

Sewer Billing: Why has it changed?

Many sewer customers may be asking why? Why doesn't my autopay work? Why am I now receiving a paper bill instead of electronic billing?

We have answers for you. The City is going through a sewer billing transition after receiving notice that its existing vendor, Fathom, was abruptly going out of business. This has left the City in a position to implement stop gap measures while a long-term solution is developed.

What has changed?

- Online payment account portal (U2You) is no longer available, but a temporary one-time payment portal has been established in the short term.
- Electronic bill emails have also been discontinued and all accounts are being mailed paper bills. Any automatic payments have not been collected since December 2019. It is anticipated that the City will be able to reinstate automatic payments made with a bank account in the near future, with the exception of automatic credit card payments.

Despite taking the sewer billing efforts in-house to be performed by existing City staff, the billing schedule has not been impacted for customers, which continue to be issued every other month. There have been some delays for opening and closing accounts.

Staff is committed to mitigating disruptions and has the following payment options in place:

 <p>PAY ONLINE An online portal for one-time credit card payments is able at: https://cityofelcajon.us/sewer</p> <p>This feature does not have account number validation, invoice viewing, and balance look-up capabilities. A more comprehensive solution is in progress.</p>	 <p>PAY BY PHONE Credit card payments can be entered into the interactive voice recognition system by dialing: (619) 873-1660</p>
 <p>PAY BY MAIL Check payments (with account numbers written in the memo) may be mailed to: CITY OF EL CAJON PO BOX 51943 Los Angeles, CA 90051-6243</p>	 <p>PAY IN PERSON Payments in person can be made at: CITY HALL 200 Civic Center Way El Cajon, CA 92020</p> <p>Cash, check, and credit card (Visa and Master Card) are accepted.</p>

Thank you for your patience as we transition this service.

For additional information, please call the City's customer service line at (619) 873-1660.

