

Dear Valued Customer,

Effective May 15<sup>th</sup>, 2020, the County of San Diego Department of Agriculture, Weights, and Measures (AWM) Submeter Lab will resume accepting delivery and pick-up of electric, gas and water submeters for testing by scheduled appointments only, although the offices continue to be closed to the public during the COVID-19 public health emergency.

The health and well-being of our customers, community, and staff is our top priority. We understand the concern and uncertainty you may be experiencing relating to this emergency and we are committed to be responsive to your needs as the situation evolves.

To ensure public and staff health and safety, AWM will be taking the following precautionary measures based on official public health guidelines:

- Customers are required to schedule appointments by calling 858.614.7723 to schedule a drop off and/or pick up of submeters.
- Customers and staff will maintain a minimum of 6-feet social distancing.
- Staff will wear personal protective equipment for staff: eye protection, gloves, and face covering.
- Customers are expected to adhere to Public Health Orders by wearing a face covering.
- Staff will increase sanitation and disinfection activities.
- Staff will apply a 14-day holding period for all submeters before testing begins.
- Staff will decline to accept submeter delivery from a customer exhibiting COVID-19 related symptoms.
- Staff will implement other measures as required in the County Public Health's Social Distancing and Sanitation Protocol until further notice.
- For customers picking up a meter, we are not accepting payments in person, please prepay online prior to your scheduled pick up appointment.

If you have questions regarding payment or the status of your registration, we'd like to take this opportunity to remind you of the online services we provide over the internet.

### Online Services

- [Citizen Access](#) is a website with online services to **search** records, to **pay** for existing permit (record) fees.

**Payment Online:** For online payments, click [Citizen Access](#). Go to the **AWM** tab, then in the General Search section, enter the Record Number (printed on invoice) in the Record Number field and click Search. Scroll down to see the

results, in the Action Column click on "Pay Fee Due", then click on "Continue with Application", and select one of the Payment options. [Online payment instructions](#) are available.

- Online payments can only be made on existing permits (records)
- Online payments can be by EFT (Electronic Fund Transfer) or by credit card (Visa, Master Card)

If you have any questions or concerns, please feel free to contact Garrett Cooper at 858-614-7726 or [Garrett.Cooper@sdcountry.ca.gov](mailto:Garrett.Cooper@sdcountry.ca.gov)