



Video Assistance Program Frequently Asked Questions



Who qualifies for the Video Assistance Program?

The VAP is available to City Initiated SLIP cases only, laterals with defects identified through routine CCTV inspection of the City's Main Sewer Lines. SLIP cases triggered by Private Lateral Sewer Discharge, Building Permits, or those properties identified as a Commercial, Industrial, or Common Interest Development (3 or more dwelling units) do not qualify.

My property has multiple laterals, how many can get inspected through the VAP?

Each lateral with a City Initiated SLIP case can apply for the VAP as long as it meets the eligibility requirements. Acceptance to the VAP is on a first come first served bases. If your lateral is eligible, apply as soon as possible and no later than 30 days from the date on your request to inspect letter.

Do all laterals need to be cleaned prior to inspection? If so, do I have to use the City's contractor?

Only those laterals with a blockage that prevents the CCTV camera from properly inspecting the lateral will require cleaning. The City's contractor has set up a standard cleaning fee of \$350 per lateral (paid for by the property owner to the contractor) for VAP Customers. However, you can use any plumber of your choice. If cleaning requires the City Contractor to reschedule your inspection, you may be subject to a re-inspection fee.

How many people are accepted into the VAP per month? Is there a waitlist?

Approximately 40 participants will be accepted to the VAP each month. A waitlist is available based on our contracted plumber's availability.

If I am not in the VAP can I use the plumber of my choice for the inspection?

You can use the plumber of your choice as long as they are a City Certified CCTV Inspector. To find a list of current Certified Inspectors visit www.SantaBarbaraCA.gov//SLIPPlumber. Note: if you are not in the VAP, you must pay for the cost of inspection.

Which inspections will cost more than \$300? How will I be billed for the additional cost?

The City's VAP contractor fee for VAP participants is \$215 per inspection. Laterals who do not require re-inspection will be fully covered. If the City contractor has to reschedule the inspection due to cleaning, the property owner will be responsible for the additional cost to re-inspect. The additional cost will be due during the billing cycle in which the charge appears on the property's utility bill. See the example below (cleaning costs not eligible for VAP coverage and not included in the example).

Initial VAP Inspection	\$215
Forward Lateral Usage Fee	\$32
Cost to Re-Inspect	\$215
Total Cost	\$460
VAP Coverage	\$300
Property Owner Responsibility to be Added to Utility Bill	\$162*

*Does not include the cost to clean the private sewer lateral. The cost to clean is the responsibility of the property owner and is paid directly by the property owner to the plumber who conducts the cleaning.

What should I expect following my VAP inspection?

If no repairs are needed on your lateral, you will receive a Certificate of Compliance. If your lateral needs additional work, you will receive a Repair Letter by mail. If you need assistance understanding your repair letter, staff is available to meet with you in-person, virtually, or over the phone to review the required repairs.

Can I contact SLIP staff with additional questions?

SLIP staff is available to answer questions via [email](#) or phone at 805-568-1082. Available hours: 7:00 a.m. to 5:00 p.m. Monday- Friday. If you would like to schedule an appointment, please contact our staff to schedule.