THE CITY OF SAN DIEGO

Water Department

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Updated Meter Routes Making Water Department More Efficient

SAN DIEGO – As part of its continuing effort to operate as cost-efficiently as possible, the City of San Diego Water Department's is updating its meter reading routes. The routes, which have not been updated in more than a decade, need to change to reflect the growth in San Diego as well as to take advantage of new technology.

The upgrade will impact the Department's customers as some accounts will be moving to new billing cycles. A change in cycle means that customer will have a new billing date and will receive a new account number. Customers impacted in this way will receive a direct letter from the Water Department with a full explanation of the changes.

"Each day Water Department meter readers read a route with 300-500 meters," explained Alex Ruiz, Deputy Director of the Department's Customer Support Division. "With this upgrade to the routes our meter readers will be able to accomplish this daily task more efficiently."

The changes will become effective with the October, 2005 bill. For most customers impacted by the billing changes, the billing date change will be less than three days. If an account moves to a new cycle, the first bill after the change will come on a different day of the month than it used to arrive. The amount owed could possibly be slightly larger or smaller, reflecting the fewer or additional billing days. Subsequent bills will then be mailed on the new billing date.

"Customers who pay by check, through automatic deduction or through the Department's I-Pay system will not have to worry about the change in account number," said Ruiz. "Those who make electronic payments through a third party, such as a bank, credit union, bookkeeper, or home software, such as Quicken, will need to change the account number from the old one to the new one. This should be done immediately in order to assure payments are posted correctly.

"We apologize for any inconvenience but we're sure our customers understand why this upgrade needs to occur. If you have any questions, please contact our Customer Service Department at (619) 515-3500.

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The Water Department maintains the water system that serves San Diego, and provides treated water service to the City of Del Mar, and wholesale water service to the California-American Water Company delivering water to Coronado, Imperial Beach, and portions of southern San Diego. This includes the treatment and delivery of more than 200 million gallons of water that is transported daily through more than 3,000 miles of pipelines. For more information about the Water Department's programs and services, please visit www.sandiego.gov/water or call (619) 515-3500 for general information.

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