

PUBLIC UTILITIES THE NEW LOOK PUBLIC UTILITIES

The City of San Diego Public Utilities Department has redesigned its bill for single family customers with one meter. The new format is both easier to read and has more information. This bill insert will help you understand the changes to the bill.



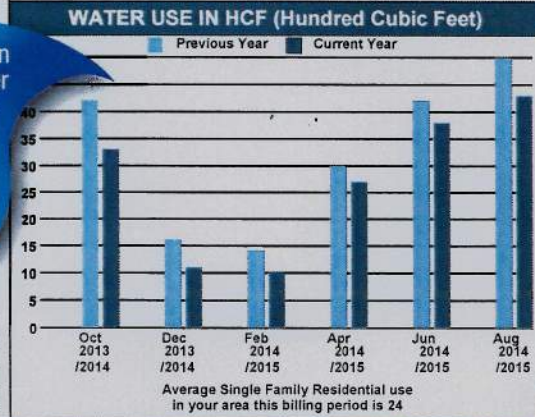
Quality ■ Value ■ Reliability ■ Customer Service
For all of San Diego...every day!
(619) 515-3500



Account information including the date your meter was read and when the bill is due.

ACCOUNT INFORMATION	
Service Address 1234 APPLE ST	
Account Number:	610000345678
Service Period:	06/19/15 to 08/17/15
Invoice date:	08/19/15
Payment Due Date:	09/03/15

METER INFORMATION					
Serial Number	Size	Billing Days	Previous Read	Current Read	HCF Used
12345678	3/4	60	1,479	1,522	43
1 HCF = 748 Gallons		Average Gallons per Day :536			



Current fees and charges including your total amount due.

FEES & CHARGES	
Water Services	
Single Family Residential Base Fee	40.62
Water Used 43 HCF	
Tier 1 8.00 HCF @ 3.8963	31.17
Tier 2 16.00 HCF @ 4.3638	69.82
Tier 3 12.00 HCF @ 6.2342	74.81
Tier 4 7.00 HCF @ 8.7657	61.36
Total Charge for Water Used	237.16
Sewer & Storm Drain Services	
Sewer Base Fee	30.66
Sewer Service Charge	35.98
Storm Drain	1.90
Total Current Charges	346.32
Previous Balance	54.00
Deposit Required	102.00
TOTAL DUE	502.32

Information about your water usage during the past two years. Also, you will see what the average usage is for the area you live in.

IMPORTANT MESSAGES

***** IMPORTANT INFORMATION REGARDING NEW WATER RATES *****

On Nov. 21, 2013, the City Council approved changes to water rates effective Jan. 1, 2014 and Jan. 1, 2015. This first bill is for the billing period that crosses Jan. 1, 2015 and is prorated. The old rates were used to calculate charges for the portion prior to Jan. 1, 2015 and the new rates were used to calculate the portion starting Jan. 1, 2015. Bills for subsequent periods will be calculated using just the new rates. The net impact to each customer's bill will vary depending on the service category and amount of water used. For a detailed look at the new rates please visit our website at www.sandiego.gov/water.

Any important info about your bill will show up as a bill message.



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The portion of your bill returned with your payment.

610000345678 1234 APPLE ST
Account Number Service Address

Sep 03, 2015
Payment Due Date

JANE CUSTOMER
1234 APPLE ST
SAN DIEGO CA 92101-1234

RETURN THIS PORTION
MAKE CHECK PAYABLE TO CITY TREASURER

0002 1 610000345678 5 0000050232 8 0

\$502.32
TOTAL AMOUNT DUE



Quality, Value, Reliability – In Every Drop!

ALL WAYS. ALWAYS.

DROUGHT ALERT: MANDATORY WATER USE RESTRICTIONS START NOVEMBER 1, 2014

The City of San Diego has enacted a Drought Alert, which calls for specific additional mandatory water use restrictions to be enforced. These restrictions will help San Diego combat severe drought conditions existing statewide. We've been here before—and San Diegans responded impressively. However, current conditions require we increase our conservation efforts by complying with the following water use restrictions.

▶ WATER ONLY 3 DAYS PER WEEK	S	M	T	W	T	F	S
Residences with Odd-numbered Addresses (example: 301 Drought Street) Water ONLY on Sundays, Tuesdays & Thursdays	💧		💧		💧		
Residences with Even-numbered Addresses (example: 500 Conservation Avenue) Water ONLY on Mondays, Wednesdays & Saturdays		💧		💧			💧
Apartments, Condos & Businesses Water ONLY on Mondays, Wednesdays & Fridays		💧		💧		💧	

▶ WATER AT THE RIGHT TIMES

- ▶ **November 1 through May 31:**
 Water between 4 pm–10 am for **ONLY 7 MINUTES** when using a standard sprinkler system.
- ▶ **June 1 through October 31:**
 Water between 6 pm–10 am for **ONLY 10 MINUTES** when using a standard sprinkler system.

▶ WASH YOUR CAR WISELY

- ▶ When you take your car to a car wash, use one that recycles its water.
- ▶ When you wash your car at home, do it during the seasonal time-of-day watering times listed at left, using a bucket or a hose with a shut-off nozzle.

▶ TURN OFF FOUNTAINS

- ▶ Turn off ornamental fountains, except for maintenance purposes.

▶ FIX LEAKS

- ▶ Repair water leaks within 72 hours.

FREQUENTLY ASKED QUESTIONS

How long will the Drought Alert be in effect?

Because of the extreme drought conditions statewide and the uncertainty of future rainfall, the City of San Diego's Drought Alert restrictions do not have a planned end date. Water supplies will continue to be monitored and the Drought Alert will stay in effect for as long as the City deems necessary, based on projected water supplies. It will lift the restrictions only when the need for them has ended.

If I see an incident of water waste, how can I let the City know about it?



Download the iPhone App



Download the Android App

There are three ways to let us know about water waste incidents you see: a new smartphone app, email and phone. The City recently released a free "Waste No Water" app for smartphones such as iPhones and Androids. With this app, you can take a photo of a water waste incident and send it to the City's Water Conservation Team in the Public Utilities Department. They will follow up on your complaint to educate the customer on the restrictions. To get the app, use the QR codes provided here - or go to the iTunes App Store for iPhones or the PlayStore for Androids. Search for "waste no water" and download the app to your phone. If you prefer to notify the City via email or a telephone, send the information on your complaint to waterwaste@sandiego.gov or call (619) 533-5271.

Am I going to be fined immediately if I am not in compliance with these restrictions?

No, you will not be immediately fined. In implementing the Drought Alert restrictions, one of the City's primary goals is to educate water users on how to conserve water and avoid waste. If we receive a complaint about your water use, you will be notified by mail. Then, you will be given information about the restrictions and the opportunity and time to comply with them. If our efforts remain unresolved and the violation continues, the case could eventually be referred to a Code Enforcement Officer, who continues our efforts to gain your voluntary compliance by a certain date. If all efforts become exhausted, a fine may at that point be issued.

I'm already conserving water as a result of the last drought and permanent restrictions that were enacted. How can I possibly do more?

Conservation is a way of life for all San Diegans. To do more, you would be surprised how much additional water you can save with a few simple adjustments to your daily routines. First, during the Drought Alert, outside your home make sure to water only on your three assigned days each week, for only the amount of time allowed and at the time of day allowed. In fact, consider watering one less day per week and/or for fewer minutes per station than you are allowed to see additional water savings. Second, when planting new plants, select water-wise, drought-tolerant plants for your landscaping. Inside your home, set a 5-minute timer to remind yourself to take shorter showers and only wash full loads in the dish and clothes washers. Remember, there are always ways to save. These are just a few. For more ideas, visit WasteNoWater.org.



THE CITY OF SAN DIEGO

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