/WatershedRebates and click the Septic Rebate Program. Or they can e-mail watershed.rebates@sdcounty.ca.gov.

Thank you for helping the County of San Diego's beaches, lakes, and rivers flourish.



FOR MORE INFORMATION

**Watershed Protection Program's
Septic Rebate Program:**

www.sandiegocounty.gov/WatershedRebates
and click on Septic Rebate Program

**Septic information and
technical questions:**

(858) 565-5173
www.sandiegocounty.gov/deh/septic