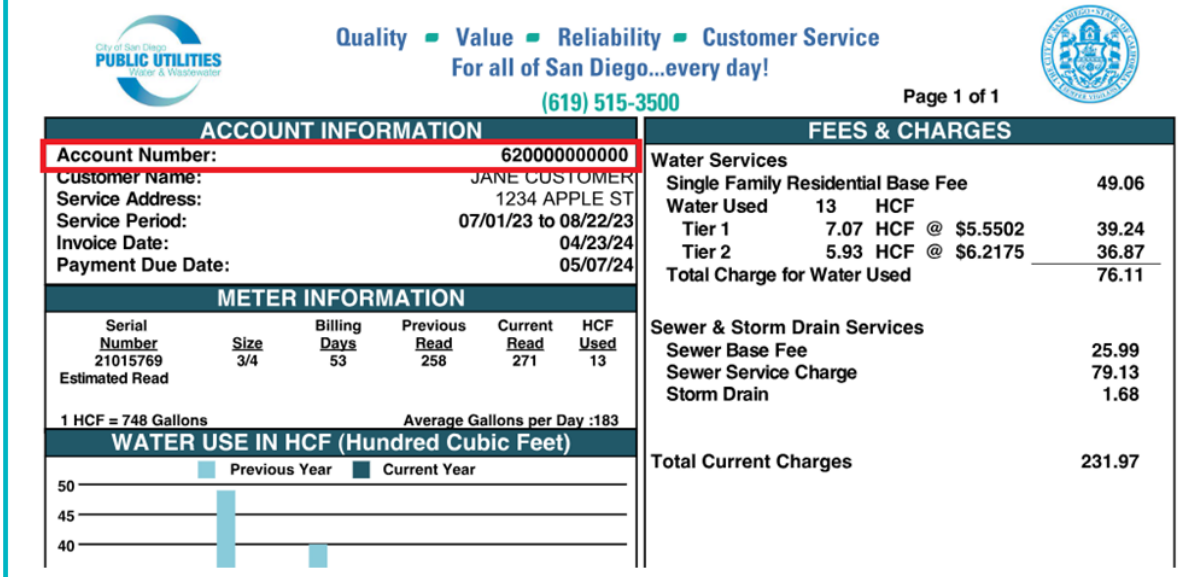
How do I change the name on my account?
To change the name on your account, please go to “Account Update” and provide the requested account information to verify your account. You will be able to select the account information you would like to change. For a name change, please select “Account Name Change”. You will be required to provide a copy of your identification to match the requested name change. Please note that this update applies only to legal name changes or misspellings. If you are taking over an account, please submit a “Start Service” request.

How do I take over the account from someone who has passed away?
If you are looking to take over an account of someone who has passed away, please start a “Start Service” request. As you walk through the questions, there will be one question under “Account Holder Details” asking to “indicate if your move-in request is related to any of the circumstances below”. Please select “Death”. This information will help us route your request to the appropriate channel to ensure that existing rates are maintained for your account.

Where can I find my account number?
Your account number can be found on your most recent bill or in your MyWaterSD account. Check your email or MyWaterSD for a copy of your bill if you do not receive paper bills. Your account number is a 12-digit number starting with the number “6”.

Individual



City of San Diego PUBLIC UTILITIES Water & Wastewater

Quality ▪ Value ▪ Reliability ▪ Customer Service
For all of San Diego...every day!
(619) 515-3500

Page 1 of 1

ACCOUNT INFORMATION

Account Number:	620000000000
Customer Name:	JANE CUSTOMER
Service Address:	1234 APPLE ST
Service Period:	07/01/23 to 08/22/23
Invoice Date:	04/23/24
Payment Due Date:	05/07/24

METER INFORMATION

Serial Number	Size	Billing Days	Previous Read	Current Read	HCF Used
21015769 Estimated Read	3/4	53	258	271	13

1 HCF = 748 Gallons — Average Gallons per Day :183

WATER USE IN HCF (Hundred Cubic Feet)

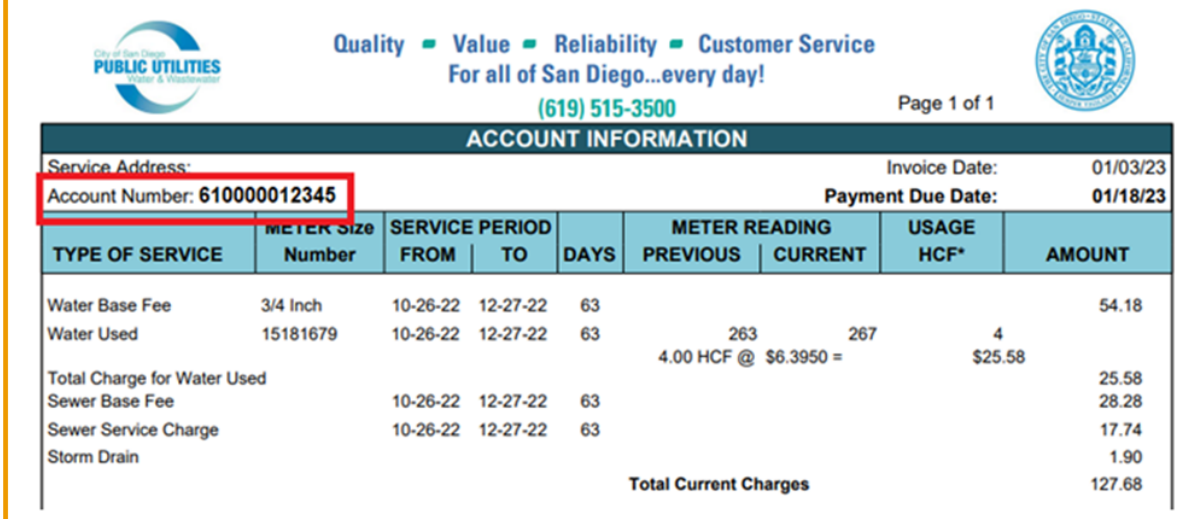
Previous Year ■ Current Year

50
45
40

FEES & CHARGES

Water Services				
Single Family Residential Base Fee				49.06
Water Used	13	HCF		
Tier 1	7.07	HCF @	$5.5502	39.24
Tier 2	5.93	HCF @	$6.2175	36.87
Total Charge for Water Used				76.11
Sewer & Storm Drain Services				
Sewer Base Fee				25.99
Sewer Service Charge				79.13
Storm Drain				1.68
Total Current Charges				231.97

Business / Organization



City of San Diego PUBLIC UTILITIES Water & Wastewater

Quality ▪ Value ▪ Reliability ▪ Customer Service
For all of San Diego...every day!
(619) 515-3500

Page 1 of 1

ACCOUNT INFORMATION

Service Address: — Invoice Date: 01/03/23

Account Number: **610000012345** — **Payment Due Date: 01/18/23**

TYPE OF SERVICE	METER Size / Number	SERVICE PERIOD FROM	TO	DAYS	METER READING PREVIOUS	CURRENT	USAGE HCF*	AMOUNT
Water Base Fee	3/4 Inch	10-26-22	12-27-22	63				54.18
Water Used	15181679	10-26-22	12-27-22	63	263	267	4	
					4.00 HCF @	$6.3950 =	$25.58	
Total Charge for Water Used								25.58
Sewer Base Fee		10-26-22	12-27-22	63				28.28
Sewer Service Charge		10-26-22	12-27-22	63				17.74
Storm Drain								1.90
					Total Current Charges			127.68

Why does Public Utilities require a copy of my ID or business documents?
This process aims to verify the identity of the account holder and confirm that a genuine representative is associated with the water bill account. This verification approach strengthens our ability to protect against unauthorized access and ensures the utmost confidentiality of your sensitive information.

How is my personal information kept secure?
Please refer to the City of San Diego privacy policy at https://www.sandiego.gov/privacy-policy

How do I give another person permission to access my account? What actions can they take related to my account?
You may add a Secondary Contact to have permission to access your account. If you already have an account, Secondary Contacts can be added through the "Account Update" process. If you do not yet have an account and are starting service, you will have the option to add a Secondary Contact during a Start Service request.

Any individual or business listed as a contact on a Public Utilities Department account will have the same access to account information and the ability to make changes to the account, as would the account holder. This includes information regarding usage, rates, payment method, and billing information. This also includes the ability to close the account and update the mailing address, phone number, and email address, as well as add additional contacts to the account. Contacts, however, are not allowed to start or transfer service on behalf of the account holder, with the exception of a property management company with a current property management agreement on file.

What do I do if my address is not serviced by SD?
Please check to see if your address is serviced by the City of San Diego by visiting https://www.sdcwa.org/find-your-water-district/

If you find that your address is not serviced by the City of San Diego and believe this to be an error, please reach out to the Public Utility Department at 619-515-3500.

How do I find my Tax ID or EIN?
As a business owner, you can find your Tax ID or Employer Identification Number (EIN) through the following methods:

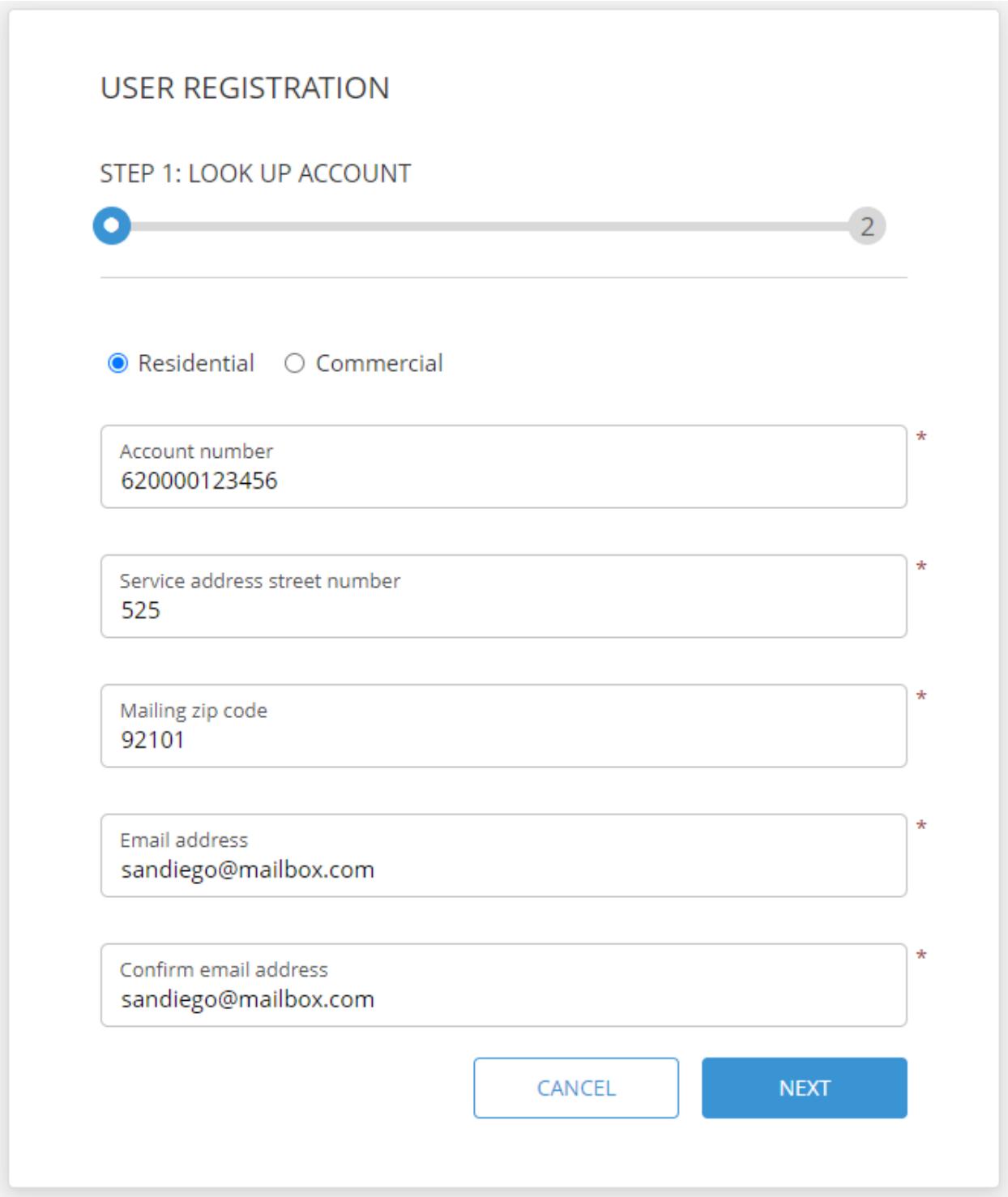
- Original Confirmation Letter from IRS: When you applied for an EIN, the IRS provided you with an original confirmation letter. Check your records for this letter, as it contains your EIN.
- Check Business Documents: Review official documents related to your business, such as incorporation papers, partnership agreements, or any paperwork filed with state or local authorities. Your EIN may be listed on these documents.
- Bank Statements: Some banks include your EIN on business bank statements. Check your business account statements for this information.
- Previous Tax Returns: Look at your business tax returns, particularly the first return you filed after obtaining the EIN. The EIN is usually included on these returns.
- Contact the IRS: If you are unable to find your EIN using the above methods, you can contact the IRS Business & Specialty Tax Line at 1-800-829-4933. Be prepared to provide information to verify your identity and ownership of the business.
- Check Online Accounts: If you have online access to your business accounts with the IRS or other tax-related platforms, your EIN may be listed there.
- Business Credit Reports: Business credit reports may include your EIN. Obtain a copy of your business credit report from credit reporting agencies.

How do I transfer service?
To facilitate the transfer of your service to a new address, it is necessary to conclude service at your current or previous address. Please adhere to the following steps and provide the requested information in the Stop Service request.

Upon reaching the conclusion of the request, you will be asked g whether you are "moving to an address serviced by the City of San Diego?" If your move is within the service area of the City of San Diego, kindly select "Yes." The subsequent screen will guide you through providing additional information essential for initiating your service at the new address.

What information do I need to register for a MyWaterSD account?

You will need your account number, service address street number, 5-digit mailing zip code and email address.



What features are included in the MyWaterSD Customer Portal?
Features include: viewing bills, making payments (with or without an account login), establishing auto pay, managing paperless/paper billing, and viewing usage history.

What features are not included in the MyWaterSD Customer Portal?
Requesting to start or stop water/sewer service, adding an authorized contact to the account and updating your mailing address. You can make those requests here.

How do I register and activate my account?
Visit MyWaterSD. Click on the 'Register' button under the My Account module, and enter all required information. Upon successful submission, an automatically generated email with an activation link will be sent to the email address provided.

Can I change my billing method on the MyWaterSD account?
Yes. You can view, edit and delete saved payment methods and add a credit/debit card or bank account.

What forms of payment are accepted?
MyWaterSD allows you to make payments for your water utility bills with a bank account or credit card (Visa, Mastercard, American Express, and Discover are all accepted).

What is the payment description on my bank or credit card statement?
When a debit or credit card are used for making a payment, the following charge description will appear on your bank/credit card statement: SMART ENERGY SYSTEMS [DATE] PURCHASE 909-217-3344 CA

Will I be charged a convenience fee for using my debit or credit card to make a payment?
Yes. Residential accounts are charged a convenience fee of 1.59% and commercial accounts are charged a 2.25% convenience fee. This fee is charged by a third-party service that processes these payments. The convenience fee charge will appear on your bank statement as follows: CHECKCARD SEW*COSD 619-515-3500 ON [DATE].

Can I add another person to my MyWaterSD account?
Yes. You will need to include that person's name, email address, your account number, the invitation and expiration dates for the access and the service address. Note that this only gives them access to login to MyWaterSD. If you would like them to have full permissions to make updates or changes to the account, or get information from our team members over the phone, they will also need to be added as an official contact on the account as well. You can add contacts to your account using the update account form found here.

Is the MyWaterSD customer portal available in Spanish?
Yes. You can select your language preference.

Can I make a payment without logging into my account?
Yes. Both the app and the online portal will allow you to make a payment without logging in. You will need to provide your account number and your street number.

What does the City of San Diego Public Utilities Department do with my personal information?
The City of San Diego's general privacy policy can be found here. The information in the optional About My Home Survey is currently saved but not used for unsolicited marketing and is not shared with third parties.

How secure is an e-bill?
Keeping your information confidential and secure is a top priority. The username and password you create for your account are unique identifiers only accessible to you.

When can I begin viewing my bills online?
Billing statements are available for viewing once they have been generated by the City of San Diego Public Utilities Department. Statements typically generate 2-5 days after your regularly scheduled water meter read. Billing and payment history extends back 2 years from the current date.

Can I see information about old water accounts? What happens if I close my account?
You will still be able to see information about your closed accounts for 6 months after the final invoice is generated.

Will I be notified when the bill is due?
Yes. You will be alerted when your bill is due through the selected choice of notifications (i.e. paper bill or email). The selection of either paper bill or email notifications is mandatory assuring that you will always receive notification one way or the other.

Can I make payments in person?
Yes. You can find a map of locations which accept in-person payments here. Or click on the link for Payment Locations found on the MyWaterSD home page.

What do I do if I'm not receiving the activation email or a password reset email?
Check your junk or spam folders in your email inbox. If you have submitted your information more than once, make sure you are opening the most recent copy of the email, as older links will expire once a new request is submitted.

What do I do if the link that I received once I registered is not working?

Confirm that you are opening the most recent copy of the email. If you attempted to register more than once, only the most recent activation link will work. If that still does not work, please call us at 619-515-3500 and one of our team members can assist you.

How is my Sewer Service Charge calculated? What is winter monitoring?

In the City of San Diego, each single-family domestic customer's individualized flat sewer rate is based upon the amount of water used during the previous winter. This system, rather than a flat rate for all customers, more fairly apportions the costs of running the sewer system. You can find a detailed explanation on our website here.