From: **NoReply** NoReply@sandiego.gov
Subject: [EXTERNAL] Webform submission from: Complaint Form
Date: December 30, 2025 at 10:47
To: SDAT City Attorney CityAttorney@sandiego.gov

Submitted on Tue, 12/30/2025 - 10:47

**** CONTACT INFORMATION ****

NAME:
[redacted]

PHONE:
[redacted]

EMAIL:
[redacted]

ADDRESS:
[redacted]

**** VIOLATION INFORMATION ****

ADDRESS OF CODE VIOLATION OR PUBLIC NUISANCE:
[redacted]

TYPE OF ISSUE OR AREA OF CONCERN:
Other/Otro tipo de violación

DESCRIBE VIOLATION:
CODE ENFORCEMENT COMPLAINT

City of San Diego - Utility Transparency Ordinance (O-21987)

Property:
[redacted]

Landlord / Property Manager:
[redacted]

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Description of Issue

I am a tenant at the above property and am billed monthly for water, sewer, and trash services using a ratio utility billing method.

On October 15, 2025, property management issued a written notice to tenants citing the City of San Diego Utility Transparency Ordinance (O-21987). The notice states that upon request, tenants will be provided:

* A copy of the utility or tax bill, and
* The calculations used to determine the amount charged to the tenant.

I submitted a written request to property management asking for a copy of the underlying master utility bill(s) used to calculate my charges.

In response, property management stated in writing that they cannot provide the property's utility bill and directed me to Conservice, a third-party billing company. They further stated that the property bill cannot be shared because it includes other tenants' information.

No copy of the master utility bill or tax bill has been provided, redacted or otherwise.

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Basis for Complaint

The Utility Transparency Ordinance (O-21987) requires that, upon request, the landlord provide tenants with a copy of the utility or tax bill and the calculations used to determine the utility charges.

The landlord has acknowledged this requirement in their written notice but has refused to provide the underlying utility bill after a direct request.

Providing only a billing summary or allocation table does not satisfy the ordinance's requirement to provide the utility or tax bill itself.

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Requested Action

I am requesting that Code Enforcement review this matter and determine whether the landlord is in compliance with the Utility Transparency Ordinance, and if not, require the landlord to provide the required documentation as specified by the ordinance.