From: [redacted] [redacted]
Subject: [EXTERNAL] FORMAL COMPLAINT: Violation of Tenant Utility Ordinance & Predatory Billing - [redacted]
Date: May 6, 2026 at 12:45
To: SDAT City Attorney CityAttorney@sandiego.gov

KB

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I am writing to formally report [redacted] for systemic violations of the **San Diego Residential Tenant Utility Fee Ordinance (O-21987)** and **California Civil Code § 1940.9**.
I reside at [redacted]

Since shifting to tenant-paid utilities, my 8-unit complex has been subjected to predatory billing practices and a total lack of transparency.

Key Violations:

1. **Refusal to Provide Documentation:** Per the ordinance, landlords must provide unredacted master bills within 10 days of a written request. Each month since January I have requested this and been ignored except for one heavily redacted bill I recieved after weeks of emailing & then had to wait several more days for an unredacted version which showed illegal fees added to the bill. Most recently I requested the April bill on April 15, 2026. As of today, May 6, management has ignored multiple requests.

2. **Redacted Records:** When I previously received a bill after weeks of pressure, it was heavily redacted, hiding the actual costs and service details.

3. **Illegal Pass-Through of Fines:** One unredacted bill I obtained revealed that management is splitting municipal "misuse of trash" fines among all 8 tenants, which is a direct violation of **SDMC § 66.0127**.

4. **Predatory Pricing:** My individual trash bill is anywhere from $200-$300 a month for an 8-unit building, this totals nearly **$2,500/month for trash alone**, which is mathematically impossible for standard residential service.

Additionally, when I got frustrated of not having a reply from my property manager I emailed the president of the company who ignored all my issues and replied to my email offering to break my lease and move out. I responded stating I didn't want to move out, I want the issues fixed? We have lived here for years and never had an issue u til [redacted] took over.

Furthermore when I continued to requested [redacted] to send me the master bills for our utilities unredacted she left a letter in my front door threatening eviction if I continue to contact them.

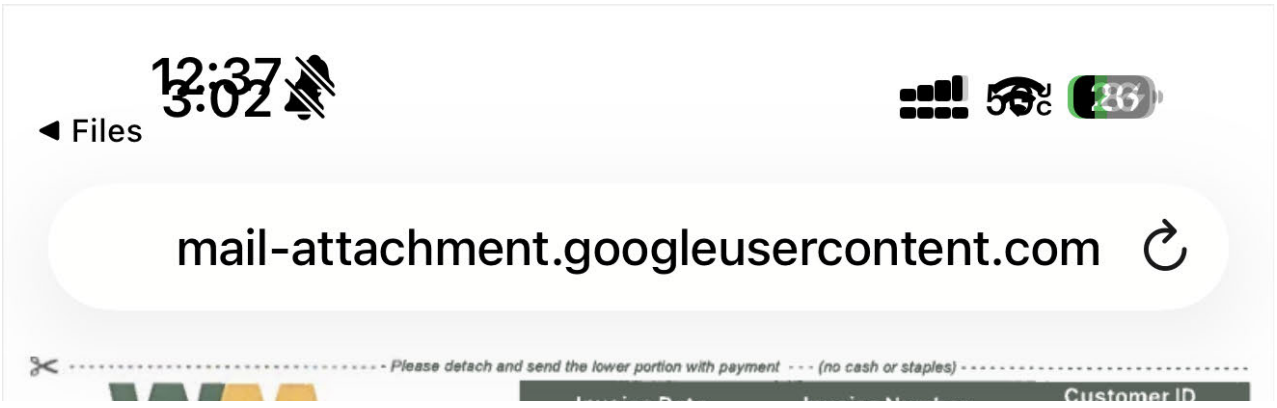
I am requesting an investigation into the billing practices of [redacted] I have attached:

- The redacted bill provided by management.
- Text evidence from a manager admitting the costs are "way too high."
- Proof of my unanswered requests for the master bills.

I am being forced to pay these exorbitant fees under threat of eviction/non-payment. Please let me know the next steps for a formal investigation. Please also note I have continued to pay my rent on time and the utility charges additionally to ensure I remain in good standing but the charges are getting out of hand. Other government agencies have been involved with other issues we have going on with this property manager currently include Air Pollution who issued a notice of violation and they are currently being investigated by PDS & DEHQ.

I would really appreciate help in how to get this billing issue sorted.

Thank you.



USA WASTE OF CALIFORNIA, INC.
SAN DIEGO HAULING
PO BOX 3020
MONROE, WI 53566-8320
(619) 596-5100
(866) 796-6951 FAX

FEB 03 REC'D

Invoice Date	Invoice Number	(include with your payment)
02/01/2026	[redacted]	[redacted]
Payment Terms	**Total Due**	**Amount**
Total Due by 03/03/2026	$1,231.22	

[redacted]

0014040 01 AB 0.64 **AUTO T3 0 7028 92110-500711 -C04-P14054412

[redacted]

I0274C15

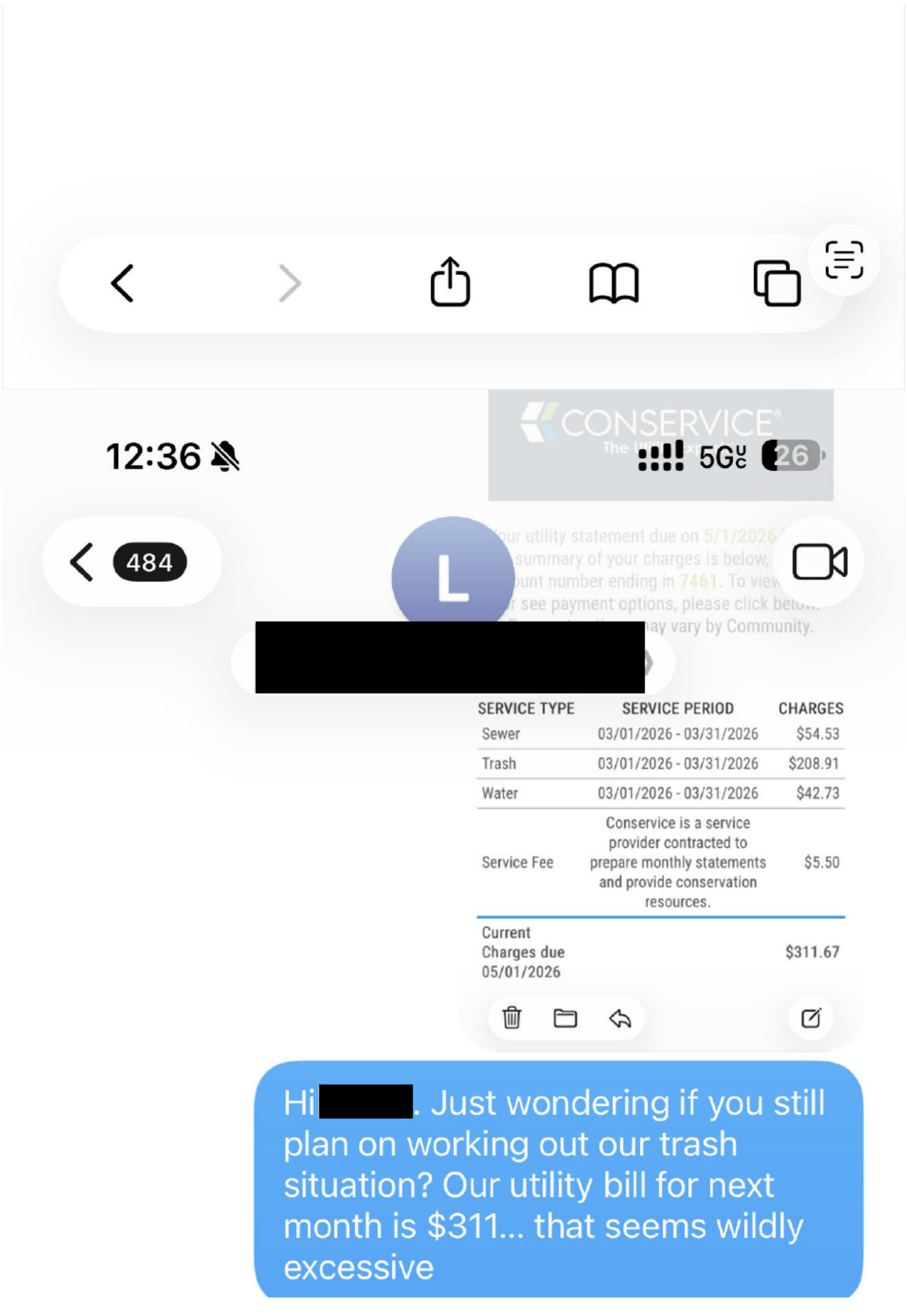
Remit To: WM CORPORATE SERVICES, INC.
AS PAYMENT AGENT
PO BOX 541065
LOS ANGELES, CA 90054-1065

Printed on recycled paper.

DETAILS OF SERVICE

[redacted]

Customer ID: [redacted]


12:36
CONSERVICE
5G
26
484
L
[redacted]
SERVICE TYPE
SERVICE PERIOD
CHARGES
Sewer
03/01/2026 - 03/31/2026
$54.53
Trash
03/01/2026 - 03/31/2026
$208.91
Water
03/01/2026 - 03/31/2026
$42.73
Service Fee
Conservice is a service provider contracted to prepare monthly statements and provide conservation resources.
$5.50
Current Charges due 05/01/2026
$311.67
Hi[redacted]. Just wondering if you still plan on working out our trash situation? Our utility bill for next month is $311... that seems wildly excessive

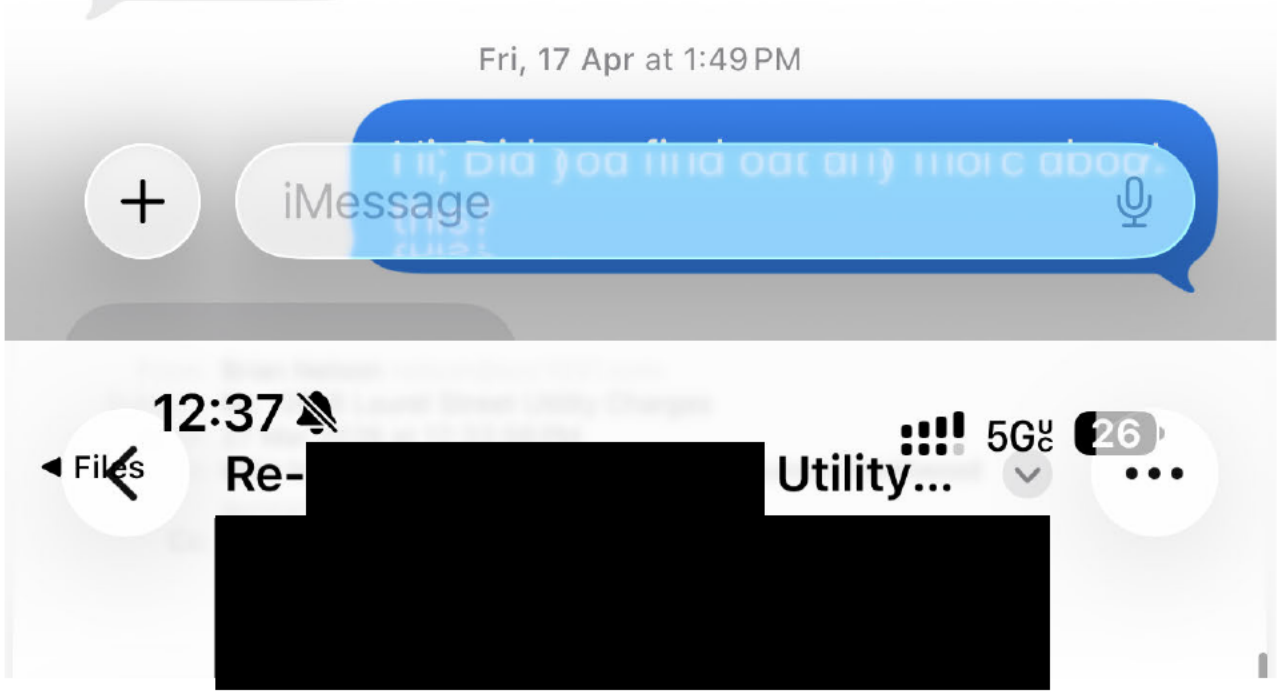
Oh my God that can't be right

This is our third month paying this amount and [redacted] said if I asked her about it again I'll be evicted lol but this just seems so high!!

I know she's working on it

Ok will we be credited for these months then? We obviously want to keep our account in good standing so have been paying them despite how high they are

Let me ask



[redacted] the ability to move out with a full deposit refund. Please talk to your

[redacted]

From: [redacted]
Sent: Friday, March 27, 2026 12:29 PM
To: [redacted]
Cc: [redacted]
Subject: [redacted]

I have sought out advice from HPU regarding the issues we are having with your team and they have confirmed that you are in direct violation of the **San Diego Residential Tenant Utility Fee Ordinance (O-21987)** for the following reasons:

1. **Illegal Penalty Pass-Through:** The master bill shows 'Recycling Contamination' penalties. Under the Ordinance, these are penalties that cannot be passed through to tenants collectively. By dividing these fines by 8, you are illegally charging me for a neighbor's lease violation.

2. **Unreasonable Service Level:** I have photographic evidence (attached) of the waste bins being collected while nearly empty. Charging tenants for a service capacity that is clearly not required violates the 'equitable fee' and 'actual cost' requirements of the SDMC. These photos were taken this morning

before waste management showed up and picked up practically empty bins. Under **SDMC §98.1203**, you are only permitted to pass through costs for services consumed. Your failure to adjust the service level to match the building's actual usage is a breach of your duty to provide an equitable billing system. I should not be financially penalized for your staff's incompetence in monitoring property operations.

3. **Failure to Respond:** I have been all week for a professional response from you. This delay is unacceptable and reflects a pattern of incompetence that I will be documenting in my report if it gets to the point I am required to file with them due to your negligence.



[redacted]

Sent from my iPhone