



Hyperion July 2021 Incident Frequently Asked Questions

What is the Application for Assistance?

A recent incident at the Hyperion Water Reclamation Plant has caused inconvenience for the surrounding residents. In an effort to mitigate these impacts, the reimbursement program offers two options available to residents within the designated boundary area.

What are the geographic boundaries for this program?

Homes within the boundaries Vista del Mar, Imperial Highway, Pacific Coast Highway, and El Segundo Boulevard in El Segundo, CA 90245 are eligible. [Click here](#) to view a map.

How were these boundaries determined?

In a cooperative effort between LA Sanitation & Environment and representatives of the City of El Segundo, these boundaries were drawn to represent those closest in proximity to the incident and experiencing inconveniences.

The website states that this offer is valid until July 29, 2021 unless otherwise extended in writing by the City of Los Angeles. Will it be extended?

LA Sanitation & Environment, after hearing input from the City of El Segundo, will make a determination every Friday morning about the continuation of reimbursements until the situation has been fully resolved. Residents utilizing the program should check our website daily at www.lacitysan.org/alerts to see if the program is extended. Receipts must be timestamped before 11:59pm with the exception of hotel receipts, which are valid through checkout on the morning of August 6, 2021.

I'm inside the boundaries. What are my options for mitigation?

Each household may select only (1) option:

Option 1. Air conditioner unit(s)

LA Sanitation & Environment will reimburse each eligible household for air conditioner unit(s). For this purpose, LA Sanitation & Environment shall define air conditioner unit as air conditioners, fans, air purifiers, air filters, and associated installation. The limit will remain at a \$600 limit per household for homes 1000 square feet or smaller, and a \$1200 limit per household for homes above 1000 square feet. Itemized receipts will be required within 14 days of purchase. This offer is valid from July 12, 2021 through August 5, 2021 unless otherwise extended in writing by the City of Los Angeles.

Option 2. Reimbursement for hotel room, meals, and incidentals

LA Sanitation & Environment will reimburse each eligible household for one hotel room of up to \$182 per day and hotel self parking for one vehicle per day. Meals and groceries will also be reimbursed at the rate of \$66 per day for each person currently residing full time in the household as noted on the completed application. Receipts will be required for the hotel and parking, *but not for meals or groceries*. Most hotels are able to provide a receipt with room, tax, and parking only with other charges separated out. This offer is valid from July 12, 2021 through August 5, 2021 (for hotel checkout the morning of August 6, 2021) unless otherwise extended in writing by the City of Los Angeles.

Can I be reimbursed for air conditioner unit(s) or hotel room purchased before the reimbursement program was offered?

Yes, if you qualify for reimbursement, we will retroactively reimburse for air conditioner unit(s) or hotel rooms purchased on or after July 12, 2021 through the end of the reimbursement program, within the above-stated limits.

Will I be reimbursed for my increased utility bill?

No, at this time, the City is not in a position to offer assistance with utility payments.

Does the reimbursement include installation?

Yes, if the total of the purchase price of the unit(s) plus professional installation falls below the maximum reimbursement amount of up to \$600 for homes smaller than 1,000 square feet, and \$1,200 for homes larger than 1,000 square feet. Itemized receipts with proof of purchase and/or service are required.

Can I purchase and install central air with Option 1?

Yes, but it does not change the maximum allowable reimbursement amount.

How were the hotel limits decided?

LA Sanitation & Environment followed federal [GSA per diem](#) guidelines.

What are incidentals?

Federal GSA guidelines define [incidentals](#) as fees and tips given to porters, baggage carriers, hotel staff, and staff on ships. Reimbursement for incidentals is limited to this guideline.

Will you reimburse for AirBNB stays?

No, at this time the reimbursement program is applicable only to hotels and motels within Los Angeles County.

How do I apply for assistance?

1. Complete the online Application for Assistance; all fields must be completed as indicated
2. Receive approval from LASAN with a link to the Reimbursement Request Form
3. Purchase your units or reserve your hotel room
4. Complete the Reimbursement Request Form and submit the required paperwork/receipts
5. Anticipate reimbursement within 2-3 weeks of complete and accurate submission of the required documentation. Please allow an extra week for ACH (direct deposit).

How do I submit my receipts for reimbursement?

Please use the online Reimbursement Request form which is provided in the application approval email. You must complete the application and receive written approval before completing the reimbursement request. Receipts for daily meals, groceries, and incidentals *are not required*. A completed and signed IRS form W-9 is required for reimbursement along with proof of residency such as your most current utility bill.

Do you need receipts for everything?

No. We need receipts for the purchase and/or installation of air conditioning unit(s), fans, filters, and air purifiers, and for hotel rooms and parking. *Receipts are not required for meals, groceries, and incidentals*. If you are staying in a hotel, you will be reimbursed \$62 per day per person for meals and incidentals, according to the information you shared on your application.

How long will reimbursement take?

You may anticipate reimbursement approximately 2-3 weeks of complete and accurate submission of the required documentation. Please allow an extra week for ACH (direct deposit).

How will reimbursement be issued?

Upon review and approval of your reimbursement request, a check will be mailed to your home. You may also complete additional paperwork to request direct deposit if you prefer that.

I don't want to sign away my rights. Do I have to check the release of liability box?

This is the only field on the application that is not required. However, note that checking this box does not legally prevent you from taking action against the City of Los Angeles in the future.

I'm not within the boundaries, but I still want to apply for reimbursement. What can I do?

Although households outside the boundaries noted above are not eligible for the program, they are welcome to file a Claim for Damages with the City Clerk's office. [Click here](#) for more information about the process. You may start your digital application [here](#). For questions about how to file a claim, please contact the City Clerk's Office at (213) 978-1133.