



May 18, 2023

Carolyn Keddy  
 1745 Folsom St.  
 San Francisco, CA 94103

Dear Valued Customer,

Thank you for your written protest letter regarding our proposed water and sewer rates for the fiscal years ending in 2024-2026.

We recognize that any potential rate increase can be difficult for a number of customers. As a not-for-profit utility funded solely by our ratepayers, we understand this. That is why we offer many resources to help our customers lower their bills. Here are just a few examples that may be of interest to you:

- Qualifying residents with low incomes can receive a 25% discount on their water and sewer bill. Starting July 1, discounts for our customers with the lowest incomes will automatically increase from 25% to 40% off their bill. You can apply easily online at <https://sfpuc.org/utilitydiscount> - it only takes 10 minutes! Or call (415) 551-3000, Monday to Friday, 8 am to 5 pm (except holidays) to request a printed paper application be mailed to you. You can also apply in person at 525 Golden Gate Avenue, San Francisco, 1st Floor, at the Customer Service Counter.
- Take advantage of grants to install green infrastructure to manage rainwater on your property to reduce the stormwater portion of your bill.
- We offer rebates, incentives, and free home or business checkups to help you identify ways to use less water and other ways to lower your bill.
- If you are behind on your bills, flexible payment plans are available for customers by calling our Customer Service at (415) 551-3000, Monday to Friday, 8 am to 5 pm (except holidays).

More information on these programs is available at <https://sfpuc.org/savings>. You can also contact us directly by emailing [ratesinfo@sfgwater.org](mailto:ratesinfo@sfgwater.org) or calling 415-554-3289.

We are proud to be your water and sewer provider.

Thank you,

The San Francisco Public Utilities Commission  
 Public Outreach Team

**London N. Breed**  
 Mayor

**Newsha K. Ajami**  
 President

**Sophie Maxwell**  
 Vice President

**Tim Paulson**  
 Commissioner

**Anthony Rivera**  
 Commissioner

**Kate H. Stacy**  
 Commissioner

**Dennis J. Herrera**  
 General Manager

