



**Office of Council President Pro Tem Barbara Bry
San Diego City Council
District 1**

For Immediate Release

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**Statement on the City Auditor's Report Regarding the Public Utilities
Department's Water Billing Procedures**

San Diego— Earlier this year I requested an audit of the Public Utilities Department (PUD) to investigate the flood of complaints my office received regarding inexplicably high water bills. Today the City Auditor's Office released its report on the comprehensive investigation. I would like to thank the City Auditor, Eduardo Luna, and his staff for their efforts in exploring this matter and providing clarity on the issues experienced by PUD customers.

I look forward to the PUD implementing best practices in reducing the frequency of meter misreads, and the issues related to consecutive estimated reads. Also, I am particularly interested in the PUD improving communications regarding rate changes and customer service. I encourage residents who experience spikes in their water bill to continue to reach out to the PUD and my office so we may quickly resolve your issue in a timely manner.

Council President Pro Tem Barbara Bry represents San Diego City Council District 1, which includes the communities of Carmel Valley, Del Mar Heights, Del Mar Mesa, La Jolla, Pacific Highlands Ranch, Torrey Hills, Torrey Pines, and University City.

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