Caring for the communities that we serve has been a long-time commitment of the San Francisco Public Utilities Commission (SFPUC). Now more than ever our communities are struggling and we understand that more customers may find it challenging to pay their bills. If your small business or non-profit is experiencing financial hardship due to the COVID-19 pandemic, you may be eligible for a 20% reduction on your water and sewer bill.

This program is available for a limited time. Applications will be accepted until December 31, 2020 or until funding is exhausted, whichever occurs first ("Application Deadline"). Please note that with limited program funds, this program may be suspended or terminated at any time.

Once approved, you will receive a 20% discount on your SFPUC water and sewer bill for a period of six months.

Our communities come first. As always, flexible payment plans are available for customers by calling (415) 551-3000. The SFPUC has also suspended water and power shut offs due to late payments, postponed liens and collections, waived late fees, and provided rental payment deferments for tenants of our facilities.

FAQs

Who is eligible for this emergency discount program?
To qualify for this program, you must:

- Have a San Francisco Public Utilities (SFPUC) water and wastewater account for your small business or non-profit. You must have an active, standard water and wastewater account that is not for residential or municipal use. Discounts are not available for private fire or irrigation accounts;
- Have an account in the name of your business or non-profit or in the name of its owner or manager. Landlords or property managers cannot apply on behalf of their tenants, although a property management company may apply for a discount for their own offices used by only their direct employees;
- Have experienced a loss of revenues related to COVID-19 or the shelter-in-place orders and be experiencing financial hardship and difficulty paying your water and sewer bills. Income loss may be caused by restrictions on your ability to operate (such as shelter-in-place orders), reduced customers or business during shelter in place (even if you were allowed to remain open), or illness of yourself or your employees requiring your business or non-profit to close;
- Have had a maximum of 50 full-time equivalent employees before the shelter-in-place order began (March 16, 2020) across the entire business or non-profit, including locations outside of San Francisco.

What is a standard, non-residential, non-municipal customer account?
If you only pay a single water/wastewater bill for a commercial space, you likely have a qualifying account. Some customers may have additional separate water accounts for irrigation systems or private fire sprinklers. These special accounts are not eligible.

How do I sign up?
Visit sfwater.org/commercialCOVID to fill out a digital application. Paper applications are also available in multiple languages and can be mailed in. Visit sfwater.org/commercialCOVID or call 415-551-3000 for assistance.

How much will I save?
Eligible customers can save 20% off of water and sewer bills.

Is my information secure?
Yes, your privacy is important to us. The SFPUC will keep your information confidential and use it only to determine eligibility for the program.

How long will it take for my discounts to take effect?
Applications will be processed as they are received. Once you’ve applied, you’ll receive an email or letter confirming that we’ve received your application. It may take approximately two weeks to hear from us regarding your eligibility for discounts.

Are there other savings or relief programs offered by the SFPUC that I could apply for?
Yes, you may also consider applying for our bill discount programs for residential customers in need. Please click here for an overview of available programs: sfwater.org/billrelief. We also have a host of rebate and incentive programs that you can read about here: sfwater.org/rebates.

What happens at the end of the program?
All discounts will end and you will be responsible for paying your normal bill going forward.

My business isn’t open yet so I don’t need discounts right now, but I may in the future! What should I do?
Applications will be accepted until December 31, 2020 or until funding is exhausted, whichever occurs first. With limited program funds, this program may be suspended or terminated at any time.