



## Reaching the Sanitation Districts' During Our Office Closure

3/16/20 - During our office closure, we will do our best to provide efficient customer service using the approaches below. Please check our website [www.lacsd.org](http://www.lacsd.org) for updates. For general inquiries, email [info@lacsd.org](mailto:info@lacsd.org).

### Payments Online or by Mail

We will not be able to give receipts at this time. Please make payments online by visiting us at [www.lacsd.org](http://www.lacsd.org). To get to the payment portal, follow these steps:

- Visit [www.lacsd.org](http://www.lacsd.org)
- Click "How Do I?" on the top of your screen
- Click "Make an Online Payment"
- A new window will appear. You will select the type of payment you wish to make.

You may also mail in payments to: P.O. Box 4998, Whittier, CA 90607-4998

### Industrial Waste Surcharge and Connection Fee Customers

- Payments may be mailed or paid online
- If you have any questions, please contact us at [surchargeinfo@lacsd.org](mailto:surchargeinfo@lacsd.org) or 562-908-4288, ext. 2600

### Residential, Commercial and Business Connection Fee Customers

- Complete the attached "Sewerage System Connection Fee" application and submit **with ARCHITECTURAL SITE & FLOOR PLAN** via email to [connectionfee@lacsd.org](mailto:connectionfee@lacsd.org)
- If the project does not incur a connection fee, a receipt will be emailed, and original receipts will be mailed to the address provided on application
- If a connection fee *is due*, a quotation will be emailed. Payment may either be mailed or processed online by following the instructions above
- If you have any questions, please contact us at [connectionfee@lacsd.org](mailto:connectionfee@lacsd.org) or 562-908-4288, ext. 2727

### Purchasing

- Our purchasing staff is not seeing vendors at this time. Please contact us at 562-908-4288, ext. 1400 or [purchasing@lacsd.org](mailto:purchasing@lacsd.org) for more information
- If you are picking up a vendor payment, please contact accounts payable at 562-908-4288, ext. 1405 or [purchasing@lacsd.org](mailto:purchasing@lacsd.org) to arrange to have the payment left with the guard in our lobby for pickup
- Bid openings will be held in our board room at our main office at 1955 Workman Mill Road, Whittier, CA 90601

### Solid Waste Customers

If you need to make an online or mailed payment, see the text above regarding payments. For in-person payments, you may leave your check with the guard in the lobby of our main office at 1955 Workman Mill Road. If you have any questions, please call 562-908-4288, ext. 8801 or [SWAccounts@lacsd.org](mailto:SWAccounts@lacsd.org).

### Engineering Counter

Our engineering counter provides support for construction bids, sewer plan review and approval, and sewer connection permits. For information on these matters, please contact us at 562-908-4288, ext. 1205, fax 562-908-4251, or [engineeringcounter@lacsd.org](mailto:engineeringcounter@lacsd.org).