

Withheld Water Bills

Why haven't I received my water/sewer bill?

The City of San Diego's Public Utilities billing system is programmed to hold bills that reflect abnormal water usage and/or exceptionally high balances. This is meant to allow our team to investigate and ensure that we are providing an accurate bill. We don't want to send our customers bills that are not accurate and that could be resolved before even reaching the customer. Unfortunately, there is a backlog of investigations so we aren't resolving the account concerns and releasing bills as quickly as we would like and as quickly as our customers should expect.

Contributing factors for a higher-than-normal bill may include:

- Manual water meter misread.
- Water leak on the property.
- Legitimate changes in a customer's water usage.

If I can provide a picture of my current meter read, would that expedite my account investigation?

Yes. Please visit this page to learn more about obtaining a current meter read:
www.sandiego.gov/public-utilities/customer-service/billing/water-meter-read.

Can I make a payment before I receive my bill(s)?

Yes. You can write a check payable to "City Treasurer" and mail it to:

City of San Diego
Public Utilities Department
P.O. Box 129020
San Diego, CA 92112-9020

Your payment will be applied to your account as a credit against any balance due once your bill(s) are issued. Please be sure to write your account number on the memo line of your check.

Additionally, you can make a payment online or visit a payment center location:

www.sandiego.gov/public-utilities/customer-service/billing.

What should I do if I don't receive my water/sewer bill?

If you have not received your bill(s), there is no action needed on your part. The City is not shutting off water for non-payment nor will you be charged any interest or late fees once you receive your delayed bill(s). Once the investigation into your account has been completed, you will receive a letter notifying you of the investigation results and your bills will be sent. If you have concerns about your water/sewer bill, you can call Public Utilities' Customer Support at 619-515-3500, Monday through Friday, 7:30 a.m. to 5 p.m. Please note we have been experiencing higher than normal call wait times and phone wait times are generally shortest first thing in the morning.

I received several months' worth of water/sewer bills and I cannot pay the full amount right away. What can I do?

We are always willing to work with our customers. While it can seem overwhelming to receive more than one bill all at the same time, customers can pay off their balance over time with no penalty or interest charged. Our Customer Support team can help you establish a payment plan.

If there was a water leak on your property when the bill(s) were held, customers can contact the Public Utilities' Customer Service at 619-515-3500 and request an adjustment. Please note we have been experiencing higher than normal call wait times and phone wait times are generally shortest first thing in the morning. General information about leak adjustments can be found on the [Billing Adjustments webpage](#).

How do I know if I have a leak on my property contributing to a high bill?

Visit our website for [step-by-step information](#) on how to check for water leaks on your property.

###