



City of Folsom Utility Relief Programs

The City of Folsom is committed to providing reliable water, wastewater, and waste disposal services to our customers. We also understand that many are facing severe challenges due to the COVID-19 health crisis. The City of Folsom offers several residential and business assistance programs designed to help during this difficult time.



RESIDENTIAL PROGRAMS

Utility Service Deposit Deferral:

Residents who have a security deposit held on their account are eligible for a short-term credit. This credit will allow you to use your deposit balance towards your monthly utility payment, until the deposit credit is depleted.

Utility Shut-Offs Suspended for Non-Payment:

The City of Folsom will not disconnect or suspend services for non-payment through July 1, 2020. For assistance or information about payment arrangements, contact Utility Billing Customer Service at billingwebmail@folsom.ca.us or 916-461-6101.

Residents may also be eligible for our utility assistance program that offers income-qualified customers a monthly discount.

We stand ready to provide support as you navigate these challenging times. Please reach out to identify what options are available before your bill becomes past due.



BUSINESS PROGRAMS

The COVID-19 pandemic has been especially hard for our local business community. Temporary rate relief options are available for impacted businesses.

- Folsom business customers impacted by the Sacramento County Public Health Order can request reduced wastewater/sewer rates. For more information, email billingwebmail@folsom.ca.us or call 916-461-6104.
- The Sacramento Regional County Sanitation District (Regional San) and Sacramento Area Sewer District offer rate relief for commercial and industrial accounts impacted by the Public Health Order. A one-time credit will appear on June 2020 City of Folsom commercial utility bills. For more information, visit www.sacsewer.com/raterelief.
- Commercial solid waste customers can reduce utility bills by reducing waste pickups or container size. For assistance, contact solidwaste@folsom.ca.us or 916-461-6730.

Get answers to your utility billing questions

We're here to help. You can reach Utility Billing Customer Service by email or phone for assistance with any of your utility billing related matters. We are available 8 a.m. to 5 p.m., Monday – Friday. Please email billingwebmail@folsom.ca.us or call 916-461-6101. Folsom City Hall, located at 50 Natoma Street, is open to the public during regular business hours.

www.folsom.ca.us/UtilityBilling