

Rate Fairness Board
Resolutions Log
February 16, 2026 through March 17, 2026

Date Received	From	Subject
February 15, 2026	Barry Albrecht on behalf of Daniel Estrella	Rate Unfairness and Systemic Billing Failure
February 17, 2026	Mike Simonian & Maaiké Evers	5-Month Administrative Delay / Billing Dispute
March 16, 2026	Suzanne Mabardy	Request for increase of Tier One water service
March 17, 2026	Lisa Dunseth	SFPUC Rate Increases: Questions

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Commissioner

Meghan Thurlow
Commissioner

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General Manager

OUR MISSION: To provide our customers with high-quality, efficient and reliable water, power and sewer services in a manner that values environmental and community interests and sustains the resources entrusted to our care.



From: [Austin, Lakisha](#)
To: [Corvinova, Erin E](#); [Rates Info](#); [Flores, Jazmin A](#); [Freiberg, Matthew](#); [Lauppe Rhodes, Betsy](#); [Busch, Laura](#)
Subject: RE: FORMAL COMPLAINT: Rate Unfairness and Systemic Billing Failure - Account #7802655210
Date: Monday, May 4, 2026 2:27:01 PM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Good Afternoon Erin,

CSB received this request through an email forwarded to Deidre and have corrected the issue at the premise and provided a solution to the customer.

The property had crossed power meters between two apartments. This was discovered by UFS after the request for a site visit was issued. The crossed meters at the property were corrected and are now metering the proper unit(s).

The customer responsible for this account number, was issued a refund check for the difference in payment amount. The check was issued on 4/15/2026.

The customer was satisfied with the results and I provided my direct contact information should any issues arise.

Please advise of any questions.

Thank You,
Lakisha Austin
Customer Service Bureau
Manager, Retail Electric Services
P: 415-551-2910
Pronouns: she, her, hers
sfpuc.org



CleanPowerSF is committed to protecting customer privacy.
Learn more at cleanpowersf.org/privacy

From: Corvinova, Erin E <ECorvinova@sfwater.org>
Sent: Monday, May 4, 2026 1:47 PM

From: [Ferraz, Brian J](#)
To: [Mike Simonian](#)
Cc: michael.farrah@sfgov.org; [Rate Fairness Board](#); [MelgarStaff \(BOS\)](#); [Herrera, Dennis](#)
Subject: RE: Partial Correction - Account #1870113557 - Dispute of 78% Flow Factor
Date: Friday, May 1, 2026 4:28:49 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[Irrigation Questionnaire Updated July 2024.pdf](#)

Dear Mike

Thank you for your response and for outline your concerns.

First, I would like to clarify that the classification of “shrubs” does not necessarily mean the landscape was physically replanted or changed from a garden to shrubs. These classifications are based on the current observed condition and maintenance level of the landscape at the time of inspection. In some cases, areas previously classified as garden may be categorized differently if the area appears less actively maintained or has matured into shrub-like coverage over time.

I understand your concern regarding the accuracy of the 2026 inspection. If you believe the yard inspection did not accurately reflect the current landscape, we can provide you with an Irrigation Survey Questionnaire for completion. Once submitted, the information will be reviewed and may result in scheduling an additional yard inspection.

If a follow-up inspection is completed, we would then perform updated calculations based on the current site conditions to determine whether the existing flow factor remains appropriate, including whether the prior 66% factor would still be accurate under today’s standards and conditions.

Regarding your request for retroactive adjustments, that portion of the appeal will remain under review separately once the landscape classification and irrigation factors have been fully evaluated.

We appreciate your patience and cooperation as we work through this process. I’ve attached the Irrigation Survey Questionnaire.

Brian Ferraz

Assistant Manager, Billing and Auditing Unit
525 Golden Gate Avenue
San Francisco, CA 94102
T: (415) 551-4770

Pronouns: he, him, his

www.sfpuc.org

From: [Lor. Houa](#)
To: [Rate Fairness Board](#); [Suzanne Mabardy](#)
Subject: RE: Request for increase of Tier One water service
Date: Friday, March 20, 2026 4:53:57 PM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Hi Suzanne,

Thank you for reaching out regarding the rate used to calculate the water consumption charge on your water and wastewater bills for accounts 5087380388 service address 355 – 357 Pierce St and 6749877022 service address 349 – 353 Pierce St. The applicable rate schedule for both accounts is Schedule W-1B: Multi-Family Residential Service. Per the rate schedule, the first 3 CCF units per dwelling unit is charged at \$11.24 and all additional units is charged at a rate of \$12.07.

A dwelling unit, “as defined in San Francisco Planning Code Section 102.7, a room or suite of two or more rooms that is designed for, or is occupied by, one family doing its own cooking therein and having only one kitchen. For the purposes of this resolution, a “Dwelling Unit” shall not include a lodging house, rooming house, motel, or hotel, as defined in San Francisco Housing Code Section 410, or a live/work unit, as defined in Section 102.13 of the San Francisco Planning Code.” See page vi of the Rate Schedules & Fees for Water and Sewer Service, [Rates Schedule Water Sewer 2025.pdf](#).

Our records show that your building has 5 dwelling units total and is served by two meters, hence the two accounts. Two of the 5 dwelling units are assigned to account 5087380388 and the remaining three are assigned to account 6749877022. If you believe that there should be 5 dwelling units per account for a total of 10 units for the entire building, then a 3-R report reflecting 10 dwelling units is required. You may obtain a copy of the 3-R report from the Assessor’s Office and are welcomed to send a copy directly to me and to our New Installations Unit, Nlapprovals@sfwater.org.

Account	Dwelling Units	Service Period	Water Consumption (CCF)	Water Consumption Charge
5087380388	2	2/18/26 – 3/18/26	9.38	\$108.24 Tier 1: \$67.44 6.00 CCF units (2 dwelling units x 3 CCF) x \$11.24

				Tier 2: \$40.80 3.38 CCF units x \$12.07
6749877022	3	2/18/26 – 3/18/26	16.25	\$188.67 Tier 1: \$101.16 9.00 units (3 dwelling units x 3 CCF) x \$11.24 Tier 2: \$87.51 7.25 units x \$12.07

Sincerely,

Houa Lor

Manager, Billing and High Consumption

Customer Services Bureau

Phone: 415-551-2909

Pronouns: she, her, hers

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From: Flores, Jazmin A <JAFlores@sflower.org> **On Behalf Of** Rate Fairness Board

Sent: Wednesday, March 18, 2026 2:01 PM

To: Suzanne Mabardy <propertymanagersllc@yahoo.com>; Rate Fairness Board
<RateFairnessBoard@sflower.org>; Lor, Houa <HLor@sflower.org>

Subject: RE: Request for increase of Tier One water service

Good afternoon Ms. Mabardy,

I am connecting you to the SFPUC customer service department who can help route you to the right team to have your questions answered.

Thank you,

Jazmin Flores

From: [Rates Info](#)
To: [Rates Info](#); [Lisa Dunseth](#)
Cc: [Rate Fairness Board](#); [Flores, Jazmin A](#); [Lor, Houa](#); [Lauppe Rhodes, Betsy](#)
Subject: RE: rate fairness board - Re: SFPUC Rate Increases: QUESTIONS
Date: Monday, April 20, 2026 4:10:39 PM

Hi Lisa – for your questions #2 and #3, I have been able to determine that it would be best if you talk with either Customer Service or the green infrastructure grant team to determine if there is an opportunity for you to appeal. Here are two emails to help you with same:

CustomerService@sfwater.org

StormwaterAppeals@sfwater.org

Regards,
Angela

From: Rates Info <ratesinfo@sfwater.org>
Sent: Friday, April 3, 2026 4:25 PM
To: Lisa Dunseth <dunsethl@hotmail.com>; Rates Info <ratesinfo@sfwater.org>
Cc: Rate Fairness Board <RateFairnessBoard@sfwater.org>; Flores, Jazmin A <JAFlores@sfwater.org>; Lor, Houa <HLor@sfwater.org>; Lauppe Rhodes, Betsy <BLauppe@sfwater.org>
Subject: RE: rate fairness board - Re: SFPUC Rate Increases: QUESTIONS

Hi Lisa –

Sorry for the unfinished sentence; yes, you are correct that the point is that small changes in paved/unpaved square footage under 100 sq ft do not impact stormwater charges, regardless of the type of customer.

I am checking internally for you on your questions.

In the meantime, regarding your stormwater credits as they specifically apply to your property, you may like to contact that department directly: 415-523-4414 or StormwaterCredits@sfwater.org

More next week.

Thanks and regards,
Angela

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From: Lisa Dunseth <dunsethl@hotmail.com>
Sent: Thursday, April 2, 2026 1:21 PM
To: Rates Info <ratesinfo@sfwater.org>
Cc: Rate Fairness Board <RateFairnessBoard@sfwater.org>; Flores, Jazmin A <JAFlores@sfwater.org>; Lor, Houa <HLor@sfwater.org>; Lauppe Rhodes, Betsy <BLauppe@sfwater.org>
Subject: rate fairness board - Re: SFPUC Rate Increases: QUESTIONS

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Dear Angela and SFPUC Rate Fairness Board,

Thank you for your reply and explanation. I have three more questions:

1. It appears that you've omitted part of a sentence or paragraph—can you please clarify this paragraph from your email?: “Notably, for non-residential customers who do pay based on their measured areas, only changes greater than 100 square feet are considered – small adjustments to front yards etc. do not put”

Are you trying to make the point that it would be practically impossible for a residential customer to be able to lower their stormwater bill because they'd need to be able to make changes larger than “100 square feet”...is that correct?

2. Also, I am interested in lowering our stormwater bill precisely because we HAVE NOT paved over any of our back, side, or front yards which include quite a bit of the city's

setback footage as well.

We have more than 300 square feet of permeability on our lot.

Your program for “Green Infrastructure for Homes” appears TO ONLY OFFER money to those who want to build rain gardens, permeable pavement, or cisterns.

[<https://www.sfpuc.gov/accounts-services/water-power-sewer-rates/stormwater-component-and-credits>]

We don’t want to build anything—we want credit FOR NOT building stuff and FOR NOT paving over green space. Why is the city willing to give us money to build projects (rain gardens etc.) instead of encouraging us to NOT pave over our yards and setbacks?

Do you understand my question and do can you please explain?

3. Regarding your Simplified Residential Rate Tiers: Our neighborhood has alleys/easements behind our houses which are mostly NOT PAVED—therefore they are permeable.

All of our neighbors along our block own twenty feet of these easements—which are not paved over, are permeable and therefor do not drain into the sewer system.

This additional twenty feet places us in the “Third Tier” of your rate schedule. We don’t think that is fair. Are all of our neighbors on our block expected to go through the “protest” procedure to request that this be changed?

Thank you for your attention to this matter.

Sincerely,
Lisa Dunseth

From: Rates Info <ratesinfo@sfwater.org>

Sent: Thursday, March 26, 2026 3:39 PM

To: Lisa Dunseth <dunsethl@hotmail.com>

Cc: Rates Info <ratesinfo@sfwater.org>; Rate Fairness Board <RateFairnessBoard@sfwater.org>; Flores, Jazmin A <JAFlores@sfwater.org>; Lor, Houa <HLor@sfwater.org>; Lauppe Rhodes, Betsy <BLauppe@sfwater.org>

Subject: RE: SFPUC Rate Increases: QUESTIONS

Dear Ms. Dunseth,

Thank you for your thoughtful questions and for taking the time to engage with the proposed rate changes. We appreciate your interest in understanding how the system works and how charges are determined.

The sewer portion of your bill is split into two parts so that each individual customer pays based on what they send into our system – whether it's wastewater from inside their building or stormwater running off their property:

1. A wastewater charge – based on the estimated volume and pollutant concentration of wastewater discharged into the system.
2. A stormwater charge – based on property size and the area of paved or impermeable surfaces that are unable to absorb excess rain.

Because the SFPUC's combined sewer system must collect and treat both the wastewater that goes down the drain AND the stormwater runoff from people's properties, the proposed rates include both those components.

Stormwater Portion of the Bill

The stormwater charge is based on the size and/or features of your property.

The amount of permeable or impermeable surface on each property is a factor in the stormwater component of the bill. Permeable surfaces, like landscaping and lawns, can absorb most stormwater that hits them. However, in very heavy rainstorms even permeable surfaces can become saturated and have some stormwater runoff – much like how if you leave a hose on in a flower bed it will overflow. Impermeable surfaces, like concrete and roofs, direct more stormwater to—and impose more costs on—the sewer system.

Based on hydrology models run by our engineering team, we determined that in San Francisco, on average, permeable surfaces have only 1/10 of the volume of

stormwater runoff as impermeable surfaces. Therefore, the charge for permeable surfaces is 1/10 the charge for impermeable surfaces. A property that is fully paved over would pay 10x more than one that is all lawn.

There is one complication here, which is that most residential parcels in San Francisco are charged a “simplified residential charge.” This charge groups parcels into one of three tiers based on total property area, with larger parcels (which have higher runoff) paying more. The monthly stormwater charges for each of these tiers are set based on the average permeable and impermeable areas for all parcels within each tier. A simplified charge for residential customers is widely used by stormwater utilities across the country. The purpose of this simplified charge is to make it easier for customers to know what their bill is, easier to administer, and to prevent customers and the agency from having to dispute exactly what is in place in small areas in a backyard. Notably, for non-residential customers who do pay based on their measured areas, only changes greater than 100 square feet are considered – small adjustments to front yards etc. do not put

So while we still want to encourage customers to remove impermeable surfaces on their property, doing so would not immediately impact a residential customer’s stormwater charges. Instead, we are directing customers who are interested in reducing stormwater runoff from their property and saving money on their stormwater bill to consider installing green infrastructure – such as rainwater harvesting, rain gardens, or green roofs. These projects significantly reduce stormwater runoff, and customers with green infrastructure are eligible to apply for a credit on their monthly stormwater bill. See this website for more details: Stormwater Credit Program.

Wastewater Portion of the Bill

Wastewater charges (also called “sanitary sewage charges”) are based on the estimated volume of on metered water use that goes down the drain (e.g., flows into sinks, showers, toilets). To calculate this portion of the bill, we use the metered water usage multiplied by a “flow factor,” which estimates the percent of water that flows into the sewer system. For residential single family customers, the default flow factor is 90%, which assumes that 10% of water is lost to evaporation, watering plants, pets, etc. This is a separate portion of the bill than the stormwater component.

We understand that these topics can be complex, and we are committed to continuing to provide clear information and to consider community feedback as the proposal evolves. Please feel free to reach out with any additional questions or comments.

Thanks and regards,

Angela

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From: Lisa Dunseth <dunsethl@hotmail.com>

Sent: Tuesday, March 17, 2026 2:57 PM

To: Rates Info <ratesinfo@sfgwater.org>; Rate Fairness Board <RateFairnessBoard@sfgwater.org>

Subject: SFPUC Rate Increases: QUESTIONS AL CHECKING FOR ANSWERS - in progress

Dear SFPUC and Rate Fairness Board,

I'm trying to understand your proposed rate increases.

Am I being "punished" for NOT paving over my setbacks and back yard?

I did not see or hear anything in your webinar that relates to a homeowner's effort to keep, maintain, and create permeability.

*Why is that?

*What happened to your efforts to encourage people to maintain permeability on their property?

2. How do you define “stormwater”? What counts as "stormwater" for billing purposes? Specifically:

*Are you referring to water that falls on my roof and drains from there into the sewer?

*Are you talking about rain falling on streets and sidewalks? But then how or why would I be charged for that?

*Are you talking about rainwater that falls into my garden and yard and replenishes the water table? How or why would you want to charge me for that as it does not enter the sewer?

*What about water that runs off of paved yards and gardens and runs into the streets?

*Does it matter if your property drains into the sewer system vs. the ground?

3. In your March 16th webinar Bestsy Lauppe Rhodes said:

"We collect and treat San Francisco's stormwater, which is the rainwater off of the streets, and sanitary sewage, which comes out of your sinks and toilets."

*This sounds like we are just being charged for any water we use from our taps, sinks, and toilets that is then sent into the sewer system. Is this correct?

Thank you for your attention to this important matter,

Lisa Dunseth

201 Delano Avenue

415/585-0472