

SUBJECT: Our New Online Customer Care Center is Now Live!

The City of San Diego is excited to announce that our new [Customer Care Center](#) online portal is live and ready for customers to register and use. As we communicated to you last month, the new system replaces the prior iPay online billing and payment system. The new [Customer Care Center](#) portal is now available for customers to register, receive bills and schedule future one-time and recurring payments.

You can register and begin using the new portal immediately.

All you need to do is:

1. Have the following information available from your water and sewer utility bill*:
 - **Account Number** - Your account number has changed. Your new account number will appear on your next bill. However, you can use your old account number (excluding letters and special characters) to register.
 - **Account Name** – Customer name shown on bill.
 - **Zip Code** – Nine-digit zip code (Zip+4) as shown in customer mailing address on bill.
2. Go to the Customer Care Center website (<http://www.sandiego.gov/customercare/>). The site includes instructions for using the portal as well as answers to frequently asked questions.
3. Click on the **Customer Care Center** icon.
4. Click on the “Register Now” link and the system will take you through the step-by-step registration process.

If you have difficulty or need assistance registering or accessing the system, just contact our Customer Care online support hotline at (619) 515-3516 or email customercare@sandiego.gov. Please note that our customer care agents are available from 7:30 a.m. to 5:00 p.m. Monday through Friday to assist you.

Once successfully registered you can:

- Discontinue receiving a paper bill and receive/access future bills online
- Set-up an automatic recurring payment so you never have to worry about making your payment on-time
- Access real-time account information 24/7

During this transition, we are experiencing a high volume of calls. We apologize for any inconvenience our transition to the new system may have caused our existing online customers and thank you for your patience, cooperation and support as we begin using the new and improved system.

The Customer Care Team

*Users of our former online billing and payment system can [click here](#) to obtain a copy of a prior bill from the iPay system.