



FOR IMMEDIATE RELEASE
 Wednesday, March 7, 2018

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City to Hold Three Customer Service Support Sessions to Address Water Bill Concerns

MORE THAN 40 CUSTOMER SERVICE REPRESENTATIVES WILL BE ON HAND TO ASSIST THE PUBLIC AT SATURDAY SESSIONS IN KEARNY MESA AND CHOLLAS VIEW

SAN DIEGO – In its continuing effort to resolve customers’ water bill concerns, the City of San Diego will hold three Customer Service Support sessions this month. The City has already held three similar sessions in order to assist customers with their water bills.

Wait times to meet with a customer service representative at these Saturday sessions will vary depending on the number of people who attend. If water customers are unable to wait or cannot attend, there are three other alternatives to obtain assistance with their water bills:

- Customers can leave their name and contact information with one of the on-site staff members. A customer service representative will respond within approximately 72 hours.
- The public can call the customer care line at 619-515-3500 during normal business hours, Monday through Friday, from 7:30 a.m. until 5 p.m.
- Customers can email their concerns to customercare@sandiego.gov. A customer service representative will respond within approximately 72 hours.

WHAT: Customer Service Support Sessions

WHO: Public Utilities Department Customer Service Representatives

WHEN: Saturday, March 10, 2018, 9 a.m. to 5 p.m.
 Public Utilities Department
 9192 Topaz Way, San Diego, CA 92123

Saturday, March 24, 2018, 9 a.m. to noon
Public Utilities Department
9192 Topaz Way, San Diego, CA 92123

Saturday, March 24, 2018, 2 - 5 p.m.
Jacobs Center for Neighborhood Innovation
404 Euclid Ave., San Diego, CA 92114

VISUALS: Customer Service Representatives working with customers.
Booths on how to read your meter, Help to Others (H2O), Pure Water San Diego,
Marine Biology and Ocean Monitoring and water conservation.

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