

# 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. This resource can help clarify who is eligible for financial assistance, what assistance is available, and how to apply for the program.

### PROGRAM OVERVIEW

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

- 💧 All up-to-date program information can be found by visiting [sandiegocounty.gov/WatershedRebates](https://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 60 days** of receiving pre-approval.
- 💧 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 distributed all rebates available. 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](http://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, visit [sandiegocounty.gov/WatershedRebates](http://sandiegocounty.gov/WatershedRebates) and click the Septic Rebate Program. Or e-mail [watershed.rebates@sdcounty.ca.gov](mailto: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](http://www.sandiegocounty.gov/WatershedRebates)  
and click on Septic Rebate Program

**Septic information and  
technical questions:**

**(858) 565-5173**  
[www.sandiegocounty.gov/deh/septic](http://www.sandiegocounty.gov/deh/septic)