

Withheld Water Bills

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

The City of San Diego's Public Utilities billing system is programmed to hold bills that reflect unusual water usage and/or exceptionally high balances. This is meant to allow our team to look into the matter and ensure that we are providing an accurate bill. We don't want to send bills that are not accurate and that could be resolved before even reaching the customer. Unfortunately, due to current staffing shortages, there is a backlog of held bills 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 held bill may include:

- There was a misread of your water meter.
- Your meter registered unusually low or zero usage.
- Your meter registered unusually high usage.

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

Yes. Please complete this [online form](#) to submit a photo of your current meter read. Please allow up to 10 business days for us to process.

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.

What happens if my bill(s) are held, and I determined I had a leak on my property during the period when my bills were held?

Some types of concealed leaks may be eligible for an adjustment on your bill(s). You can submit a request for a concealed leak adjustment using this [online form](#). General information about leak adjustments can be found on the [Billing Adjustments webpage](#).

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](#).

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

If you have not received your bill(s), there is no action needed on your part. There will be no late charges or penalties for non-payment, and your water service will continue uninterrupted. If you are able to provide a current picture of your meter read, you can complete this [online form](#) that will assist our team members in their review of your account in order to release your held bill(s). Please allow up to 10 business days for us to process. Additionally, please note there is no need for you to hire a plumber or a leak detection service unless you believe you have a leak. Once a review of your account has been completed, your bill(s) will be sent.

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 at the same time, customers can pay off their balance over time with no penalty or interest charged. If you would like to set up a payment plan, you can make your request using our [online form](#).

If you have additional questions about your water/sewer bill(s), you can call Public Utilities Customer Support at 619-515-3500, Monday through Friday, 7:30 a.m. to 5 p.m.

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