

SUBJECT: Important information regarding your City utility bill!

The City of San Diego will launch a new online billing and payment system on July 5, 2011. The new Customer Care Solutions portal will replace the existing I-Pay online billing and payment system. We are contacting you as an existing I-Pay system user to notify you about the one-time impacts associated with the transition to this new system.

The current I-Pay system will be deactivated on June 24, 2011, before the new Customer Care Center portal is available. One-time/recurring payments scheduled for processing on or after June 24, 2011, in the existing I-Pay system will not be processed. The new Customer Care Solutions portal will be launched and available for customers to register, receive bills and schedule future one-time/recurring payments on July 5, 2011.

What do you need to know or do during this transition?

Between now and June 23, 2011:

- Write-down and save your current water/sewer utility account number.
- Remove active recurring payments in the I-Pay system.
- Schedule a one-time payment for any payments you need to have processed on or before June 23, 2011.
- Print/save information from the I-Pay system you may need in the future.

Between June 24, 2011, and July 5, 2011:

- If your payment is due during this time period, you may:
 1. Schedule a payment to process in the I-Pay system on or before June 23, 2011;
 2. Pay the bill using a different payment channel (mail, in-person). Visit our website (www.sandiego.gov/publicutilities) for a list of payment locations;
 3. Wait until July 5 then register in the new Customer Care Solutions portal and pay your bill.
- If your bill will be due after June 23, 2011, you will be sent a paper bill via U.S. Mail.
- You will continue to receive a paper bill until you re-enroll in the new system.

On July 5, 2011:

- You will receive a welcome e-mail with instructions to register and begin using the new system.
- In order to begin using the new system you must:
 1. Register in the new system
 2. Set-up electronic billing and discontinue paper bills
 3. Schedule one-time/recurring payment of current balance and future amounts.

The new Customer Care Solutions portal will provide real-time account information and an improved overall customer experience. We will be sending you more information and updates as we get closer to the launch of this new and exciting system.

Thank you for your support!

The Customer Care Team