



CITY OF SAN DIEGO - 7650 MISSION VALLEY RD., SAN DIEGO, CA 92108

PUBLIC NOTICE

Date: Aug. 8, 2025

Subject: Possible Phishing Scam Emails Being Sent to DSD Customers

The Development Services Department (DSD) has recently been made aware of imposter emails being sent to City building permit customers as part of a phishing scam, requesting either a response back or some kind of submitted payment related to projects. Despite using language commonly found in City documents, these are not official City communications, and customers are advised not to follow their directions. The name of the department is incorrect, and we urge customers to not pay invoices that appear to be suspicious.

The City's cybersecurity team is working diligently to address this issue and has escalated it to law enforcement. DSD urges customers to utilize their best judgment when paying invoices, and to please verify any suspicious invoices prior to payment. City staff is available to respond to questions or concerns related to payments.

DSD invoice notifications are sent via the City's [online permitting portal](#). DSD does **not** request that payments be made via wire transfer. Additional information on DSD fees and payments can be found [here](#).

Customers should always log into their account to view outstanding invoices. Payments can be made through the DSD portal, or in person payments can be made at our new customer service center in Mission Valley, located at [7650 Mission Valley Rd.](#)

If you believe you've received a phishing email claiming to be from DSD, the Planning Commission or another City entity, please forward the email to your most recent City contact or your Development Project Manager so that we can forward it to our Cyber Security team to be investigated.