

March 19, 2020

## We Will Continue to Provide Essential Water, Power and Wastewater Services



On Monday, March 16, Mayor London Breed and the San Francisco Department of Public Health issued a public health order requiring residents to remain at home with the only exception being for essential needs. This is a response to slow the spread of COVID-19 to protect the most vulnerable and to prevent the health care system from being overwhelmed. The order also requires City and County offices that are deemed 'non-essential' to close during this time.

The temporary shutdown of City and County offices is effective Tuesday, March 17, to at least April 7.

### WHAT THIS MEANS FOR OUR CUSTOMERS:



**San Francisco's tap water is safe.** Our rigorous water disinfection processes ensure that your tap water is safe from viruses, including COVID-19.

**San Francisco's tap water is plentiful and reliable.** We plan for emergencies to ensure that enough staff members report for duty to keep the water flowing. In other words, COVID-19 has no impact on the quality and supply of San Francisco's tap water. The same is true for our wastewater and power services.

### Bill Pay and Customer Service

SFPUC Headquarters located at 525 Golden Gate Avenue is closed.

- The Cashier, Customer Service, and New Service Installations Counters will not be available during this time.
- The Capacity Charges Counter, located at 1660 Mission Street, is also closed.

### How to Pay Your Bill During this Time



#### Payment by U.S. Mail

Send the bottom portion of the bill with check or money order payable to San Francisco Water to P.O. Box 7369, San Francisco, CA 94120-7369.

**DO NOT MAIL CASH.**



#### Pay Online

- Sign up with our SFPUC BillPay service by logging onto MyAccount
- Register with your own financial institution's BillPay service
- Use a bill payment service provider such as Checkfree

- Make a one-time online payment with credit card (Visa or MasterCard), debit card, eCheck, or cash at [sfwater.org/waterezpay](https://sfwater.org/waterezpay). This payment service is provided free of any processing charges to you. There is a payment limit of \$5,000 within a 30-day period on credit and debit cards only. The cash option allows for payments only at 7-Eleven stores using a barcode downloaded from the EZ-Pay site.
- Sign up for automatic payment service by logging onto [directpaymentplan.com](https://directpaymentplan.com).



#### **Pay by Phone**

- Call (415) 551-3000, follow the recorded instructions and choose “Pay By Phone”
- Call (844) 737-8222 for our automated payment service provider



#### **Pay in Person. Please avoid this option if at all possible! if you have no other options but to pay in cash:**

**7-Eleven Stores** (cash only, minimum payment of \$10.00)

Pay with cash at participating 7-Eleven Stores with an EZ-Pay barcode, downloadable at [sfwater.org/waterezpay](https://sfwater.org/waterezpay). Most 7-Eleven Stores are open 24 Hours, check your nearest 7-Eleven Store for more details.

#### **For Account Services**

For water account services and water usage, please go to <https://myaccount.sfwater.org/>

For power account services and power usage, please go to

<https://myaccount-power.sfwater.org/portal/>

#### **Late Payments**

- During these difficult times, SFPUC will not shut off water or power services due to late payments.
- SFPUC is also postponing liens and collections during this time.

#### **Pay Plan**

If you are having financial difficulties and need to enter into a pay plan, please email us at [customerservice@sfwater.org](mailto:customerservice@sfwater.org) or call us at (415) 551-3000.

The following services are temporarily suspended:

- Leak inspections
- High bills check repairs
- Yard inspections for flow factor adjustments

Those with appointments scheduled will be notified of cancellation and will be rescheduled in the future.

#### **Questions**

If you have questions, we are here to help.

Customer Service general #: (415) 551-3000 and email: [customerservice@sfwater.org](mailto:customerservice@sfwater.org)

#### **Other Closures**

The Pulgas Water Temple is currently closed to events and cars. The pedestrian gate remains open as long as visitors maintain the recommended social distancing.

Thank you for your patience and resilience during this time!

For more information and links to City resources, please visit <https://sf.gov/topics/coronavirus-covid-19>.