



**HOW TO MOVE-IN IF YOU ARE A NEW CUSTOMER OR HAVE NOT YET REGISTERED**

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 *New Customers Request to Start Service*.



4. The *Move-In* screen appears.

Move-In

**Move-In**

Items marked with an asterisk ( \* ) are required.

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

\*Move-In Date (MM / DD / YYYY ):  /  /

Click here if you are the property owner

5. Provide the information marked with a red \*.
6. If you are the property owner, check the box.
7. Select *Continue*.
8. The *Move-In Service Address* screen appears.

Move-In

**Move-In - Service Address**

Enter new Service Address.

Items marked with an asterisk ( \* ) are required.

\*House Number / \*Street :

Apartment, Unit or Suite :

City / \*Postal Code :

Country / State : USA / California

9. Provide the information marked with a red \*.
10. Select *Continue*.
11. The *Move-In Personal Data* screen appears.

Move-In

Move-In - Personal Data

Enter your data

Items marked with an asterisk ( \* ) are required.

Type of Customer :

\*First Name / \*Last Name :

This will be your standard address if you would like to change this address overwrite the entries.

\*House Number / \*Street / Apartment, Unit or Suite :

City / \*Postal Code :

\*Country / State :

Telephone:

\*E-Mail Address:  When entering a phone number,

\*Enter your Driver's License Number or Social Security Number (SSN).

Driver's License Number:

Social Security Number / Tax ID:

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

Move-In

Move-In - Mailing Address

Enter your mailing address.

Your invoice will be sent to your default address below, unless you overwrite the entry.

Items marked with an asterisk ( \* ) are required.

House Number / Street :

Apartment, Unit or Suite :

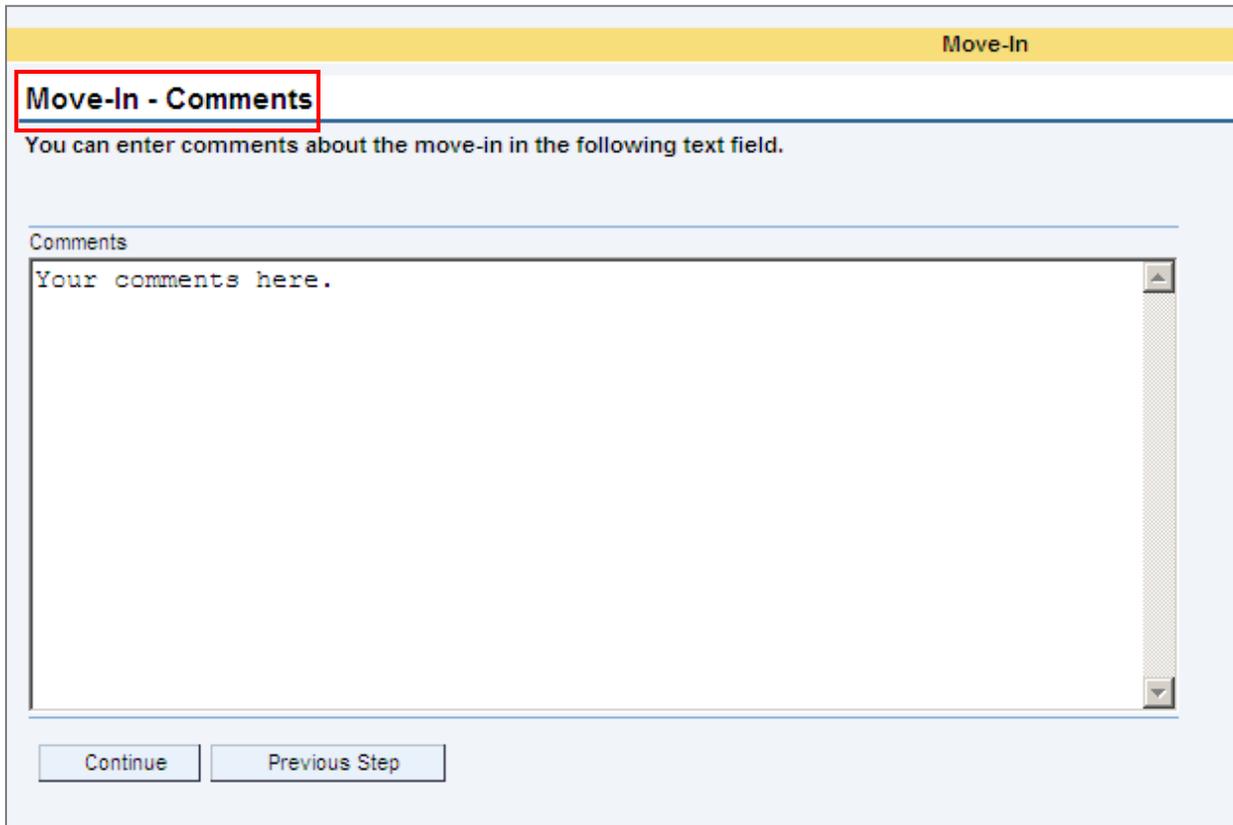
City / \*Postal Code :

\*Country / State :

15. Verify the default address that your invoice will be sent to, or provide a different address.

16. Select *Continue*.

17. The *Move-In – Comments* screen appears.



Move-In

**Move-In - Comments**

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

Comments

Your comments here.

Continue Previous Step

18. Provide any comments related to the move-in at this time.

19. Select *Continue*.

20. The *Move-In Review* screen appears.

**Move-In**

**Move-In On Mar 21, 2012 Move - In - Review**

Check your entries.

If you have read our general terms and conditions and are in agreement, choose "*Submit*" to submit your request.

Items marked with an asterisk ( \* ) are required.

**Service Address**

Telephone	6195551212
Owner	Yes
Address	11025 Southern Pl San Diego 92131-1328 USA / California

**Personal Data**

Name	Kirby Watson
Address	11025 Southern Pl San Diego 92131-1328 USA / California
E-Mail	kirby@hotmail.com
Social Security Number / Tax ID	310587744

**Mailing Address**

Name	Kirby Watson
Address	11025 Southern Pl San Diego 92131-1328 USA / California

**Comments**

Your comments here.

\*  I have read and accept the general [terms and conditions](#) of business.

21. Review the details of the move-in request.

22. Check the box after you have read and agreed to the terms and conditions of business.

I have read and accept the general [terms and conditions](#) of business.

23. Select Submit.

24. The *Move-In Confirmation* screen appears.

**Move-In**

**Move-In On Mar 21, 2012 Move-In - Confirmation**

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

**Service Address**

Telephone	6195551212
Owner	Yes
Address	11025 Southern Pl San Diego 92131-1328 USA / California

**Personal Data**

Name	Kirby Watson
Address	11025 Southern Pl San Diego 92131-1328 USA / California
E-Mail	kirby@hotmail.com
Social Security Number / Tax ID	310587744

**Mailing Address**

Name	Kirby Watson
Address	11025 Southern Pl San Diego 92131-1328 USA / California

**Comments**

Your comments here.

I have read and accept the general [terms and conditions](#) of business.



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25. Select *Print* if you would like a copy for your records.
  26. When your request has been processed, you will receive a confirmation email sent to the email address you just provided.

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*Congratulations!* You have successfully submitted a request to start service at a new address.