SERVICE REQUEST FORM

(You will be contacted with your account details once complete.)

Select One:	☐ Start Service	☐ Stop Service
Service Address:		
Date to Start or Stop Service:		
Account Number (if known for stopping service only):		
Forwarding Address (for stopping service only):		
Relationship to Property:	☐ Owner	☐ Tenant
Select One:	☐ Individual	☐ Business/Organization
	Complete sections 1, 3 and 4	Complete sections 2, 3 and 4

1. Account Holder Information (Individual)

Last Name:	First Name:
Date of Birth:	Phone Number:
Email Address:	

2. Account Holder Information (Business/Organization)

Business/Organization Name:	
Business/Organization Phone:	
Contact Person Name and Title:	
Email Address:	Secondary Phone:

3. Mailing/Billing Address (If different from service address)

Street Address/P.O. Box:	
City/State:	Zip Code:

Secondary Contact (optional)

Any individual or business listed as a contact on a Public Utilities Department account will have the same access to account information, and the ability to make changes on the account, as would the account holder. This includes information regarding usage, rates, payment method and billing information. This also includes the ability to close the account, and update the mailing address, phone number and email address, as well as add additional contacts on the account. Contacts, however, are not allowed to start or transfer service on behalf of the account holder, with the exception of a property management company with a current property management agreement on file.

Last Name:		First Name:
Street Address/P.O. Box:		
City/State:	Zip Code:	Relationship to Account Holder:
Phone Number:		Email Address:

4. Documentation

Individual Accounts: One (1) form of a government issued identification listed below must be provided for the account holder and any secondary contact before starting or stopping water/sewer service.
Examples of acceptable government-issued identification are:

- Driver's license
- State identification card
- Military identification
- US Passport or Passport Card
- Foreign passport
- Permanent Resident Card
- Certificate of Naturalization or Certificate of U.S. Citizenship
- Student identification card
- Social Security Card

  The Federal Privacy Act gives you the right to choose whether to give us your Social Security Number. This information will be used for identification purposes. You will not be penalized if you choose not to give us your Social Security Number.

Business/Organization Accounts: One (1) copy of either document listed below, showing your Tax Identification Number, Employer Identification Number or City of San Diego Business Tax Certificate Number must be provided for the business/organization before starting or stopping water/sewer service.
Include a copy of the following:

- W-9
- San Diego Business Tax Certificate

Submit completed form and documentation by email, mail, or fax:

Email: customercare@sandiego.gov

Mail to: City of San Diego Public Utilities Department
Customer Care Center
P.O. Box 129020
San Diego, CA 92112-9020

Fax: 619-533-4133