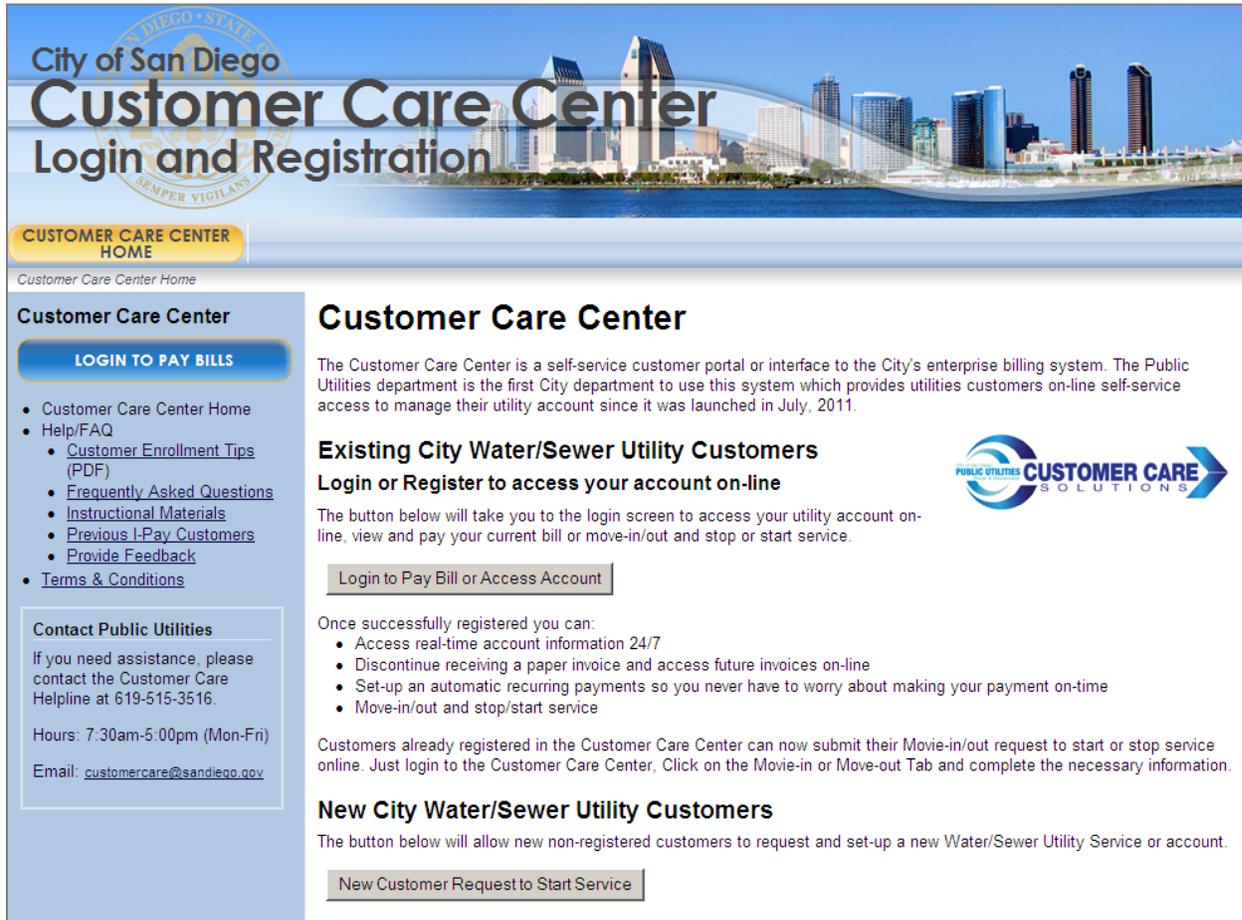
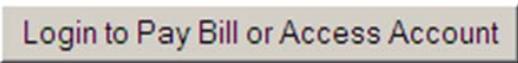


HOW TO MOVE-OUT FROM A SERVICE ADDRESS

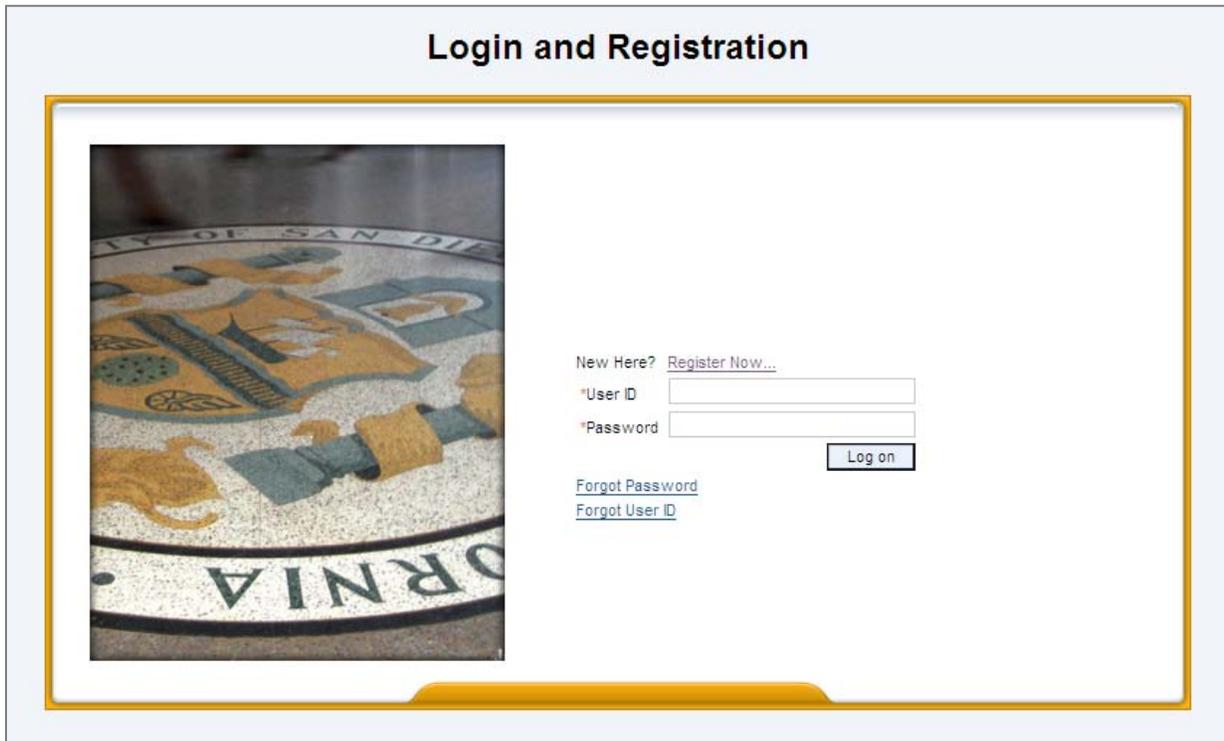
1. Open a web browser and navigate to <http://www.sandiego.gov/customercenter/>
2. The *Customer Care Center Login and Registration* screen appears.



3. In the middle of the screen, select the button *Login to Pay Bill or Access Account*.



4. The *Login and Registration* screen appears.



5. Log in using your user name and password.
6. The *My Public Utilities Accounts* screen appears.

My Public Utilities Accounts

Below is a list of your existing accounts. Select an account to retrieve related information for that service address. For the options to perform a new move-in or move-out select an account to advance to the next screen.

Account Number	Account Name	Service Address
610000040430	GEORGE HENRY	2680 PORT CREEK RD SAN DIEGO CA 92130-5709

7. On the left side of the screen is a list of accounts. To perform a move-out, select an account. This information will be used to populate your new move-in request.
8. When you select an account, the *Transactions* screen appears.

Transactions

Below is the transaction history for Account Number 610000040430 for Service Address 2680 PORT CREEK RD SAN DIEGO CA 92130-5709.
 Your balance will adjust after the payment has been made and posted to your account the next business day.
 All transactions, other than payments, posted to your account between bills, will be shown on your next bill image.

Note: To perform a new move-in or move-out select the move-in or move-out tab above.

Date Issued	Description	
Jul 6, 2011	Payment	
		New Balance
Enter the amount you would like to pay		

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

home account ▼

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

Continue

9. Select the link *Move-Out*, located at the top right of the screen.

My Bank Details
Move-In
Move-Out

GEORGE HENRY / 2680 PORT

10. The Move-Out-Select Service screen appears.

11. Provide the information marked with the red *.

Move-Out - Select Service Address

Enter the move-out date and select Service Address.

*Move-Out Date (MM / DD / YYYY) : 03 / 28 / 2014

Address	Contract Account	Contract	Division
📍 2680 PORT CREEK RD SAN DIEGO 92130-5709	610000040430	2000018235 Sewer	Sewer
		2000018248 Storm	Storm
		2000018226 Water	Water

Continue

12. Select *Continue*.
13. The *Move-Out New Mailing Address* screen appears.
14. Provide the information marked with the red *.

Move-Out - New Mailing Address

Enter your new mailing address data.

Items marked with an asterisk (*) are required.

First Name / Last Name :

*House Number / *Street :

Apartment, Unit or Suite :

City / *Postal Code :

*Country / State :

Telephone:

E-Mail Address:

When entering a phone number, enter numbers only ie. 6191234567.
This number will be used to contact you concerning your move out if needed.

15. Select *Continue*.
16. The *Move-Out - Final Bill Payment Data* screen appears.
17. Choose one of the payment options. If you do not already have bank details entered for your account, select the option *Bank Details* and provide the information marked with *.

Move-Out - Final Invoice Payment Data

Choose the desired payment method.

Automatic Debit Authorization

Bank Details

Skip this step

Enter Your Bank Details:

Please enter your bank information as listed at the [bottom of your check](#).

Items marked with an asterisk (*) are required.

*Bank Routing Number *Bank Account Number

*Bank Account Number *Country

18. Select Continue.
19. The *Move-Out Comments* screen appears.
20. Provide any additional information related to the move-out.

Move - Out - Comments

You can enter comments about the move-out in the following text field.

Comments

Your comments here.

21. Select *Continue*.
22. The *Move-Out Review* screen appears.
23. Review the screen details for accuracy.

Move-Out On Mar 28, 2012 Review

Check your entries and submit form.

Service Address

Address	2680 PORT CREEK RD SAN DIEGO 92130-5709
Contract Account	610000040430
Contracts	2000018235 Sewer -Sewer 2000018248 Storm -Storm 2000018226 Water -Water

New Mailing Address

Name	GEORGE HENRY
Address	987 Sunshine Avenue 222 San Diego 92698 USA / California

Payment Data

Type	Automatic Debit Authorization- home account
------	---

Comments

Your comments here.

Submit

Previous Step

Cancel

- 24. The customer can leave comments.
- 25. Select *Submit*.
- 26. The *Move-Out Confirmation* screen appears.

Move-Out On Mar 28, 2012 Confirmation

Your request has been submitted for approval. You may print this confirmation for your reference.

Service Address

Address	2680 PORT CREEK RD SAN DIEGO 92130-5709
Contract Account	610000040430
Contracts	2000018235 Sewer - Sewer 2000018248 Storm - Storm 2000018226 Water - Water

New Mailing Address

Name	GEORGE HENRY
Address	987 Sunshine Avenue 222 San Diego 92698 USA / California

Payment Data

Type	Automatic Debit Authorization- home account
------	---

Comments

Your comments here.

Print

27. Select *Print* at the bottom of the screen if you wish to have a copy for your records.

28. Within 5-10 minutes, you should receive a confirmation email sent to the email address listed on your account.

Subject: Customer Care Move-Out Confirmation

Dear GEORGE HENRY,

Your request for Move-Out is in process and should be complete within 3 business days.

Service Address:
2680 PORT CREEK RD
92130-5709 SAN DIEGO
CA

Move-Out Date: 03/28/2012

If you have any questions please contact [Customer Service](#).

Thank You,
City of San Diego Public Utilities Department
We appreciate your business and look forward to serving you in the future.

Congratulations! You have successfully submitted a request to move-out from a service address.