

Subject: Important information about your I-Pay Account!

Dear Public Utilities I-Pay Customer,

As you may already know, The City of San Diego will launch a new online billing and payment system for our utility customers on July 5, 2011. The new Customer Care Center Portal will replace the existing I-Pay online billing and system currently used by our customer.

As an enrolled I-Pay user, you should have already received an email notification regarding this upcoming change from our I-Pay service provider, KUBRA. The information included in this notification can be found on our [website](#). It included specific things you should know or do to help you transition smoothly to the new system. Unfortunately, KUBRA experienced technical problems generating this notification and did not get this information to you as early as we had required. We apologize for any confusion or inconvenience KUBRA's delay in delivering this notice may have caused.

In the email notification, I-Pay customers were asked to remove any active recurring payments on their account. Due to the delayed communication, we have worked with the KUBRA to eliminate the need for customers to take this action. Payments already scheduled for processing on or after June 24, 2011 will not be processed. If you had a payment scheduled on or after this date, you can:

- a. Pay the bill using a different payment channel (using your bank's online bill payment site, mail or in-person)
- b. Wait until July 5, 2011 then register in the new Customer Care Center Portal and pay your bill.

Although you can no longer schedule/process payments in the existing I-Pay system, the system will remain available for users to access and view/print historical billing and payment activity through the July 5, 2011 transition date.

If you have further questions, please contact us at customercare@sandiego.gov or visit our website at www.sandiego.gov/publicutilities/.

Thank you for your patience and support.

The Customer Care Center