



**COUNCILMEMBER CHRIS CATE
CITY OF SAN DIEGO
SIXTH DISTRICT**

MEMORANDUM

DATE: January 30, 2018

TO: Vic Bienes, Director, Public Utilities Department

FROM: Councilmember Chris Cate

SUBJECT: High Customer Water Bills in District 6

Earlier this month, my office began to receive numerous calls and emails from District 6 residents who were alarmed about receiving uncharacteristically high water bills. This issue has affected multiple neighborhoods in my district, including households in Mira Mesa who saw their bills increase as high as 400 percent over the previous billing cycle. My office has contacted the Public Utilities Department (PUD) on several occasions to address this issue and has yet to receive an adequate explanation as to the reason, or reasons, for the increase.

As such, I would appreciate answers to the following questions:

- Based on the customer inquiries received by PUD, has staff been able to determine a primary cause for the increase in customer water bills? If so, please provide that information to me.
- From the outset of the recent spike in customer complaints, has PUD done any tracking or categorizing of potential cause(s) for each respective complaint filed with the City? If so, please provide that information to me.
- What is PUD doing to address the possible cause(s) that have been identified?
- My office has been informed that PUD is evaluating this issue on a case-by-case basis. What is the rationale behind PUD selecting this approach when entire neighborhoods and streets are experiencing high water bills?
- Is PUD willing to work with my office to host a community meeting with customers in an effort to identify the cause(s) for the recent high water bills?

Thank you for your attention to this matter. I look forward to your response.