



FREQUENTLY ASKED QUESTIONS SEWER BILLING

1. What are the current sewer rates?

[For current information click here](#)

2. When did the new rates go into effect?

The new rates were adopted by the El Cajon City Council on November 8, 2011. The 2016 rate increase will be reflected on your July/August bill. This will be the fifth and final stage of the approved rate increase.

3. What is the "base charge" that is shown on my bill?

The base charge is used to pay "fixed" costs; those expenditures that are not affected by sewage flow such as regular sewer line maintenance. The base charge for most customers is \$11.30 per bi-monthly billing. For multi-family residential units, the base charge is \$11.30 for the first dwelling unit plus \$5.65 per additional dwelling unit.

4. How often do I get a sewer bill?

Sewer is billed every two months.

5. Can I pay my sewer bill in person?

You can pay for your sewer bill in the Finance Department, located in City Hall at 200 Civic Center Way, El Cajon, CA. Civic Center Way is accessible from Magnolia Avenue. City Hall is the 6-story brown brick building adjacent to the Police Department. You'll need to sign in at the front desk; Finance is located on the Fifth Floor.

6. Do you accept credit card payments?

Visa or MasterCard are accepted in person at the City of El Cajon Finance Department or through the City's website at <https://elcajon.gwfathom.com>. Please note that payments made on the City's website may take up to three (3) business days to post to your account. Payments can also be made over the telephone by calling Customer Care, toll-free, at (855) 518-4018.

7. Can I sign up for e-billing?

Visit the City's website at <https://elcajon.gwfathom.com> and register your account using your 10-digit Customer number and 9-digit Account number (listed on the upper right-hand corner of your bill), along with the last four digits of the phone number listed in your account. Once your account is registered with an email address, follow the directions under the "GO GREEN!" button to sign up for e-billing.

8. How do I sign up for automatic payment?

The application form is available online at <https://elcajon.gwfathom.com/Pay-Bill-AutoPay-Details.aspx>. You may also pick up a form, in person, from the Finance Department in person at City Hall.

9. Can I pay my sewer bill and my water bill with one check?

No. The City of El Cajon is a separate entity from the water districts; therefore, the bills need to be paid separately.

10. How much time do I have to pay my sewer bill?

Your sewer bill is due 28 days from the issue date. Late payments are assessed a 10% penalty and accrue interest at 1.5% per month. If you are paying your bill on or near the due date, it is recommended that you pay your bill in person to avoid the late penalty. Please note that payments through the City's website may take up to 3 business days to post to your account.

11. Can I change the due date of my sewer bill?

No. The due dates are based on current water meter reads that are provided by the water districts (Helix Water District or Padre Dam Municipal Water District).

12. Can I make payment arrangements?

No. A lien is placed on the property for delinquent balances and unpaid delinquent amounts are added to the owner's property tax bill.

13. I'm a tenant, why do you send a bill to my landlord?

The City of El Cajon generally sends regular bi-monthly bills to the billing party, alone. When the bill becomes delinquent, a past-due notice is sent to the billing party and a duplicate notice is sent to the property owner. Property owner notices are necessary, because delinquent balances can become a lien on the property, which may be added to the owner's property tax bill.

14. I'm going on vacation, what can I do about my sewer bill?

For most single-family residential customers, your sewer charge remains the same amount for a twelve (12) month period beginning with your July/August bill and ending with your May/June bill. You can always prepay your account before you leave on vacation.

Pre-payments can be made in person in the Finance Department at City Hall, over the phone with Customer Care, or a check can be sent to City of El Cajon, Sewer Billing at PO BOX 51159, Los Angeles, CA 90051-5459. Please note your customer and account numbers on the check.