
Purpose

Use this procedure to contact the Customer Service Office via the Customer Care Center (CCC) portal.

Trigger

Perform this procedure when you want to contact the Customer Service Office via the CCC portal. You can write your specific requests or comments in a field, and upon submission, a Customer Care Agent from the Customer Service Office will contact you regarding your question, request, or complaint. You will also need to access the same screen to view a response from the Customer Service Office to your request or comment.

Prerequisites

- You need to be registered on CCC

Menu Path

Use the following menu path(s) to begin this transaction:

- **Internet Browser → Customer Care Center Portal → Contact Us**

Transaction Code

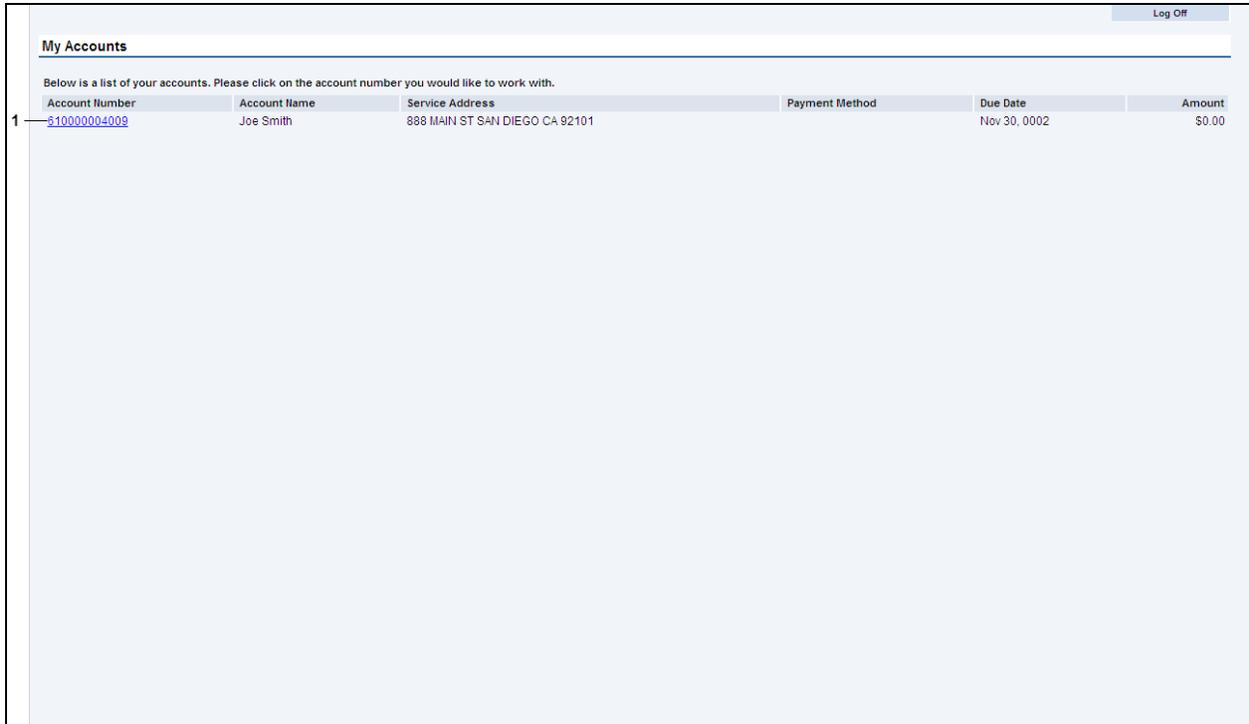
Customer Care Center

Helpful Hints

- Be as clear and specific as possible when writing your request or comment for the Customer Service Office. The more clear and specific you are, the easier it would be for an agent from the Customer Service Office to help and serve you better.

Procedure

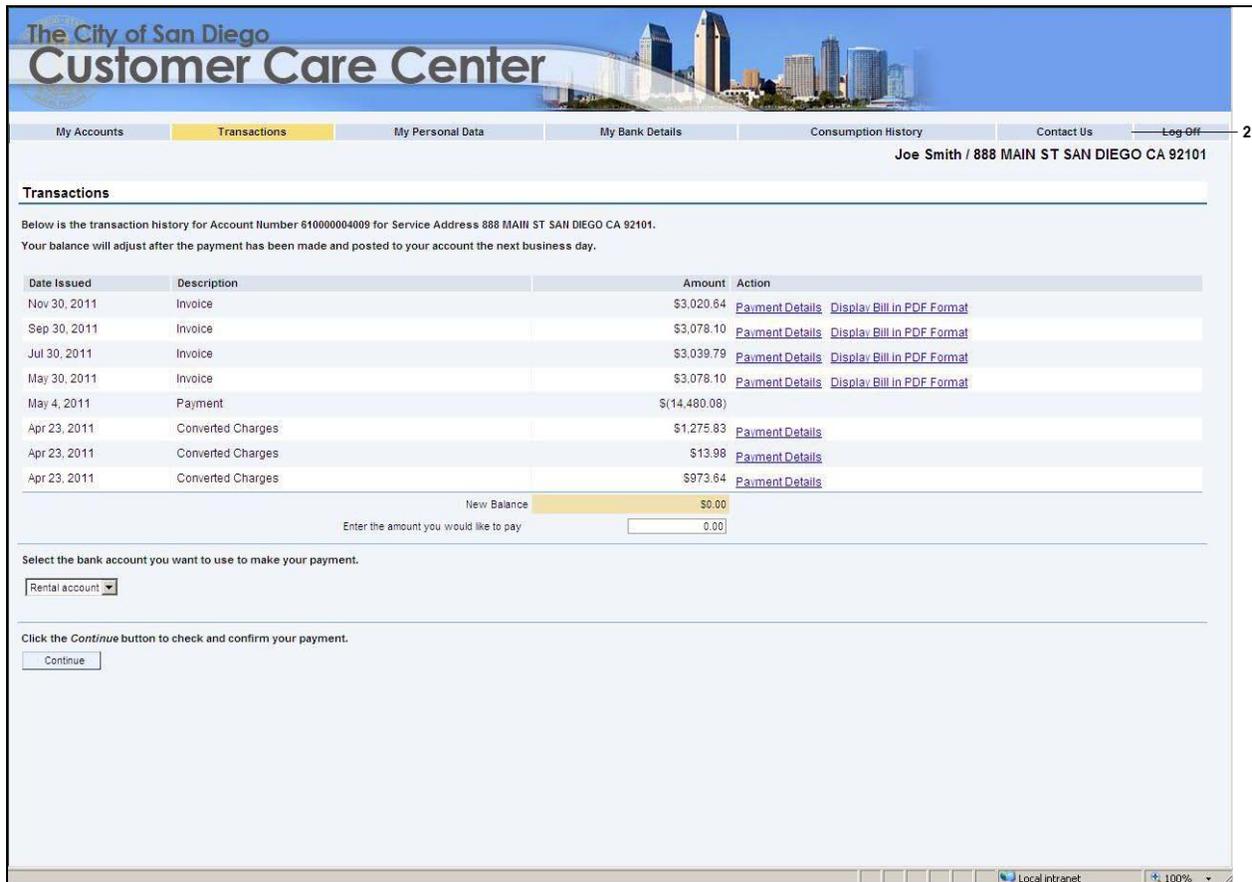
Content and Forms



Account Number	Account Name	Service Address	Payment Method	Due Date	Amount
210000004009	Joe Smith	888 MAIN ST SAN DIEGO CA 92101		Nov 30, 0002	\$0.00

1. Log onto the Customer Care Center (CCC) portal and select the account number that you want to contact the Customer Service Office about.

Navigation



The City of San Diego
Customer Care Center

My Accounts | **Transactions** | My Personal Data | My Bank Details | Consumption History | Contact Us | Log Off

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Transactions

Below is the transaction history for Account Number 610000004009 for Service Address 888 MAIN ST SAN DIEGO CA 92101.
Your balance will adjust after the payment has been made and posted to your account the next business day.

Date Issued	Description	Amount	Action
Nov 30, 2011	Invoice	\$3,020.64	Payment Details Display Bill in PDF Format
Sep 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
Jul 30, 2011	Invoice	\$3,039.79	Payment Details Display Bill in PDF Format
May 30, 2011	Invoice	\$3,078.10	Payment Details Display Bill in PDF Format
May 4, 2011	Payment	\$(14,480.08)	
Apr 23, 2011	Converted Charges	\$1,275.83	Payment Details
Apr 23, 2011	Converted Charges	\$13.98	Payment Details
Apr 23, 2011	Converted Charges	\$973.64	Payment Details
New Balance		\$0.00	

Enter the amount you would like to pay

Select the bank account you want to use to make your payment.

Click the *Continue* button to check and confirm your payment.

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2. Next, click the **Contact Us** tab 

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk (*) are required.

Contact Us

To contact Customer Service please enter a comment in the box below or call customer service directly at 619 515 3500.
To display a list of previous messages, select the appropriate search period:

Period:

Date	Time	Description
There are either no contacts available or no contacts were found that matched your search criteria.		

Add Reply / Inquiry

*Comment:

3. As required, complete/review the following fields:

Field	R/O/C	Description
* Comment:	R	A request, comment, or question for the Customer Service Office Example: Can you please call me? I would like to discuss my bill. Thanks!

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk (*) are required.

Contact Us

To contact Customer Service please enter a comment in the box below or call customer service directly at 619 515 3500.
To display a list of previous messages, select the appropriate search period:

Period:

Date	Time	Description
There are either no contacts available or no contacts were found that matched your search criteria.		

Add Reply / Inquiry

*Comment:

Can you please call me? I would like to discuss my bill. Thanks!

4. Once done, click the **Submit** button  to submit your request to the Customer Service Office.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk (*) are required.

Contact Us

To contact Customer Service please enter a comment in the box below or call customer service directly at 619 515 3500.
To display a list of previous messages, select the appropriate search period:

Period:

Date	Time	Description
May 23, 2011	8:57:51 AM	Can you please call me? I would like to discuss m Details

Add Reply / Inquiry

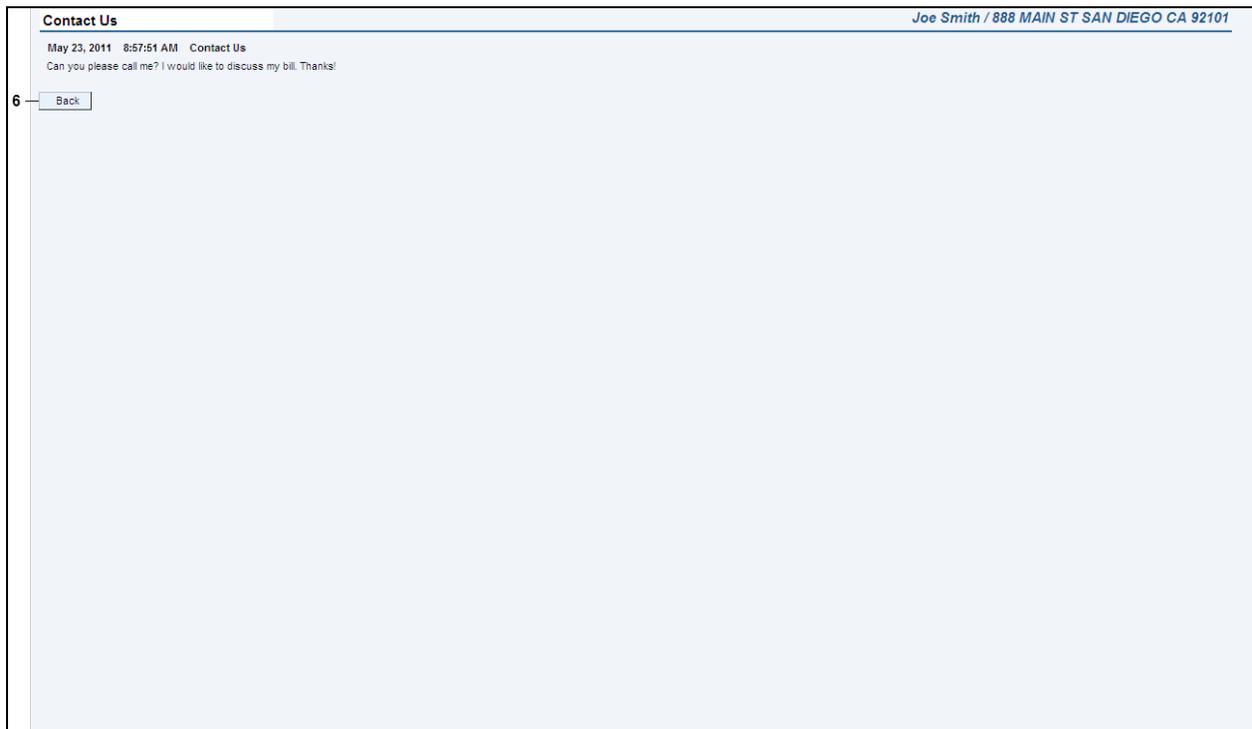
*Comment:

5. Click the **Details** [Details](#) link if you want to see the complete comment notes.

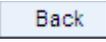


Once submitted, the request would appear in this section.

Content and Forms



The screenshot shows a web interface for a 'Contact Us' form. At the top left, the title 'Contact Us' is displayed. To the right of the title, the user information 'Joe Smith / 888 MAIN ST SAN DIEGO CA 92101' is visible. Below the title, the message content is shown: 'May 23, 2011 8:57:51 AM Contact Us' followed by the text 'Can you please call me? I would like to discuss my bill. Thanks!'. At the bottom left of the message area, there is a '6' followed by a 'Back' button. The rest of the form area is empty.

6. After reviewing the details, click the **Back** button  to return to the previous screen.

Result

You have successfully created a contact request on the CCC portal. After a Customer Care Agent responds to your comment, you can view their response using the same procedure.