

Application for Relief FAQ's

The City of Newport Beach understands water demands for your household can change. Considering these changes, we have created provisions for different usage situations that are described below.

In accordance to the City's municipal code 14.17, we use 2020 (same billing period) as the base year to compare to your current billing period's water use.

Water use relief requests are reviewed by City staff for approval. Not all request for a relief may be granted.

My home was vacant in 2020. How do you compare my current water use?

In this scenario, we will look at 5 similar properties on your same street and create the average consumption as a baseline comparison to your current usage.

We did not own this home in 2020

In this scenario, we will look at 5 similar properties on your same street and create the average consumption as a baseline comparison to your current usage.

Additional people now live in the house as full-time residents compared to 2020

We assume 4 people per household in a single family residential, 3 people for a multifamily residential (townhome or condominium), and 2 people for an apartment. Should you have more people living full time at your residence, you will be asked to submit proof of residency as required on the relief application found at www.myaquatrax.com

My Home was under construction in 2020

In this scenario, we will look at 5 similar properties on your same street and create the average consumption as a baseline comparison to your current usage.

I've constructed a pool since 2020

As a provision to refill your pool due to evaporation, we will add one HCF or 748 gallons to your monthly budget. If you are billed bi-monthly, you will receive two HCF to your billing cycle. Saunas (hot tubs) do not qualify.

I have installed irrigation for grass and or landscaping where there was no irrigation prior to 2020.

There is no provision for increased water allowance when adding irrigation for landscape.

My home is registered as a vacation rental. The number of people in the home varies from week to week.

We will use 2020 same period water use as your budget. We encourage you to inform your guests to practice water efficient habits while visiting. See [50 ways-to-save](#) water.

I have medical needs that require more water than my 2020 consumption.

Please provide a doctor's note stating condition will require additional water usage.