



THE CITY OF SAN DIEGO

M E M O R A N D U M

DATE: June 25, 2021

TO: Honorable Council President Campbell and Members of the City Council

FROM: Shauna Lorance, Director, Public Utilities Department  
via Alia Khouri, Deputy Chief Operating Officer

SUBJECT: Lapse of Public Utilities Customer Email Notifications by Vendor

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As part of our commitment to keeping you informed of community-impacting matters, I am alerting you to a customer communications issue we are addressing.

On Thursday, June 24, the Public Utilities Department learned that our MyWaterSD portal vendor failed to send all new bill and bill due emails which were supposed to be sent to customers between May 19, 2021 and June 22, 2021.

These customers have valid bills in the system; the notice that their bill is ready for review and payment was not sent. Additionally, the system sends reminders of bill availability and payment deadlines that were not sent either. No late fees will be assessed, nor will customers affected be forwarded to collections for any delayed payments due to the delayed notices, resulting in no financial penalties to the customer as a result of this error.

As of this morning, all customers who were supposed to have received a notification between June 10, 2021 and June 22, 2021 received that communication. A total of 62,041 customers who were supposed to receive an email notification between May 19, 2021 and June 9, 2021 will be notified via the attached email text. These customers have selected to receive email communications from Public Utilities; therefore, we will continue to communicate with them via their preferred method. Due to the volume of emails, it will take approximately 48 hours for all notifications to be distributed. We will also be posting a notification online.

We are also reviewing the vendor's contract language we have to ensure accountability occurs. We are in the midst of an upgrade to the MyWaterSD portal. The new administrative portal will provide us with email verification in real time.

Further, we are working with the Department of Information Technology and the vendor on proactive and ongoing options for our oversight to determine how this could have been caught sooner and how it will be prevented from recurring.

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Honorable Council President Campbell and Members of the City Council  
June 25, 2021

We apologize for this error. If you have questions, please contact Katie Keach, Deputy Director of Customer Support, at [kkeach@sanidiego.gov](mailto:kkeach@sanidiego.gov). She is also happy to field any related inquiries you may receive.

Sincerely,



Shauna Lorance  
Director, Public Utilities Department

Attachment: 1. Customer email

cc: Paola Avila, Chief of Staff, Office of the Mayor  
Jay Goldstone, Chief Operating Officer  
Andrea Tevlin, Independent Budget Analyst  
Matthew Vespi, Chief Financial Officer  
Kristina Peralta, Deputy Chief Operating Officer  
Jeff Sturak, Deputy Chief Operating Officer  
Jessica Lawrence, Director of Policy, Office of the Mayor  
Javier Gomez, Senior Policy Advisor and Council Affairs, Office of the Mayor  
Ally Berenter, Senior Manager, External Affairs & Water Policy  
Juan Guerreiro, Executive Assistant Director, Public Utilities Department  
Katie Keach, Deputy Director, Public Utilities Department

June 25, 2021

**Subject: Water Account Email Notifications**

Dear Customer,

It has been brought to my attention that email notifications pertaining to your water bill and/or water payment that you normally receive from [noreply@sandiego.gov](mailto:noreply@sandiego.gov) were not sent from May 19, 2021 until June 22, 2021. This was caused by a technical issue with the vendor that supports the City of San Diego's MyWaterSD online platform. This issue has been resolved.

You can log into your MyWaterSD account to review your current bill status. ***No late fees or penalties will be assessed*** as it is our responsibility to provide the notification and customer service that you expect from your water and wastewater provider.

I apologize for the inconvenience and delay in providing you notice of the availability of your bill. The City of San Diego Public Utilities Department is committed to providing the highest standard of customer service. We are actively making improvements to our processes to ensure that our customers are receiving high-quality customer service, as well as safe, reliable and consistent water and wastewater service.

Please do not hesitate to contact our customer care center at [customercare@sandiego.gov](mailto:customercare@sandiego.gov) should you have any questions.

Sincerely,

Katie Keach  
Deputy Director